

DURHAM COUNTY LIBRARY BOARD OF TRUSTEES
THURSDAY, MAY 20, 2021
6:00 p.m.
VIA ZOOM CALL

CALL TO ORDER

Chair Sandra Chambers called the meeting to order at 6:02 p.m.

Present: Mrinmay Biswas, Michael Case, Sandra Chambers, Miguel Jackson, Hank Kinsley, Camilla Meek, Luis Olivieri-Robert, Willis Whichard

Staff: Tammy Baggett, Terry B. Hill, Anita Robinson

Absent: Katie Kaefer

PUBLIC COMMENTS

No comments were made.

I. APPROVAL OF MINUTES

Motion to approve April minutes: W. Whichard Second: H. Kinsley
Minutes approved unanimously.

II. OLD BUSINESS

No old business at this time.

III. NEW BUSINESS

Library Policies (T. Hill)

Revised policies will be effective July 2021. Each year policy review begins with management council group. Any changes that occur during the year are discussed and reviewed with the executive leadership team. Policies are discussed with BOT policy committee and brought before the full board for approval by July 1 of each year.

Circulation & Library Fee Policy - Holds language has been edited to clarify 10 item limit per card. The term “partners” has been defined for staff interaction. Lost and damaged materials fee is waived for returned lost or damaged items. Management Council proposed to look for item for 90 days, if not found, goes to lost status and goes on customer’s record. If returned fines and fees will be waived.

Courteous Conduct Policy - No changes or revisions

Large Meeting Room and Study Room Policy - Public statement is moved to large meeting room and usage language has been rephrased from 3 days to 72 hours for specificity with software library uses. There will be a separate policy for the large area and specialized spaces at Main.

Library Card Registration Policy - No changes discussed

Main Library Sensory Room Policy – Minor editing corrections noted.

Privacy Policy – Primary changes needed will be updating vendors. Once updated privacy information is received from vendors the policy will be updated with details. Minor edits corrected. Board member would like a system to provide anonymity on reserve items instead of customers' entire name being on the item.

Technology policy – Clarification for library card or computer use card and replacement fees.

Unattended Child Policy – Board discussed possible scenarios if children are left alone after hours and concerns on whether library would be held liable.

Vulnerable Person Policy – Last sentence under Section B removed regarding vulnerable person is left without a ride after closing, staff will contact the appropriate authorities to ensure the safety of the adult.

Motion made to approve policies with minor amendments. W. Whichard Second: M. Case
Motion passed.

Communication Report

The communication report was distributed to board members prior to meeting.

Advocacy Report (W. Whichard)

Advocacy Committee has not met. Committee will not plan to meet due to ban on gatherings at this time.

Art Committee

Committee has not met. A report was not given at this time.

Board Development & Evaluation Committee (H. Kinsley)

Board Development & Evaluation Committee – No updates at this time. Board member feedback was positive on previously forwarded State of North Carolina board member training .

SPECIAL REPORTS

Durham County Library Foundation Report (S. Chambers)

Foundation focused on success of libraryfest week. Participation and attendance was outstanding. Social media presence was increased which assisted in increased attendance. The Foundation is in planning stage for next year. Goody bags were delivered to all library staff and went over well. Goody bags were courtesy of the Library Foundation, Friends of the Library and the Board of Trustees.

Friends of the Library (J. Lerner)

Friends have switched to an online store which is located and operates at Shoppes of Hope Valley, 2825 S. Roxboro Street. #131. The phone number is 919-908-6004. Currently book sales are limited to online only. Will have 2 separate online book businesses to choose from. The Friends need volume to increase to be viable. Members have been consulting on ways to market, advertise and maximize presence in the community. Over 2000 books have been added to inventory through donations. Donations are accepted by appointments only. Appointments can be made online through their website.

Friends online bookstore website is: shopfodlnc.org/

Library Reports (T. Baggett)

Communication Report

Additional details for website numbers – monthly or quarter data is helpful.

Project Outcome

Will share details of statistics at a future meeting.

Working on retreat with leadership team, will determine what is needed to provide more information for the community and boards.

Programming Discussion

There will be a presentation from staff at BOT June meeting.

- Online program statistics
 - o Education and lifelong learning 38 programs November 2020 - February 2021
 - o 86 surveys
 - o 97% learned something helpful
 - o 95 felt more confident
 - o 96 applying what they learned
 - o 94% more confident

Ms. Baggett will continue to share comparison of programs to give insight.

The library has been open to the public since Tuesday, May 4 and the operational plan is going well. We are currently in Phase 3.

Hours for Phase 3 are as follows:

Tuesday, Wednesday and Friday	2:00 pm – 6:00 pm
Thursday	3:00 pm - 7:00 pm
Saturday	10:00 am - 2:00 pm

We are still exploring an opening date for Main library.

Circulation Numbers Since May 4

- o April 26 circulation 38,546 physical items
- o May 3 circulation 43,149
- o May 10 circulation 47,518

Door count at Locations

Southwest Regional

- o 1st week 1,191 door count. Capacity was met 14 times
- o 2nd week at 1,042 door count. Capacity was reached 2 times.

South Regional

- o 1st week 991 door count. Capacity was not reached.
- o 2nd week 686 door count. Capacity was not reached.

North Regional

- o 1st week 785 door count. Capacity was not reached.
- o 2nd week data not available

Bragtown

- o 1st week 35 door count (only 4 allowed in building at a time)
- o 2nd week 17 door count. Capacity was not reached.

East Regional

- 1st week 785 door count Capacity was not reached.
- 2nd week data not available.

Stanford L. Warren

- 1st week 370 door count. Capacity was not reached.

Tech mobile services community once a week, rotating at library locations including Lakewood Shopping Center.

Necessary work being done to move to phase 4, which will include opening Main. Phase 5 will include extending hours. Phase 6 hours will be similar to pre-covid hours but will explore if hours will change.

Staff is doing well and public is appreciative.

Action Items (A. Robinson)

- Mr. Hill will follow up on privacy policy as it relates to customer information .
- Mr. Kinsley would like Board Members to forward feedback to him on State of North Carolina Board Training Materials.
- The nominating committee will meet and share nominations at July, 2021 meeting.
- Ms. Robinson will conduct a test run with board members with Teams if determined Zoom will not be used for meetings.

Next meeting will be held Thursday, June 17, 2021.

ADJOURNMENT

A motion was made to adjourn: L. Olivieri-Robert Second: W. Whichard

The meeting adjourned at 7:41 p.m.