

Durham County Library Board of Trustees
Tuesday, July 20, 2010
Meeting Room, Southwest Regional Library

MINUTES

I. Call to Order

Chair E. Al Roberts called the meeting to order at 6:07 p.m.

Roll Call: Present: Allan Lang, E. Al Roberts, Michael Schoenfeld, Joyce Sykes, Beck Tench and Elsa Woods, Trustees;

Wendell Davis, Durham County Deputy County Manager; Marqueta Welton, Durham County HR Director; Charlene Wilkins, Durham County HR Analyst;

Wendell Musser, Friends of the Library Liaison; Priscilla Lewis, Catherine Mau, Joyce McNeill, Rheda Epstein, Gina Rozier and Lynne Barnette, library staff.

Absent: Tatia Ash, Joe Hewitt and Dotty Reid, Trustees; Becky Heron, Board of County Commissioners Liaison

Approval of the May Minutes: Move to accept May minutes as written: Allan Lang. Second: Michael Schoenfeld. The May minutes were unanimously approved as written.

II. Public Comments

There were no public comments.

III. Managers Report

Lynne Barnette highlighted some of the successes and challenges Southwest Regional Library has faced in the approximately two months since it opened.

- **Successes:** Very busy, many compliments from customers and an average circulation of 2,600-2,900 per day. July 6 was a particularly busy day with circulation hitting 5,100. (Ms. Barnette attributed this to the library reopening after a long holiday weekend.) Summer Reading Club signups have exceeded 1,000 for children and 327 for teens. Ms. Barnette extended kudos to her staff for their hard work.
- **Challenges:** Very busy. The library has recruited a number of volunteers to help with the work load. Staff members have also been cross trained to help each other with the increased demand. However staff members have had to get used to not completing work in as timely a manner. Also, when a staff member is absent the team really suffers.
- In response to a question from Mr. Schoenfeld, Ms. Lewis will determine whether Southwest is seeing an influx of new customers or if many of the customers are shifting from another library.

IV. Board's Role in Search for New Library Director

Wendell Davis shared that this is the second community he has helped transition from a branch system to a regional system. He expressed his happiness on behalf of the County Manager's office at seeing these facilities come to fruition. He applauded the Board as volunteers in this process. Mr. Davis explained that

all have a role to play as stakeholders in the selection of a new library director, that all should share their insight and input. He introduced Marqueta Welton and Charlene Wilkins.

- Ms. Welton began with a correction to the Director of Library Services Proposed Recruitment Plan: Urban Ministries Council should be Urban Libraries Council.
- Ms. Welton explained that the criteria used for the ad were based on feedback received from the Board of Trustees and other stakeholders on the desired qualities in a library director. The recruitment plan is a screening tool and a starting point.
- HR opened the application process May 31. The original closing date was August 13, however, as of July 20, HR had received 13 applications that met the minimum qualifications. HR will review whether to change the closing date. A telephone panel will begin interviews the first week of August.
- The search process last time was as inclusive as possible, and HR will try to make this process as inclusive. Once viable candidates are identified from the telephone interview process, HR will put together interview panels that include the County Deputy Director(s), Finance Director, Budget Director and Human Resources Director, as well as library directors from nearby jurisdictions who know what the position entails. Representatives from each of the library family boards will participate on the interview panels. As part of the candidates' assessment, HR may include a fundraising exercise.
- Based on the results of the interviews, HR will determine whether to recommend that any of the candidates be interviewed by the County Manager. Mr. Ruffin typically only wants to see two candidates. He will decide if he wants to make an offer to one of the candidates.
- Background checks on the current crop of applicants will begin immediately, even prior to phone interviews. Those candidates who pass the phone screening will receive more in-depth background checks. Finalists will have the most thorough background checks.
- There will be a session for library staff to submit questions and a forum for those employees who want to come and listen to candidates' answers. An HR representative will pose the questions. This gives employees the opportunity to get a firsthand look at each candidate. Employees then give feedback by email. HR summarizes the employee responses and passes them on to the County Manager. Mr. Ruffin will consider all of these things in his final decision.
- There is a target start date of November 15. If the process can move more quickly, HR will do so. The process could be completed by the end of October. However, if a suitable candidate is not found in this first round, there will be additional recruitments until the right candidate is found.

Trustee questions:

- Mr. Lang: Alerted Ms. Welton that there is a Trustee meeting on Nov. 9 and suggested that if a qualified candidate has been found, it would be nice for that person to attend. Mr. Lang also suggested the interview panel ask candidates for/about: copies of reports written, speeches given, fundraising activities, copy of paper written to secure library degree, previous budget responsibilities.
Ms. Welton responded that Board members are welcome to submit questions for the interview process.
- Mr. Schoenfeld: Asked about the salary range for the position and whether it is competitive. Mr. Schoenfeld also asked about the process for recruiting targeted individuals.
Ms. Welton responded that the salary range is \$72,816-\$125,359 and that this is competitive. HR sends a recruitment brochure to targeted individuals.

- Ms. Tench: Asked if the job description was listed on the County website. Ms. Welton responded that it is.
- Mr. Lang: Offered a copy of the Benchmarks for Durham County Library for reference in the interviewing process. Ms. Woods added that an updated version would be voted on at this meeting. Ms. Welton said that HR will add the updated version once it is received.
- Mr. Roberts: Asked how HR sees the Board of Trustees participating as an entire board vs. individual representatives. Ms. Welton responded that there was nothing planned for the Board of Trustees as a whole. However if the Board members were interested they might do something.

Mr. Davis, Ms. Welton and Ms. Wilkins left the meeting at 6:40

V. Communications

Gina Rozier passed out the press packet disseminated at the art installation. Ms. Rozier referred to the communications report emailed prior to the meeting and asked if there were any questions. She also said that if there were no objections, she would continue to send the report in advance and take questions, if any, at the meeting.

VI. Announcements

Announcements were skipped at this point in the meeting. Ms. Lewis later announced that with the new fiscal year and new board members, there would be a change in the liaison to the board. Effective from this meeting forward, Gina Rozier will be the liaison to the Board of Trustees. Ms. Lewis and members of the Board thanked and commended Ms. Farmer for her exceptional work as the previous liaison.

VII. Director's Report

Priscilla Lewis explained that since the last meeting, she had been named interim director and charged by the County Manager to open Southwest and South Regional libraries, and to bring stability to the library staff. Ms. Lewis said that there had been good progress, but that she is working to make more.

- There will not be a final budget report until after August 14 when Budgeting, Finance and Purchasing do the year-end reports.
- The library reduced holds from 25 to 15. This went into effect today. Staff averaged out the number of books customers were putting on hold, and the average was 12-14 books. The hold time on the shelf has been increased from six to eight days. This change seems to have made both the staff and the public happy.
- Ms. Lewis brought in a contract employee to temporarily lead Technology Management. One member of the Tech Management team is out on family leave, and the manager position for that division is still vacant. In addition, another member of the Tech Management team recently resigned. However, with assistance from County personnel, things are still on track.
- Ms. Lewis said her main focus is the July 28 opening of South Regional. She wants to streamline processes so that the library leadership can help staff help customers better. Ms. Lewis is anticipating an increase in customer traffic when school starts. Her goal is to help staff keep books on shelf and control traffic so they don't burn out.

- The Summer Reading Kickoff on June 19 went well. Ms. Lewis consented to being dunked in the dunk tank at the end of the kickoff.
- There have been some excellent humanities programs: Paul Tough, author of *Whatever It Takes* visited. The *To Kill a Mockingbird* program was standing room only – about 180 people in the Main auditorium.
- Last week all staff began helping process CD/DVDs at the Main Library. Main Circ has not had adequate staffing to process these materials as quickly as needed. For three consecutive Fridays all Main staff will work on this. This is a great team effort, and staff seem to enjoy it. If the process is not finished in three weeks, it will be extended.

VIII. Old Business

Benchmarks for Facilities, Technology and Services: Elsa Woods and the Facilities and Standards Committee worked on revising the benchmarks.

- There are two places highlighted: 1) The committee raised the building space standard to .65 sq. ft. per capita. Other states' standards are higher, some as high as 1 sq. ft. per capita. 2) In the Technology area, the committee adopted the wording "one staff member per 50-75 workstations at one site."
- In response to a question from Mr. Schoenfeld, Ms. Lewis said that the "one per 50-75 workstations" number was very close to the actual number when Technology Management is fully staffed.
- Mr. Lang suggested adding to the second paragraph that all libraries are served by mass transit.
- Move to approve the amended benchmarks: Allan Lang. Second: Michael Schoenfeld. The motion was unanimously approved.
- In response to a question and suggestion from Mr. Schoenfeld, the benchmarks will be formally presented to the County Commissioners so it is on the record as a document of the goals and aspirations of Durham County Library.

Ad Hoc Committees: Ms. Tench stated that she wants to have conversation about moving to ad hoc committees.

- Ms. Woods stated that this is a wonderful idea and that she doesn't think the Board needs standing committees, but needs the ability to create ad hoc committees when necessary. E.g. Facilities and Standards doesn't need to meet again until some reason comes up. One exception may be policies, but even that committee could be ad hoc and made up of different folks appropriate to the policy being considered.
- Mr. Schoenfeld concurred. He stated that the current committee structure is not the best and most efficient use of Board members' time or staff time. Mr. Schoenfeld advocated replacing the current structure with an ad hoc committee structure.
- Wendell Musser stated that in other organizations ad hoc committees are given express goals to meet. Once those goals are met, the committees cease to exist.
- Joyce Sykes was not sure that the IT Committee should be eliminated.
- Mr. Schoenfeld suggested that perhaps IT should be discussed at the Board level. He stated that he was unclear what the role of the IT Committee would be, as there is no Board responsibility for purchasing or approving things.
- Ms. Sykes stated that the role of the IT Committee is to bring the focus of the Board to things they feel it is important for the Board to consider.

- Mr. Schoenfeld stated that it should be the role of the staff to bring things to the Board that are important.
- Ms. Woods asked about a previous Board decision to have an IT report at each meeting.
- Lakesia Farmer stated that this had been eliminated at this meeting due to timing and not having an administrator.
- Dr. Roberts agreed that moving to an ad hoc committee system would streamline the Board.
- In response to a question from Mr. Lang about whether all locations are wired for high speed Internet, Catherine Mau stated that the network will be updated on July 24, at which point all locations will be wired.
- Mr. Lang stated that the bylaws require trustee involvement in budget preparation. He stated that it seems meeting every other month would give good timing for the Budget Committee to provide information to the Board.
- Ms. Sykes stated that bi-monthly meetings don't seem to mesh with quarterly reports.
- Ms. Woods said that in the past, the Budget Committee met with the staff when the budget was being developed to learn what staff felt the needs were, to provide input when asked and to report to the Board. Information was presented to the full Board.
- Mr. Lang said this process still stands.
- Ms. Woods asked if there is a need to have a bi-monthly meeting when the information is going to come to the full Board.
- Mr. Lang stated that the preparation of the budget covers nine months. It is an ongoing process.
- Dr. Musser asked whether some committees could be standing and others ad hoc.
- Ms. Woods agreed that this would work.
- Ms. Tench asked where the Board goes next with this information.
- Dr. Roberts stated that he will have to get the information out to the full Board and get their input to make a decision. Information will go to absent and new board members for their input and their responses will come back to the Board.
- Mr. Schoenfeld stated that a more specific plan might be required. He asked whether this would require any amendment of the bylaws.
- Ms. Woods stated that the bylaws say "The Chair shall appoint any committee deemed necessary." Therefore no bylaw change would be needed.

IX. New Business

Date Change for November Meeting: Dr. Roberts stated that the Board needs to move the November meeting to the 9th in order to select a recipient of the Trustee Award prior to the November 10 Staff Day.

X. Nominating Committee Report/Election of Officers

Ms. Woods stated that at the last meeting Dr. Roberts was nominated as Chair, and Mr. Schoenfeld was nominated as Vice Chair. The nominations were presented but not voted on at that time. The Board voted unanimously to approve the nominations.

XI. Adjournment: The meeting was adjourned at 7:16.

XII. Executive Session: Dr. Roberts requested that the trustees stay for an executive session.