

**DURHAM COUNTY LIBRARY BOARD OF TRUSTEES RETREAT**

**December 17, 2019**

**9:00 a.m. to 2:00 p.m.**

**Administration II Building**

**201 East Main Street, Room 461**

Present: Moy Biswas, Sandra Chambers, Miguel Jackson, Meli Kimathi, Hank Kinsley  
Camilla Meek, Luis Olivieri-Robert, Willis Whichard

Staff: Tammy Baggett, Stephanie Bonestell, Matt Clobridge, Lakesia Farmer, Sandra Lovely,  
Anita Robinson

Facilitator: Michael Davis

Presenters: Brian Hart and Lynda Reynolds

Absent: Michael Case

Absent: James Hill, BOCC Liaison

Lisa Hendrix, Friends Liaison

**Welcome – Tammy Baggett**

Ms. Baggett welcomed the board and new board member Miguel Jackson. She spoke on the mission and the role of board members as it relates to advocacy and gave individual examples of how board members can incorporate it into their everyday lives.

**Objectives and Ground Rules – Tammy Baggett, Michael Davis and Sandra Chambers**

Mr. Davis provided background, reviewed objectives for today’s retreat and anticipated outcomes. The board was asked to write down subjects that need to be addressed.

Mr. Kinsley reviewed objectives which included 1) review and reaffirm Board of Trustees roles for new and existing members; 2) specify Board of Trustees objectives and objective “owners” for 2020; and 3) develop, train and educate BOT members on current programs and practices and emerging library issues.

**Reviewing Trustee Duties and Responsibilities – Sandra Chambers and Hank Kinsley**

Per Article 5 of Bylaws the Board of Trustees has the following duties and responsibilities:

- To review and make recommendations to the Library Director, County Manager, or Board of County Commissioners, as appropriate, on proposed library programs, policies, and regulations for the government of the Library.
- To make recommendations to the Board of County Commissioners concerning the construction and improvement of buildings and other structures for the library system.
- To advise the County Manager regarding the appointment of the Library Director.
- To participate in preparing the annual budget of the library system.

- To recommend to the Board of County Commissioners a schedule of fines and charges for late return of, failure to return, damage to, and loss of library materials, and to take other measures to protect and regulate the use of such materials.
- To otherwise advise the Board of Commissioners on Library matters. The Board shall make an annual report on the operations of the library to the governing body and shall make an annual report to the Department of Cultural Resources as required by G.S. 125-5.

Ms. Chambers emphasized the board is an advisory board.

**A State Perspective – Lynda Reynolds, NC Department of Natural and Cultural Resources**

Ms. Reynolds works in Public Library Management, is a Consultant/Liaison to Friends of North Carolina Public Libraries – NC Department of Natural and Cultural Resources. She is also a Durham resident and North Regional is her home library. She is excited about the opening of Main. Ms. Reynolds shared a brief history of Durham County Library “firsts.” Durham County Library was the first free tax-supported public library in North Carolina; the first to offer bookmobile service; and had the first professional librarian, Lillian B. Griggs.

Library Statutes that govern libraries in North Carolina:

NCGS 125 – State Library statute forms the relationships between NC libraries and the State of North Carolina

Government & Heritage library – issues library cards and circulates materials to North Carolina residents. Also offers “ask a librarian” service.

Library for the Blind and Physically Handicapped provides over 90,000 resources for visual or physical disabilities.

Library Development elevates libraries, engages communities and enrichment.

All libraries receive equalized services throughout North Carolina.

NCGS 125-9 – Issues public librarian certification

NCGS 153A, Article 14 – Governs establishment of city and county libraries in North Carolina. Outlines how libraries can operate and outlines powers and duties of trustees. The statute also outlines financing library systems.

Advisory Board Importance – connections, communication and counsel. There are governing and advocacy boards. The majority are advisory boards such as Durham County Library Board of Trustees. Advisory boards serve important roles in the communities; as such a library representative is able to make connections. Interacting with communities provides input on community needs and what libraries are doing to meet needs. Board provides counsel to the library director to make effective decisions for community.

Effective board meeting – bylaws, attendance and board diversity. Be familiar with bylaws, review. Attendance is important and commitment is needed to provide for quorums and discussions. Diversity is important to represent and connect to the community. When terms expire continue to advocate for the library through various venues.

Board member inquired as to ramifications if board is not functioning. A governing body can remove a board member. The Board of County Commissioners would make decision for removal of a Durham County Library Board of Trustees member.

Bylaws should indicate term limits and should be followed accordingly.

Ms. Meeks inquired on financial responsibilities or return of investments. From a state level other than aid to public libraries it is left up to governing bodies. Information regarding return of investments can be found on the DCo Library website. As trustees it is important to communicate state funding and specify what funding is being used for. Lobbying as a whole is funded by Friends' groups. Lobbyists for North Carolina are Theresa K. Kostrzewa and Lisa Martin.

There is a resource sharing system in North Carolina – NC Cardinal. Smaller, rural libraries participate in this sharing.

NCGS 143 Article 33C - Addresses public bodies and open meetings law. Public can speak at meetings but public right to speak is not required.

Trustee Golden Rules – It is important to not hold meetings without the director. The director should handle public complaints. As a board member assume your responsibility.

Advocacy – ongoing, year-round for the libraries. Advocate anywhere in the community. This is one of the most important roles of a board member. Conversations are important to learn what is needed.

Important to Advocacy: relationships, data, stories

Lobbying – Advocacy that involves attempting to influence specific legislation.

### **Reviewing Past and Envisioning Future BOT Objectives– Sandra Chambers, Hank Kinsley and Michael Davis**

Mr. Davis introduced himself followed by introductions by board members. Board members also shared the most recent book being read.

2019- Restructured meeting agenda

Advocacy breakfast held Friday, October 11, 2019 at North Regional

Board Retreat held December 17, 2019

**What worked well the past year:**

Advocacy breakfast – allows for communication  
Working through content challenges  
High community perception of library  
Presentation of resources by staff  
Retreat last year  
Meetings – agenda change helps meetings flow better  
Attendance improved  
Committees restructured  
Additional board members  
New member orientation and practices  
Diverse board

**What didn't work well the past year:**

Breakfast timing and purpose  
Advocacy Breakfast lack of passion and leadership for the event  
Annual Report missing opportunities to advocate before BOCC  
Determining book collection  
Community Events  
Meeting Frequency  
BOT Award selection process  
Working committees - clarity  
Clerk's office orientation for new board members. Need County Attorney to attend BOT meeting for a collective orientation

**Future Objectives for 2020:**

Create annual report as described in bylaws and create a more effective format – Who will take on task and present to BOCC? Hank, Sandra and Luis would like to draft as owners  
Fulfill advocacy duties and increase participation  
Attend 1 to 2 BOCC meetings when budget is discussed  
Play a role in opening of Main  
Be aware of increasing diversity, exclusivity and equity in Durham  
Utilize bookmobile in community  
Junior trustees  
Tax returns  
Literacy programs/ESL  
More public service activities, housing  
Increase partnerships with schools  
Improve trustee relations  
Improve library catalog and staff presentations  
Improve library usage  
Election 2020 programming  
Increase social media presence  
Obtain more statistics/information on library's surrounding communities to serve current customers better

Improve information flow to Board of Trustees  
Commitment to actively review information and be informed of each branch  
Work to redesign branch information sheets - Hank has agreed to take on this task  
Board members should commit to visiting branches at least once a year  
Revisit advocacy breakfast and make recommendation as to whether it is held in 2020.  
Committee will meet in February to make a decision. Board will discuss at March meeting. Meli, Willis and Luis will be owners. Tammy recommended adding Anita as the staff connection.  
Hold fall retreat – date and owners will be determined at a later date

### **Meet the Staff Lunch – Tammy Baggett and Senior Library Staff**

Stephanie Bonestell, Marketing

Marketing has been focusing on sneak-peek teaser on social media. Later this week will run messages on engaging community, maps and signage for the library. Working on various day-to-day marketing projects. Summer reading/learning developing graphics and techniques to engage the community. Goal is to advertise on all buses this summer. Getting materials ready for Bragtown opening.

Matt Clobridge, IT Manager

Installing computers and network at Main during move. Hotspots available to patrons. 500 on waiting list. Bragtown and Main will have their own hotspots when reopened.

Lakesia Farmer – Human Resources

Eleven positions for Main approved. She has been working on filling various positions, employee relations and training, and revamping new employee orientation. Also working on uniformed orientation effort with County. Staff Development Day will be held in March 2020. A sneak preview will be held in March. The Board of Trustees, Foundation and Friends library family will be invited. Lakesia serves as the president of Toastmasters.

Sandra Lovely, Assistant Facilities Director

Working on transitioning back to Main. Staff will return in January. Staff is working on collections. Bragtown is nearing opening date. Community will be pleased with effort put into renovations. Strategic plan was completed in June and the committee is now in the implementation phase and evaluating. Currently interviewing for tech mobile position. Public art is being developed based on public input for outside of library.

### **“Know Your Network, Build Your Base” by Brian Hart, EveryLibrary.org**

Mr. Hart presented as a representative of EveryLibrary.org His discussion was based on topic “Know Your Network, Build Your Base.”

Every library and librarian should know their customers and trends.

Exploring perceptions about libraries and librarians

Know the Public’s Perceptions – Durham’s public perception is high. Statistically attitudes about librarians have declined and are less positive.

Cultivating support like candidates

Librarians and libraries should share stories, be confident, find connections and be relatable. Keep message relevant. Stay in the know and identify interests.

Activating the audience and sustaining engagement

Engagement is a two-way street. Be comfortable when speaking. Listen and influence larger discussions. Coalitions help to be engaged. Coalitions and partnerships work together with goals.

**Review 2020 BOT Objectives and Discuss Next Steps – Sandra Chambers**

At January 2020 meeting, BOT will decide:

BOT committee structure and committee assignments for 2020 that will enable BOT to achieve objectives.

BOT meeting frequency for 2020 that will enable BOT to achieve objectives.