

Durham County Library Board of Trustees
Tuesday, June 10, 2008
Main Library Auditorium

MINUTES OF THE MEETING

Call to Order: Chair Ken Berger called the meeting to order at 6:05 P.M.

Roll Call: Mr. Berger did a visual roll call. Present: Ken Berger, Joe Hewitt, Allan Lang, Mohammad Rashdi, Al Roberts, Joyce Sykes and Elsa Woods, Trustees; Rev. Michael Page, BOCC Liaison and Dr. Wendell Musser, Friends of the Library Liaison.

Also Present: Skip Auld, Rheda Epstein, Lakesia Farmer, Joyce McNeill and Gina Rozier, Library staff.

Absent: Marian Dillahunt-Andrews, Trustee

Approval of the Agenda: Mr. Lang requested that the agenda item that he mentioned at the last meeting be removed. Board Meetings in July and August was removed from New Business and the agenda was approved unanimously.

Approval of Minutes of May 13, 2008: A correction was made under Communications, in the last bullet. Instead of an NEH grant, the library applied for a North Carolina Humanities Council grant. The minutes were approved as amended following a motion by Ms. Woods and a second by Mr. Roberts.

PUBLIC COMMENTS: none

COMMUNICATIONS

Ms. Rozier circulated the Clip Report and a calendar from the Nasher which featured the library's Art with the Experts.

- A Development Officer has been hired. Alice Sharpe will start on June 30.
- The Humanities Coordinator is planning programs entitled "What's Up with My Teen?" and "ADF (American Dance Festival): Behind the Scenes."
- Outstanding grants include: *Smart Investing at Your Library*, a multi-year grant and *Save Our History*, a grant for the NC Room and the Public Schools.
- The website's new design will be launched on July 1st. To view the redesign, visit www.durhamcountylibrary.org/redesign.
- The Summer Reading Program pages are up on the website.
- A Director's Blog will soon be added to the website.
- The newest edition of *Branching Out* is available. To save money, copies will not be mailed.

OTHER ANNOUNCEMENTS

- Mr. Auld announced that a Deputy Director has been hired. Catherine Mau will begin on August 11th.
- The County Commissioners awarded the contract for the Main Library Study to the SmithGroup on June 9th. The Main Library Study will kickoff on June 23 and 24.
- The Friends of the Library will have their Shed Raising in the Garage on Wednesday, June 12th from 4 – 6 pm with remarks at 5 pm.
- The Library Foundation will hold a retreat on Saturday, June 28th with Beth Briggs as the facilitator. At the retreat, the Foundation will develop the direction for the newest library campaign.
- Carter Cue has been hired as the Reference Librarian at Stanford L. Warren. He is an archivist and will be responsible for the Selena Warren Wheeler Collection.

- Mr. Berger announced that the Stanford L. Warren Library won a Golden Leaf Award for design excellence in the category of Community Properties. North Regional and East Regional received honorable mentions in other categories.
- Mr. Berger has begun preparing an annual report of the Board's activities. A draft will be sent to the board before the next meeting.

FINANCIAL REPORT: There is no financial report tonight because it is not the end of a quarter. Ms. McNeill plans to distribute a year end report to the Board at the July meeting.

COMMITTEE REPORTS

Board Development & Evaluation – Ms. Sykes for Ms. Dillahunt-Andrews

- The committee has finalized its charge. The purpose of the committee is to support the Board's professional development and to evaluate the Board's activities. Other responsibilities mentioned in the charge involve participating in orientation activities with the Board Chair and the Library Director, planning and coordinating board development activities such as retreats and evaluating if the board is doing what it should be doing. The committee's charge was approved following a motion by Mr. Lang and a second by Mr. Hewitt.
- Plans are underway for a Board Retreat.
 - Anne Marie Elkins from the State Library will be the facilitator, but the location has not yet been determined.
 - Three dates have been proposed for the retreat. All are Saturdays: September 27, October 18 and October 25 all from 9 am – 2 pm. Mr. Berger asked if the committee would send out the dates by email so that Board members can check their availability and respond.
 - Proposed agenda items include: a general orientation, backgrounds of the various trustees, networking and team building, examination of the role of committees, what the board is doing well and what could be done better. There was a brief discussion about the possibility of holding the retreat on a weeknight, but it was decided that a Saturday morning would be best. Mr. Rashdi commented that an assessment of the Board is most important. If the Board can evaluate what it has done right and wrong, a lot will have been accomplished. Mr. Berger reviewed the types of topics that were covered at the last retreat.
- The committee has started talking about the possibility of either having a teen (ex-officio) board member or a teen advisory board and will continue working on this before making a report to the Board.

Facilities & Standards – Ms. Woods

- Money is available to replace the carpet in the Auditorium.
- Money was not given in next year's budget to build the collections at South and Southwest.
- The Main Library Study Kickoff will be June 23 and 24.
- Ms. Woods, Mr. Auld and Priscilla Lewis met with folks from Greenfire for an information sharing meeting. Greenfire had been reading about the Main Library Study. They hope that the library will continue to be open to talks about the possibility of moving. At this point, the library is simply collecting information.
- The Southwest Expansion project was presented to the County Commissioners on June 2nd, but there was very little time allowed for the presentation at the meeting. The commissioners expressed concern about the closing of Southwest before the opening of South Regional.
- Parkwood was scheduled to have air conditioning installed this week.

- Rev. Page commented that if the library does not take precautionary measures, the carpet will need to be replaced again soon.

Information Technology – Mr. Hewitt

The committee met on June 9th and heard reports from staff members Aftab Ahmed and Jill Wagy.

- 28 computers have been received from the Gates Foundation.
- 10 laptops have been purchased by the Friends and are being used for roving classes.
- Website redesign is in progress. The committee is very impressed with what it is seeing with the website.
- Classes for Internet Safety are being planned. Aside from basic courses about Internet Safety for children, the committee discussed the possible need for courses for the elderly to be aware of Internet scams.
- Rosetta Stone language learning software is no longer available for online access in public libraries. The library replaced Rosetta Stone with Tell Me More, an even more in-depth language teaching program.
- Requests for Proposals for the RFID project will be going out in July. It should be at least six months before a contract is written.
- Digital scanners and fax machines for public use will be deployed in the coming months.
- The committee is very pleased with how the Technology department and the website are progressing under Mr. Ahmed's leadership and since Ms. Wagy came onboard.

Planning & Budget – Mr. Lang

The committee met on June 5th.

- The County only approved the basic budget for the Library, but not all of Priority 1 was funded, nor were any of the requests in the other seven priorities. No money was given for the building of the collections at South and Southwest.
- Mr. Berger, Mr. Auld, Mr. Lang, Ms. Woods, Ms. Rozier and Priscilla Lewis attended the County Commissioners Meeting and budget work session. Mr. Lang and Mr. Berger spoke on behalf of the library.
- On July 15 at 7 pm, there will be a community meeting at Southwest about that library's renovation and expansion. Mr. Lang encouraged as many board members to attend as possible.

Policies – Mr. Roberts

- The Appropriate Behavior Policy will be renamed the Courteous Conduct Policy. Mr. Roberts yielded the floor to committee member Mr. Lang for comments.
- Mr. Lang stated that the Board had worked on the Overdue Fee Policy in September 2007 and he did not understand why it was being reviewed again at this time; policies are to be reviewed every two years.
- He also had several questions about the Registration Policy, especially the nonprofit (Institutional Borrowing) category which allows 200 items to be checked out. He questioned the library's "policy" not to try to collect fees if articles are not returned. Several references were made to an email from Myrtle Darden (Circulation Manager) and Mr. Lang wanted to know if what was stated in the email was Administration's policy.
- According to Mr. Lang, two new categories were added under OASIS (Older Adult and Shut-In Services): Individual and Institutional Borrowing. Mr. Berger responded that those categories were in the version approved July 1, 2005.

- Mr. Lang stated that he would prefer if the committee were not surprised by such drastic changes. Mr. Auld responded that the Registration Policy was given to him (by the Board) as a policy needing review.
- In response, Mr. Auld commented that in the August 2007 and January 2008 customer service trainings, the staff was authorized to waive fines as appropriate. Prior to the training, many of the library's customer service issues stemmed from complaints about fines. The library's philosophy is not to waive every fee every time. Mr. Berger stated that he does not think that this philosophy is what the Board approved when it discussed the new fee structure. Mr. Berger said that he felt Mr. Auld was describing a very inconsistent policy. Fines and fees are not meant to be punitive, but to encourage people to return materials so that others can borrow them.
- Mr. Lang stated that the policy does not chase those who do not renew. People are simply allowed to keep materials out without renewing them and may not face any fines when the materials are returned though they are late.
- Mr. Hewitt asked if training is in place to ensure consistency. Mr. Auld responded that all staff was trained after changes were made in loan limits and grace periods.
- Mr. Lang stated that the registration policy does not say how long materials can be checked out an OASIS card. Mr. Auld responded that institutional cards have certain restrictions built into them and different types of cards are set up with certain limits.

Ms. Woods suggested that the discussion be stopped stating that Ms. Darden needed to be a part of the discussion. The Policies Committee should meet with library staff.

Mr. Rashdi stated a personal frustration that he has experienced related to the Policies Committee. He feels that when the policies are reviewed should be streamlined. Maybe one person should coordinate the process. The Policies Committee needs a comfortable window to review policy. The committee's job is not to proofread, but to check ideas. At least one month's time should be given for review. Is this something that the Deputy Director could take on?

Mr. Auld answered that the Deputy Director will be the staff liaison to the Policies Committee. Mr. Auld will continue to be the liaison to the Board Evaluation and Development Committee. He went on to suggest that the policies get reviewed when necessary, but not on a schedule. Mr. Berger stated that the schedule is irrelevant.

Ms. Woods stated that not all policies need to be reviewed every two years. She suggested that the committee look at the schedule. Mr. Lang responded that not every policy is changed every two years, but they are reviewed every two years. Mr. Berger added that the policies used to be reviewed every year. He also said that the Board by its actions has shown a great deal of patience. Policies should be presented to the Board before the meeting so that they can be approved at the meeting.

County Commissioners – Rev. Page

- Commissioner Page started by apologizing to Ms. Woods and the Facilities & Standards Committee for the short time that was allotted at the Commissioners meeting for the Southwest presentation. He felt it was rushed as well and will work to get them more time at a future meeting.
- About the budget, Rev. Page commented that this has been a very tough year for the County. He believes that as the budget year progresses, there may be a way to find the money to fund the collections at South and Southwest.

Nominating Committee – Mr. Berger

The Nominating Committee will be comprised of Mr. Hewitt, who will serve as chair, Mr. Roberts and Ms. Sykes. The committee will select a single candidate for the positions of board chair and vice chair. The Nominating Committee will meet on June 18 at 4 pm at the Main Library.

Committee Meetings have not been scheduled beyond June 2008. Mr. Berger asked that no committee meetings be scheduled in July, unless there is a compelling reason for them, to give the hard working trustees a small break. Once committee meetings have been scheduled for the next fiscal year, Mr. Berger will send the schedule to Dawn Dudley. He will also send her the prospective schedule for regular Board Meetings on second Tuesdays at 6 pm.

Mr. Lang asked if committees will retain their same make up. Mr. Berger said that changes would possibly be made after the election next month, as this is when adjustments are usually made, and possibly after the retreat if the board decides to reorganize.

New officers will be elected at the end of the July Board Meeting.

EXTERNAL REPORTS

Library Foundation – Mr. Berger

- The Foundation will have a retreat on June 28. The new Development Officer will attend.
- They have updated their bylaws.
- Will be moving ahead on the campaign.
- New people will be joining the Foundation's board.

Friends of the Library – Dr. Musser

- The June meeting was postponed because of the Annual Meeting and Shed Raising which will be held on June 11th from 3 – 5 pm with remarks at 4 pm.
- Summer Book Sale is scheduled for June 20 – 22.

Friends of Stanford L. Warren – no report

OLD BUSINESS

Staff Recognition Update – Ms. Sykes

The Staff Recognition Committee met to review the Trustees Award and the Henry “Clay” Allen Award and how the two mesh together. Neither of the awards had clear specifications. The committee is designing a better and more coordinated form.

The committee recommends that prior award winners evaluate the new nominees. An advantage is that fellow employees have a working relationship with those being nominated. A disadvantage is that award winners can be nominated again, in which case they would not evaluate submissions.

When selecting nominees for the Trustees Award, the focus is on high profile staff. The Clay Allen Award is for persons who do not get recognition, but really contribute on a day-to-day basis.

Letters of recommendation will still be required. The criteria for the awards will not change, but the process for how the criteria are documented will be different.

The Allen Award will be given in the spring and the Trustees Award will be given in the fall along with the Spotlight Award.

The committee is still working on the procedure and nominating form. The Trustees Award will still come to the Board for final selection and approval.

NC Humanities Grant – Ms. Epstein

- The library was awarded a \$2500 “Let’s Talk About It: Jewish Literature” grant from ALA and an additional grant of \$1000 from the NC Humanities Council.
- The theme will be “A Mind of Her Own: Fathers and Daughters in a Changing World.”
- The program will be held in two locations: Southwest Branch and Main Library.
- Jewish Scholar Sally Drucker will facilitate the book discussion series.
- Ms. Drucker also agreed to do an introductory session.
- Ms. Epstein will be working with Marketing to publicize the series which will be held on Sunday afternoons from August 17, 2008 to January 4, 2009.
- The books are here and extra copies will be available in our library. Books will be displayed at Southwest.
- Will be showing the Hungarian film, *The Divan*.
- Ms. Epstein will also be talking to local bookstores such as The Regulator about the series and the possibility of selling copies of the books at the sessions.
- Mr. Lang asked if the library would notify the Jewish organizations in Durham of the program.

DIRECTOR’S REPORT: Mr. Auld

- Monthly Statistics were circulated. Circulation is higher than it was last year. A question was raised about the number of volunteer hours (8,686). Could this number be related to early voting at North? Circulation is up 27% from last year.
- Open Mike with County Manager Mike Ruffin was scheduled for June 10th but has to be rescheduled. Mr. Auld will use the time to do an open mike session as a follow up the Q&A from last month’s Staff Development Day.
- The library is starting to move forward with the combining of AV & Circulation which will enhance service.
- A question was raised about Warren’s statistics. Ms. Rheda stated that they are accurate. Mr. Auld asked Ms. Epstein to discuss the figures with Warren’s Manager Brenda Hall. Mr. Berger said Warren’s circulation figure – more than an 80% decrease over last year – is very distressing, especially considering all that went into the library’s renovation.
- Mr. Lang asked if there was an update on the closing of the TA Grady Center that Ms. Hall mentioned at the May Board Meeting. Mr. Auld did not have any additional information. Mr. Lang also wanted to know if there were any library materials or computers at the center. Mr. Auld responded that the center is separate from the McDougald Terrace Library and does not have any library materials. He also added that the computers at Grady were furnished by the school system.
- Does the revenue figure listed on the Director’s Report include fines and meeting room fees? The revenue figure is an aggregate number compiled by Horizon which includes fines, fees and damaged or lost books. Meeting room fees are not included in this figure at all.
- Mr. Lang asked if Mr. Auld was able to provide a timetable for the November 2009 bond issue. The Main Library’s Planning & Programming Study will kickoff on June 23 and 24 and will conclude in October. The Main Library Study will give the county a figure which can be used in the bond referendum. A timeline will not be developed until after the new commissioners are sworn in. At this time, the capital plan will be revised.

- Mr. Auld commented that a draft report on the Durham History Museum will be released in the coming weeks. He will get copies for the Board once the report is issued. Mr. Lang asked if the library should consider integrating the new history museum into its future plans to increase the chance for additional funding. Mr. Lang reiterated the need for a timeline for the bond issue so that the library family can begin garnering community support.
- Mr. Berger asked if the complaint about a staff member that was mentioned at a previous meeting had been resolved. Mr. Auld responded that it has been addressed and that he would check to make sure the person making the complaint had been contacted.

The meeting was adjourned at 8:00 pm after a motion by Mr. Lang and a second by Mr. Hewitt.

Respectfully submitted,

Lakesia W. Farmer
Executive Assistant

NEXT MEETINGS: July 8 and August 12, 2008 (1st Floor Auditorium)