

DURHAM COUNTY LIBRARY BOARD OF TRUSTEES
THURSDAY, OCTOBER 21, 2021
6:00 p.m.
VIA ZOOM CALL

CALL TO ORDER

Chair Sandra Chambers called the meeting to order at 6:03 p.m.

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

Absent: Michael Case

Staff: Tammy Baggett, Anita Robinson

PUBLIC COMMENTS

No comments were made.

I. APPROVAL OF MINUTES

Motion to approve September minutes: W. Whichard Second: K. Kaefer
Minutes approved unanimously.

II. OLD BUSINESS

Bylaws Discussion (S. Chambers)

Ms. Chambers and Mr. Whichard have received copies of older adopted bylaws. The current bylaws will be compared to initial bylaws to draft revisions.

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.

SPECIAL REPORTS

Durham County Library Foundation Report (S. Chambers)

The Foundation did not meet in September. A retreat will be held November 8, details forthcoming.

Friends of the Library (T. Baggett/J. Lerner)

Mr. Lerner was unable to attend the meeting; however, he shared that the Friends continue to focus on improving visibility in the community and increasing revenues.

The Friends are working on their MOU. They have approved the library to utilize their space on the first floor at Main to house the Wheeler collection, books and computers.

Library Reports (T. Baggett)

Ms. Baggett shared location reports as follows:

East Regional

After months of virtual programming, East has been very excited to begin outdoor in-person storytimes for our youngest patrons! The following are offered: Baby Bookworms Lapsit Storytime for Babies and All Together Now Storytime for Toddlers and Preschoolers.

East Regional is also offering a fall reading challenge. The program will run from October 1st to November 30th.

Family Community Engagement

Staff from Community Engagement and locations represented Durham County Library at the Health Department sponsored "Back to School" event.

- Accessibility Services Coordinator Position currently open.
- Position to be reviewed and posted as soon as possible.
- Sensory Solution Kits currently circulating.
- Developing logistics for opening Multi Sensory Environment by appointment only.
- Sensory Calming Room to open when meeting rooms open systemwide.
- Working on updating language of website and information handouts to highlight accessibility.
- Tactile collection circulating with Get Set! program to local daycares.

Hispanic Services

Monica Belford's last day with DCL was October 9. Ms. Belford served as the Hispanic Services Coordinator. Working with HR to change position title to be more inclusive of all Spanish speaking customers. Her last program, "Painting like famous painters!" was quite successful. The program was held outside at Main Library - intentionally, without marketing the program, had 80 attendees!

Family Literacy and Community Services

- Continues to provide limited service to community partners- including Get Set!, Bookmobile, and OASIS.
- Highlight on OASIS: OASIS has been providing Activity Packets for our community partners and has received an overwhelming grateful response. Developed an outdoor book selection event with social distancing and masks that was a HUGE success!

IT

- IT recently launched a process for patrons to sign up for a temporary library card online.
- Validates that patron's address is in Durham County for resident cards and checks for duplicate accounts in our system.
- Card is valid for 30 days.
- Allows patrons to use all our digital collections and electronic resources.
- Allows patrons to place holds on physical items.
- Patrons must come into the library for address verification to have their temporary card upgraded to a permanent card to checkout physical items.
- Non-residents can register for a non-resident card that is valid for 1 year. Appropriate fee is added to account.

- Awarded approximately \$35,000 of federal Emergency Connectivity Funds (ECF) to pay for data services this fiscal year for patron hotspots and hotspots included in Bragtown's Technology Kits.
- Awarded another \$35,000 in federal E-rate funds to pay for new wireless access points at regional libraries and Stanford L. Warren Branch Library. This also includes outdoor access points at these locations to bring the internet outside for people to use if the library is closed.
- A small committee is currently in the process of developing requirements for our ILS. This is the library's main database for our catalog, acquisitions, and patron records. It's been almost 15 years since we looked at the ILS market, so it's time to see if another ILS will meet our needs better than our current system.

Library HR

- Hiring Freeze implemented in April 2020.
- Inability to hire resulted in 50+ vacancies throughout the system including several newly created positions for renovated Main Library.
- Hiring Freeze lifted in April 2021.
- Began filling positions and saw a wave of internal promotions and movement.
- Vacancies have decreased by 50% and continue to decrease.
- Created and presented a time entry and approval training for staff.
- Working with the training coordinator and a team to revamp the library's employee orientation and onboarding process.
- Member and VP Membership for DCo Toastmasters Club.
- Active member of DCo Facilitation Network .
- During the spring and summer, assisted with Community Health Assessment virtual listening sessions on topics related to Durham County's health priorities (affordable housing, access to care, mental health, and obesity, diabetes and food access).

Main

Children's

- Art Project every Monday at 10:30 AM.
- Lego Mania offered every Tuesday at 10:30 AM.
- Story time on the lawn every Thursday at 10:30 AM.
- Ballet & Books sponsored by Duke University (Saturdays, 2:00 – 3:00 pm (Oct 9 – Nov 20) - every Saturday starting on October 9.

Teens

Teen area offers gaming for teens.

STEAM

- 3D Printing Orientation Part 1 - 3D Design.
- Art program in honor of International Observe the Moon Night!
- Revamped our Seed Library.

Adult and Business Services

- Hannah Hemphill successfully spearheaded the City/County initiative of Innovate Durham.
- Adult Services is collaborating with Click! Photography Festival.
- Take and Make craft kits are fun and popular.
- Dia de los Muertos/Day of the dead display.

- Main also held a virtual job fair with NC Works.

Marketing

- Working on FY21 Annual Report for distribution in November.
- Preparing presentation to all staff, reminding them of Marketing procedures and self-serve marketing promotion opportunities. As well, rolling out a few new “coming soon” opportunities.
- Constructing 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.

North Carolina Collection (NCC)

For the first time since September 2019, the North Carolina Collection fully opened to its customers. The NCC closed to prepare the collection for moving out of the temporary location at Northgate Mall and into the new Main Library. COVID-19 extended the closure. The NCC opened by appointment only on July 20, 2021 when Main Library opened. The NCC opened for regular hours on October 4.

Through funding provided by the Durham Library Foundation, a collection of 18 oral histories was digitized and added to the online Durham Civil Rights Heritage Project exhibit. The public can now listen to the recordings in the voices of the original speakers and read along with accompanying transcripts

The NCC applied for an NFPF grant to preserve and digitize the 1948 film “Negro Durham Marches On.” The film extols numerous black businesses and homes in and around the Hayti area of Durham, prior to its destruction as part of the “urban renewal” efforts of the 1970s. The grant will provide an archival-quality print of the film and soundtrack, audio enhancement, and a high-resolution 4k scan.

North Regional

Children’s

- 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.
- The team is currently revamping the Children's window-mural to usher in fall, and, for the first time, a young community member will help with the painting!
- New programs have also been added to the regular roster. North Regional now hosts the in-person Story Time from the Terrace every other Saturday at 10:00 am.
- A special event will occur Saturday, October 30 at 10:00 am called Halloween Treats with the Fire Department. This outdoor program will be a Halloween-filled story time that also celebrates Fire Prevention Month. Families can expect silly songs, stories, and costumes, plus the opportunity to touch a fire engine and meet community partners.

Adult and Young Adult Unit

- Desiree Peterson has been hired as the new Adult Services Manager.
- We are working to hire a part-time Library Assistant for the Adult unit as well as a replacement for Teen Librarian and Teen Library Assistant.
- Dominique Diggs has joined our team while SLW remains closed. She is the Teen Librarian for that location but a huge gain for North Regional.
- The Adult Unit has started a virtual Tai Chi program.
- We have created a huge multi-generational display starting with recognition of Hispanic Heritage Month.

Circulation and Building Updates

- The Circulation unit is working to fill vacant positions with the new hire of Alexa Diggs as a page. We have two more positions to fill.
- 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 and cleaned including walls, windows, and sidewalks.
- Upon entry you will notice a clean, inviting environment as we work to stay safe during the pandemic.

South Regional

Children's

- Joel White conducts two story times a week.
- Virtual Funtime with Mr. Joel (on Wednesdays).
- Puppets, songs, fingerplays, stories, and movement!
- Outdoor Funtime on (Thursdays, depending on the weather)
- Songs, music, movement, stories, and more!
- Joel White recorded numerous sing-a-longs with other South Regional Staff: The Wheels on the Bus; Head, Shoulders, Knees, and Toes; and Time to Do the Hokey Pokie.
- Spooky Scavenger Hunt (month of October). Kids find holiday images around the Children's area for a prize.
- Halloween Hoot (October 29th).
- Pumpkin fun with stories, songs, crafts and treats!

Adult and Teens

Jenny Levine hosts the following:

- Neurodiversity Book Club (October 4th).
- Meet the Author: Don Tate with Kelly Starling-Lyons (October 19th).
- Arcane Carolinas (arcane history & folklore of NC/SC, October 26th).
- Zac Morgan and Larkin Coffey co-host the Sci-Fi & Fantasy Book Club.
- Laura Broadwater recorded the following programs: Guess the Song Lyrics (highlights the TV Series collection) and Cephalopod Dip (spooky snack).

Southwest Regional

Programming

- Late Summer & Early Fall programs have all been passive programs or virtual. Included: Guess Who Bulletin Board, Hispanic Heritage Month Scavenger Hunt, Activity Packets, and Teen Book Bundles.

Upcoming events:

- Monster Scavenger Hunt.
- Halloween Guessing Games: a new one each week of October.
- Outdoor Bingo!
- Computer Classes (virtual).

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.
- Dates June 1 – December 31, 2021.
- Total records 165,429; of which 78,266 (47%) have been completed so far.
- Circulation Basics Training: Live training from SirsiDynix for Circ Managers – occurred in August.
- Subsequent on-demand trainings will be provided via a curated Training Tracker list.

Customer Service Training

Customer Service Philosophy: 3-prong Approach: 1 -Self Care; 2 - Internal Customer Service and 3 - External Customer Service. Each is an equally critical component of the foundation of our approach to excellent customer service. Happy and healthy people make happy and healthy coworkers who provide happy and healthy service to our customers.

Library Employee Onboarding (LEO)

LEO Philosophy: One system; multiple locations. One team; many players. One family; diverse, talented, creative and connected. Working together; serving our community. On-demand virtual + Live hybrid platform (early phase).

On-demand virtual component

- Series of brief modular videos for new hire to watch in early days.
- 5 Core Videos + 5 Enhancement Videos.
- Each video is ~10-15 min max, comprised of groups of ~2-3 min modules.

Live component will be held once a quarter, in Main auditorium. Attendees will be ELT and all new hires from that quarter. Welcome from Tammy, ELT introductions, meet & greet counterparts, staff photos, and swag.

Foundation Tours

The Foundation has completed their tours.

Deputy Director Position

Interviews for the Deputy Director position will begin the end of October.

Emails to Board Members

Board of Trustees members have received emails for an unwarranted settlement offer. There is no further action for trustees to take in this matter. The county attorney's office is handling it.

Action Items (A. Robinson)

- Ms. Robinson will forward annual report information to Ms. Chambers and Mr. Kinsley for review. Once reviewed report will be presented to board.
- Add challenges to Location Reports

Next meeting will be held Thursday, November 18, 2021.

ADJOURNMENT

A motion was made to adjourn: L. Olivieri-Robert Second: H. Kinsley
The meeting adjourned at 7:22 p.m.

