

**DURHAM COUNTY LIBRARY BOARD OF TRUSTEES**  
**THURSDAY, NOVEMBER 18, 2021**  
**6:00 p.m.**  
**VIA ZOOM CALL**

**CALL TO ORDER**

Vice Chair Hank Kinsley called the meeting to order at 6:02 p.m.

Present: Michael Case, Miguel Jackson, Katie Kaefer, Hank Kinsley, Camilla Meek, Luis Olivieri-Robert, Willis Whichard

Friends Liaison: Joel Lerner

Absent: Mrinmay Biswas, Sandra Chambers

Staff: Tammy Baggett, Anita Robinson

**PUBLIC COMMENTS**

No comments were made.

**I. APPROVAL OF MINUTES**

Motion to approve October minutes: W. Whichard Second: L. Olivieri-Robert  
Minutes approved unanimously.

**II. OLD BUSINESS**

**BOT Annual Report (H. Kinsley)**

Mr. Kinsley would like to compare a similar board's annual report to BOT's report submitted to County Commissioners. Ms. Baggett drafted a report modeled for Durham County in past years. It can be adapted to whatever the board would like to see.

**III. NEW BUSINESS**

**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 at this time.

**Art Committee (M. Biswas)**

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

**Board Development & Evaluation Committee (H. Kinsley)**

Board Development & Evaluation Committee has not met at this time. No update on retreat plans. Committee will explore trying to assemble an in-person retreat after the new year.

## **SPECIAL REPORTS**

### **Durham County Library Foundation Report (T. Baggett)**

The Foundation held a retreat Monday, November 8. They have identified tentative priority goals and will finalize goals in the weeks ahead.

### **Friends of the Library (J. Lerner)**

During October the Friends showed a profit since recreating their marketing strategies. They held a very successful DVD pop-up sale at Main, profiting \$2800.00 in sales. In October they began advertising 50% off sales in new memberships which has doubled their sales. Positive signs heading in the right direction. Focus continues on marketing and publicity. Two new board members have recently joined the board. The library has indicated regional sales may resume early next year. A date has not been determined at this time. An operational plan for online sales and inventory will need to be devised.

### **Library Reports (T. Baggett)**

Ms. Baggett shared location reports as follows:

#### **Facilities**

##### Safety and Security Initiatives

- Safety Committee updating the Power Outage Process and Protocols.
- Safety Committee attended the “Dealing with Hostile and Potentially Dangerous Library Users (and Staff) Behaviors.”
- Updating the Banning Guidelines.
- Installation of Caution signage for Garden Roof.

##### Special Projects

- Working on a Library Facility Maintenance Manual.
- Stanford L. Warren Library Water Intrusion Project - Collection relocation contract is being finalized.
- Contract for installation of badge readers at Research and Technical Services and security office doors has been completed.

#### **East Regional**

- Door Count: 4800.

Program Stats:

- 18 Programs (both virtual and in person outdoors).
- 237 Total Attendance.

##### Paint with Pumpkins

To celebrate the coming of Fall and Halloween, the children’s department did a series of Paint with Me programs throughout October. The children picked up supplies from the library and engaged together virtually.

##### NaNoWriMo (National Novel Writing Month)

- Each year, our Adult Department plans a series of workshops and write-ins in honor of NaNoWriMo (National Novel Writing Month).
- Though COVID forces things to be more virtual than in person again this year, community writers are excited to work together and get creative.
- Through NaNoWriMo, and East’s year-round writing group, Durham Voices, dozens of local Durhamites have become published authors.
- NaNoWriMo programs and Durham Voices are headed by Phil Locey, Adult Services Manager and East’s very own published author!

## **Family Community Engagement**

### Accessibility Services

- Accessibility Services Coordinator Position currently open  
Position posted and closing Monday, November 1.
- Multi Sensory Environment at Main to open to the public Monday, November 15.  
Main Staff Training scheduled for week of November 8.

### Spanish Speaking Services

Title Change from Hispanic Services to Spanish Speaking Services.

Accessibility Services Coordinator Position currently open.

### Family Literacy and Community Services

- Continues to provide limited service to community partners including Get Set!, Bookmobile, and OASIS.
- The entire unit attended the Association of Bookmobile and Outreach Services virtual conference and came away with renewed passion and inspiration for community engagement.
- Beginning contactless book delivery services to Butner Prison.

### Community Engagement Statistics

- Spanish Speaking Services: 3 programs, total of 96 attendees.
- Accessibility Services: 1 program, 10 attendees.
- Tech Mobile: no stops for the month of October.

### Family Literacy and Community Services

- OASIS: 31 facilities visited, 11 outdoor book events, 16 shut-in visits, approx. 20 books-by-mail sent.
- Bookmobile: 13 stops with 128 teachers and 662 children, total visitors 790.
- Get Set!: 40 daycares served, 207 total children.

## **IT**

### Staff Tech Support

One of Library IT's most important roles is to provide tech support to library staff. About eight months ago we implemented a new way for staff to submit tech-support tickets. The new system allows us to better monitor and respond to staff requests. With the old system, staff submitted requests to County IS&T first, and then those requests were routed to Library IT. This extra step caused delays in support. Requests now come directly to us. The new system also allows us to get feedback from staff on our work.

### Staff Tech Support Statistics

- 597 tickets from July 1, 2021 – October 31, 2021.
- 38% closed within 1 hour.
- Our new ability to remotely access most of our systems has contributed to this quick turn-around.
- 76% closed within 2 days.

### Staff Satisfaction Ratings

- 170 total ratings from staff.
- 96.4% (164) rated the service they received a 5 out of 5.
- 3.5% (6) rated the service they received a 4 out of 5.
- 0% (0) ratings of 1, 2, or 3 out of 5.

### New Library iOS and Android App

We are working with BiblioCommons, the company that provides our online catalog, to develop native iOS and Android apps for the library. The apps will allow patrons to browse the catalog, place holds, renew items, manage their account, get directions to locations, and more. These features will be in phase

one of the launch. In the future, we can add the ability for patrons to check out items using their phones by using the phone's camera and then disabling the security tag at a small station near the door.

## **Main**

- 16,031 people visited Main Library for the month of October .
- 708 new cards were issued.
- Circulation as of 10/25 – 22,706.
- Kids Voting Durham – With Kid Voting, young people can vote on the same candidates and issues as adults.
- Storytime on the Lawn – Halloween edition – 50 participants.
- Spooktober at Main – creating sensory bins, pumpkin decorating and bone chilling memories.
- Our challenge at Main is instructing people how to properly wear their masks.

## **STEAM and Innovation League**

- STEM Design with NC Museum of Life & Science 17 participants.
- Spy Science with NC Museum of Natural Sciences 15 participants.
- Team-building Obstacle Course 20 participants.
- Digital Durham - Jess Epsten serving as Communication Chair.
- Gracey Gordon presented at NCLA “From Among Us to TikTok: Focusing on the needs and interests of teens.”
- 3D printing Orientation part II – Printing designs 20 participants.

## Adult and Business Services

- Adult Services collaborated with Click! Photography Festival -170 people visited our library table and Daniel Davis made a photo booth.
- Larkin Coffey collaborated with Adult Services to provide two programs with Preservation Durham this month: a local cemetery walk with historical information on 10/30 (22 registered) and a virtual lecture on 10/28 (54 registered).
- Raleigh Durham Black MBA youth program - 14 participants.
- Roundtable of Ethnic & Minority Concerns Leadership – Leander Croker presented at NCLA.
- Survey – Business owners & entrepreneurs. Survey included questions on workshops and classes with a total of 50 participating.

## **Marketing**

### What's Going on in Marketing

- New Grant Writer, Patrick O’Grady, started mid-October.
- Finalized FY21 Annual Report. Distribution in November.
- Continued construction of a library-specific style guide, creating new flyer templates, and location-based toolkits for programmers to utilize when promoting their programs.
- Multiple larger scale internal and external programming projects ongoing.
- Expansion of library branding.

### What's Going on with Social Media & eCommunications

- Began monthly resources and services highlights to bring attention to our online resources. This monthly focused item will be included on social, as well as have a permanent spot in the monthly newsletters.
- Kicked-off new targeted monthly program email blasts for children & parents of children, teens & parents of teens, and adults.

## **North Carolina Collection (NCC)**

### October Reference Statistics

- In-person research visits: 51.
- Reference interactions (chat, email, phone, in-person): 202.

### New Website Launches

The NCC's new website officially launched in October. Huge thank you to Sarah Dooley, DCoL webmaster for helping us execute this! More user-friendly interface. Re-organized content for discoverability. Check it out: <https://durhamcountylibrary.org/location/main-library/the-north-carolina-collection/>.

### Newly Processed Collections

- 36 newly-processed archival collections were published on our website. The NCC officially has over 340 archival collections available for research!

## **North Regional**

### Children's Unit

The Children's Unit at North Regional Library continues to host the popular Homeschool Learning Lab program every Thursday at 10:00 am. It is hosted outdoors, in-person, but also livestreamed to virtual attendees.

North Regional now hosts an in-person Storytime from the Terrace every other Saturday at 10:00am.

Kids Voting Durham was held during the entire election cycle.

A special event occurred on Saturday, October 30 at 10:00 am called Halloween Treats with the Fire Department. This outdoor program was a Halloween-filled storytime that also celebrated Fire Prevention Month. Families sang songs, listened to stories, and dressed in costumes, plus had the opportunity to touch a fire engine with over 150 in attendance.

### Adult and Young Adult Unit

Desiree Peterson has been hired as the new Adult Services Manager.

Even with staff shortage the Adult Services Unit managed to host 9 programs with 108 attending.

Dominique Diggs has joined our team while Stanford L Warren remains closed. She hosted 10 programs in October with an attendance of 53.

We have created a huge multi-generational display that includes what you didn't learn in history class that focuses on Racial Justice.

### Circulation Unit and Building Updates

Door Count - 4,957.

Items Circulated - 67,854.

The building has been a site for the Municipal Elections that included early voting. That process has gone smoothly with the addition of screening and the mask mandate to enter the library.

We have had the entire exterior of the building power washed; cleaning included walls, windows, and sidewalks.

## **South Regional**

### October Statistics

Door Count: 5,379 people visited the South Regional Library.

Circulation: 13,799 items were checked out by customers (Sept 2021).

Computer Usage: 801 people used the computers.

- 637 Adults.
- 5 Children.
- 4 Teens.
- 103 Assistive Technology Users (results may be skewed due to customers preferring to sit at the first workstation).
- 52 Scanner Users.

Program attendance: 15 programs attended by 263 people.

Question Count: Staff answered 2,398 questions.

### Personnel Updates and Challenges

#### Challenges

- Some of our library customers continue to violate mask-wearing guidelines.
- Some of the library customers have been defiant when being screened.
- Teen programming has decreased drastically over the years.  
Kestrel Heights High School closed in 2017.
- Outreach efforts have been challenging due to the pandemic.

## **Southwest Regional**

### General Statistics

Door Count:

- October: 9,705 customers.

Question Counts:

- October: 3188.

Program Attendance:

- October: 549 adults, teens, & children.

New Cards Issued:

- October: 170.

### Programming

Fall programs have been a mix of passive programs, outdoor in-person, or virtual

11 Passive/Virtual/Outdoor In-Person Programs

- Guess Who Bulletin Board.
- Hispanic Heritage Month Scavenger Hunt.
- Monster Scavenger Hunt.
- Guessing Jar (weekly).
- Activity Packets.
- Teen Book Bundles.
- Computer Education Classes (weekly).
- Attendance: 549.

Upcoming events:

- Winter Reading for Kids & Teens at Southwest!
- Cats! Scavenger Hunt.
- Computer Classes (virtual, continued).

**Training Updates**

Horizon Circulation Basics Training.

Operation: Perfect Borrower Record (O:PBR).

Monumental all-staff borrower database clean-up project. Staff are working impressively and diligently on this effort. Total records 165,429, of which 102,408 (62%) have been completed so far.

Library Employee Onboarding (LEO)

LEO Philosophy

Library is working on a new library employee onboarding program that will include the following philosophy: *One system; multiple locations. One team; many players. One family; diverse, talented, creative, and connected. Working together; serving our community.*

Action Items (A. Robinson)

- The Board Development & Evaluation Committee will explore retreat possibilities for a date after January 2022.
- Ms. Robinson will send a picture of the sensory room to board members.

ADJOURNMENT

A motion was made to adjourn: W. Whichard Second: C. Meek

The next meeting will be held January 20, 2022.

The meeting adjourned at 7:22 pm.