

ALAMANCE COUNTY LIBRARY COMMITTEE

Regular Meeting
May Memorial Public Library

Wednesday, November 19, 2014
6:30 PM

Minutes

Present: Mike Cross, George Byrd, Jr., Mary Dingeldein, Jo Grimley, Shirley Beyer, Carolyn Allen, M.J. Wilkerson, Terri Lamm

Guests: Heather Holley Hall, Michelle Mills, Dave Soper, Kristy Soper

Absent: Carlene Morton and Kitty Hupman

The meeting was called to order at 6:30 pm

PUBLIC COMMENTS: There were no visitors.

APPROVAL OF MINUTES

Because we had not had a quorum at the last meeting there were 2 sets of minutes to approve. It was motioned and seconded to approve May minutes. Carolyn Allen moved that the August 26 minutes be approved. It was seconded and minutes were approved.

REPORT OF DIRECTOR:

- North Park has its grand re-opening on November 8. Michelle Mills planned this event. While the Mayco Bigelow Center was closed to remove asbestos, the floor in the gym was replaced. We used that opportunity to get North Park Library re-carpeted, re-painted and a new ceiling put in. MJ urged everyone to stop by North Park and see the renovations. North Park now has library programs on a regular basis. As part of that day, the library had their first focus group meeting. People were asked what they would like to see happen at the North Park branch. The answers were for more programs and to offer different resources to the community. This information will be taken into consideration as we work to make this branch a more viable part of that community.
- The building that houses the South Annex Library is in a state of disrepair. Soon a decision will need to be made to continue to “band-aid” the building or gut it and completely renovate the existing building. One idea regarding a library branch in southern Alamance County could be to have a branch at Cedar Rock Park. MJ and Heather Holley-Hall have talked to Brian Baker, Head of Parks & Recreation and Bryan Hagood, Assistant County Manager and both of them really liked the idea. They visited a building already on the property, but found that it would be too cost-prohibitive to make it into a library. MJ has also spoken about this idea to one of the new County Commissioners, Eddie Boswell. He is very excited about the idea. She said it was a perfect fit, since we are doing more programs than ever with the Parks & Recreation Department. Mike asked which municipality was

responsible for South Annex. MJ said it is a county building. He then asked the distance from South Annex to Cedar Rock. Heather said, depending on the route, 11 to 13 miles between the 2. MJ said Cedar Rock was 11 miles from Graham. Mike asked the history of South Annex. Heather said it was a building that was purchased by the county in 2001 – 2002. Originally it was intended to have a variety of county services housed there. When it opened, there was one room for the library and another space for the Sheriff's Department, who was going to be there regularly. There was also an office for the Tax Department and an office for Agriculture Extension. The agencies would come out one or twice a week. However, over the years, all the agencies have fallen away, leaving the library and Sheriff's Department. Heather said the library started as an extension of our Outreach Services. Once a month, Ginny Wrenn, from Outreach Services, would go to South Annex. There was a senior citizens' lunch at the church across the street and Ginny would attend the lunch and invite them all to the library. When Ginny retired, it fell under Heather's responsibility as Head of Branch Services. That was around the same time that the decision was made to go to South Annex once a week, so people would have more opportunities to visit. The shelving in South Annex came from Mebane Library, when they got new shelves. It was originally double-sided carts with books, in no particular order. It is currently open from 1:00pm – 6:00pm each Wednesday. They will, typically, do around 300 check-ins and check-outs during that time. The decision for the building may not have to be made this year, but it is a discussion that will need to happen in the near future.

- In 2012 – 2013, the Library was one of 6 county departments that started participating in performance-based budgeting. During that year, the Library saved \$58,127. In that program, whatever your department is able to save out of its operating budget can be banked, up to a total amount of 8% of your operating budget. This is the first year any departments have been able to receive any of their savings. The first step was to get the County's fund balance up. Until this year all the savings went to get this balance up. We are using part of our savings to give bonuses to staff. All full-time staff members that have a hire date prior to January 7, 2013 will receive a \$500 bonus. For 30 hours, they receive \$350. For 25 hours, staff will receive \$250. This totals \$14,870 for bonuses. There is still money left in the PBB savings for the library and it does not all have to be spent. We can save it until it totals 8% of our budget, at which time it can be used for a large project, whether it's a capital project or equipment. MJ said she is not sure what she will do with the remainder of the money right now. We are getting ready to start on an RFID project. There is a lot of money in donations that she can roll over to that to cover the cost of the RFID project. Carolyn said she thought giving bonuses to staff was the best use of the money. MJ said the only part that bothered her, was the staff hired after January 8, 2013 will not receive a bonus. She said the bonuses are to recognize the staff that helped to create that savings.
- MJ is looking at her organizational chart and reorganizing staff to play to their strengths. Some positions have a title change. Some are a combination of title change along with responsibility change. The Head of youth services has evolved into Associate Director of Community Relations and Michelle Mills will be

moved, laterally, from Branch Manager of Graham to Associate Director of Community Relations. Her responsibilities will be working with other agencies such as Allied Churches, Alamance Community College, and Alamance County Partnership for Children, etc. The branch manager vacancy at Graham should be filled soon. Interviews are set up for this position on December 4. Michelle will continue to do both positions until a branch manager is hired. Once that is done, we will convert the Carousel Room at May Memorial into Michelle's office. The story times have gotten so big that they no longer fit in the Carousel Room. They have been permanently moved to Meeting Room B. We no longer offer a small meeting room space to the public. Heather, whose position will remain the same, will get a title change to Associate Director of Operations. She and Michelle will be Administration. Eventually she may also be moving her office to May Memorial. For now, Heather will remain in Graham to work with the new branch manager, since one aspect of her position is training branch managers. Martha Sink, Head of Technical Services, will become Associate Director of Technical Services. MJ said even though it is just linguistics, she wants to add weight to the things they do. These titles actually convey their job duties. This should all shake itself out during the pay/classification study. In the next budget year, MJ will request a Librarian I position for Youth Services programming. We also have an entirely new children's staff at May. The Outreach position that works with homebound people will now report to Michelle. Mike recognized that there seemed to be a lot more outreach in the community than there was 5 years ago. He asked if that was a state suggestion or does it depend on each community. MJ said she continually looks at library trends when thinking about services. A nation-wide trend is working to make your library relevant to your community. In order for a library to be relevant, we must be the foundation of the community. Her philosophy has always been that we need to be outside the four walls of our buildings – whether it is at Allied Churches teaching computer classes or helping their clients learn job skills or working with ACC in various ways.

- Mike asked who the representative will be from the County Commissioners. MJ said they have yet to be assigned.

UNFINISHED BUSINESS

Mike asked if anything has come up recently about the Matricular Consulate card. MJ said ACPL hasn't received any more requests but that she had seen an inquiry on the NCPLDA list serve regarding the NC ID card for undocumented people. The general feeling among the Directors was that this should be considered a legitimate form of id. Libraries are not necessarily concerned with whether or not the person is a legal citizen. They are more concerned with the person is who they say they are and that they can be found when trying to collect materials or fines and fees. Carolyn verified that MJ was talking about the id that people can get from the driver's license bureau. These cards are state issued and valid. Heather said, steps have been taken to make sure the person who signed the form is the actual person. MJ said we ask for a valid photo id and a valid proof of address in order to get a library card.

NEW BUSINESS

- Gardner Trust pay-out is \$31,066.00 and the William Henry May pay-out is \$3,987.00. Typically, the William Henry May Trust goes to the Local History room, after paying the upkeep on the burial plot.
- We will be using some of that for Passports. They are tearing down the current passports building. The new office will be located in the back of Local History. Hours for Passport appointments will be between 9:30am 3:30pm. Passport Services is a good fit for the library. Mike asked if Passports paid us rent. MJ said they did not pay rent, but are absorbed into the Library budget, which will include any revenue Passports generates, which is a large amount.
- The Friends of the Library gave us money to upgrade the courtyard. There are plans to put a platform under the tree and build some furniture so we can use the area for public programs in the fall and spring.
- Mike said he noticed we were decorating for Christmas in the Atrium. MJ said, a few years ago, Erin and Michelle's husbands built us a book tree. We have put rope lights around it and are using it there.
- MJ said we bought a new van and it has a trailer hitch. We will be in next year's parade. We ran out of time for this year. The van was used in the Veteran's Day parade and we pulled a trailer.
- MJ then introduced Dave and Christie Soper, from 6 Signs. Dave introduced the concept of the proposed Cybrary. The Cybrary will consist of technology only. There will be no books and nothing in print. Because LabCorp is moving out of the downtown area, this will open up some interesting spaces for the Cybrary to be located. Dave explained that this concept ties into STEM-like curriculum, in that it goes outside the box of the classroom. He gave a few examples of what the vision is of why a Cybrary would be used:
 - You have a cell phone and need the contacts moved from the cell phone to a thumb drive.
 - You have a device that is not operating correctly. Instead of paying Best Buy \$85 an hour to figure out the problem, you first take it to the cybrary.
 - You need a device for just a few days. Instead of buying one, you can go to the cybrary and check it out.
 - Having the ability to schedule conference rooms and classrooms. These rooms would be completely equipped with the latest technology.
 - Having the ability to tap into all the free webinars and training that corporations and universities put onto the web daily.
 - Staff training.

Dave went on to say that he has had conversations with Time Warner and North State regarding the infrastructure. He said the most promising conversation was with Google. They showed the most interest and are the ones most poised to help. Dave said the key to the Cybrary being a success is capacity. The intention of this venture is to have all digital resources. The first stop everyone will make in the Cybrary is the "geek bar" where people will go to get their questions answered. There will also be areas for sitting and rooms for training, video and/or audio production, webinars, etc. Since LabCorp is moving some of their offices out of downtown Burlington, we would like to look at some of those spaces as they become available. MJ said she wants to keep downtown Burlington vitalized since

it is undergoing such a good renaissance here. The concept is to pull in businesses to help fund and staff this venture. The geek bar will be staffed with people studying computer science at ACC, Elon University, or kids in high school that are tech-savvy and need a weekend job. MJ mentioned local businesses such as Glen Raven, LabCorp, Elon, ACC, etc. that might be interested in the Cybrary. This plays into the library being more than just the 4 walls and becoming more of a community center. Dave said that since he is involved in Leadership Alamance, he tries to figure out what will make a business look at making Burlington their home. He feels that the Cybrary will only solidify an already increasing interest in Alamance County and specifically Burlington. MJ said she thinks it will positively impact economic development within the County. She has talked to the County Manager about it who said to check with the Library Board to find out if they think it is a viable option. The next step will be to go to the County Commissioners to see if they agree with pursuing it. If so, then we will meet with some of the community leaders such as the CEO of Glen Raven, Dr. Lambeau, Dr. Gatewood, LabCorp, etc. to see if they are interested in being involved in a project like this. Christie said that there is not another place like this on the entire east coast. She said that from a marketing and promotion standpoint, that fact will generate the conversations needed. Mike asked if this type of place exists elsewhere. Christie said one does exist in Texas. But, it is not identical to this idea. MJ said the Texas place is a bank of computers you can come in and use. She said with the geek bar, anyone would be able to come in and tell the staff that they are having problems with getting an app downloaded to their smart phone, or have a problem with their Kindle Fire or any other number of things dealing with technology. Mike then asked if the Cybrary location would be under the direction of the library. MJ said it would be a branch of the library, but different by having it funded by private industry as well as county government. Mike asked if we are going to talk to the Chamber of Commerce and the Downtown Corporation. MJ said we would definitely talk to both of them. However, we are not talking to a lot of people about it until we get the ok from the Library Board and County Commissioners. She has talked to the Downtown Corporation about potential space. Dave said if there were a possibility of a multi-story space, he said we could talk about how to use it for the performing arts. Mike asked what MJ wanted from the Board. She said she wanted to make sure everyone was ok with the idea of moving this idea forward. Christie said that, frankly, she has trouble with her television remote. She said a central location for people in Alamance County to go to for help with their electronic items, where they could be taught to use them, instead of relying on someone just fixing them, would be an incredible opportunity. Mike asked if there were concerns from Library Board members. Carolyn said she knew staffing was a tough issue. She asked how it was going to impact existing services. MJ said, since she and Dave are well aware of the staffing issues, she would like to partner with ACC and Elon to provide the non-librarian staff. There would be one branch manager and minimal library staff on site. It would be staffed from the industries and the local schools and universities. High school students who wanted internships would also be able to fulfill their requirements. This would be a great way for them to get experience to help them

get hired later. Dave said because of the various items the students would be taking care of, at the end of their internship, they would be able to get a job anywhere in their field. Carolyn said we do need to be looking for ways to be a valuable asset to the community. MJ said she will not sacrifice any of our traditional services for this idea. It was asked how this would impact what Best Buy and Verizon do. Dave said he would invite both companies to join us on this venture. Jo asked why Best Buy would want to come in and partner with us. Dave said because they can come in and have a “blue shirt” presence in the Cybrary. This, in turn, sells more stuff than the “blue shirts” hawk. The same is true with the Verizon guy. He is in there, supervising interns, why? Because then Verizon will then sell more phones at their store. Michelle said it is basically the same as Home Depot. They come and help out with any building programs we have, just to be able to get into the public and put their orange aprons on. Michelle said they get a lot of marketing, just from us, when we advertise “The Home Depot presents” this program. MJ said it truly would be a partnership between private companies and us. Mike asked what Craig is looking for from the board. MJ said for the Board to say go ahead with the idea. There were no objections to this idea. Mike said he thought it was a great idea. He really likes the connection to the colleges. Mike asked if the BioBus came by here. MJ said yes. MJ said she and Dave will go to the County Commissioners in January to present the idea.

- We hope to invite all the elected officials to a reception.
- The Library Board needs to elect new officers. Mike said they need a slate first. MJ asked everyone who wants to be an officer or wants to nominate someone for an office to email her with the names. Mike asked if any members need to be re-assigned. MJ said she will make sure. Lennie Stout opted to not come back. Applications will be put out for the opening in Graham. Heather said she and MJ were talking about putting up a sign at the Graham library asking if anyone would like to be on the Library board.

The meeting was adjourned at 7:45 pm