

ALAMANCE COUNTY LIBRARY COMMITTEE

Meeting in person and via Zoom

Tuesday, May 10, 2022

12:30pm

Minutes

Present: Logan Savits, Colleen Maklin, Paula Hendricks

Via Zoom: Kristen Whitlow, Shannon Witherow, Jessica Simmons, Courtney Doi

Staff Present: Susana Goldman, Terri Lamm

County Commissioner Representative:

Absent: Angeline Hill, Jordan Davidson

Guests: Sherea Burnett

The Zoom (virtual) meeting was called to order at 12:40 pm by Kristen Whitlow, who facilitated the meeting.

Kristen then recognized Sherea Burnett as a potential board member. She asked Sherea to tell a little something about herself.

PUBLIC COMMENTS: There was no public comment.

APPROVAL OF MINUTES

Minutes of 02.08.22 were approved. Courtney Doi made the motion to approve and Logan Savits seconded. Minutes were approved. All in favor.

REPORT OF DIRECTOR:

Susana began by saying that there is so much more going on in the library, beyond what is in this report. The staff work very hard covering everything, even though we are short-staffed. Programming has picked up – in person programming has really increased. The community is enjoying our out-doors programming, since the weather has been so nice. Book clubs have maintained a consistent schedule, since they transitioned quickly and easily to virtual.

Budget

- County Manager presents the proposed budget Monday, May 16th – we will find out during this meeting what has and hasn't been included for our requested budget
- Public Hearing on budget – Monday, June 6th – Susana encouraged any board members to come to this meeting and promote our public libraries. This will be an evening meeting. The location has not been determined as yet. Susana said most of our budget requests have to do with staff. This means getting additional positions and getting positions fixed. Fixing would be re-classifying some staff to be paid for the actual roll they are doing. 4 requests were asking to make part-time into full-time. Our full-time to part-time ratio is 32 to 33. Part-time continues to be the positions we are constantly filling.
- Commissioner's vote on budget – June 20th

New Resources:

- Niche Academy
 - Patron Portal – this will have webinars and training components in it. This will allow patrons to learn how to use our resources fully. It will have life skills training. There will be a lot of story times available.
 - Staff Portal – We are working on adding various recordings of trainings we've undergone as well as training for new employees. A library card will have to be entered in order to use it. This staff component allows for staff training to be uploaded. This will allow us to be consistent in training. This will allow us to track when staff completes the training.

- NuWav Legal Forms – it is an on-line resource for legal forms.
- Library App – we will be purchasing a library app. Staff tried demos from 3 vendors. Our whole catalog will be searchable in this app. The app will incorporate our programs and calendar of events, along with any special notices. It will be searchable in app stores as ACPL. Colleen said she was very excited, as a patron, to have a library app.
- These new resources will not add additional money to our budget. We are dropping an old resource we no longer use. Therefore, that money will be re-allocated to purchase these new resources.

Mobile Café

- We will begin the process to replace this van in June 2022 – no idea how long it'll take to actually receive any purchased vehicles at this time. The current van is a 2004 model, with over 200,000 miles on it.
- We are interested in using the Gardner Trust payout to pay for this van.
- This is a priority since we don't have the capacity to fill all requests for mobile visits.
- Kristen asked about staffing for the mobile café. Susana explained that this position is one of our vacant positions. So, the mobile café is not on the road right now. It is also a part-time position that we are asking to be changed to full-time. Susana also said the mobile library runs Monday – Thursday. It has 2 stops per day on a 3-week rotation basis. It also does special events on Fridays and Saturdays, when possible.
- Susana added that one of the new staff goals on their evaluation will be to help staff events in their branch's community. People like to see "their" librarians at local events. This reinforces that outreach is for everybody.

Graham Remote Lockers - Official location in TLC will be "24/7 Pick-Up – Graham"

- Everything is ready at the installation site – power, slab, etc.
- Awaiting delivery and installation from vendor
- There will be a grace period between installation and use as staff are trained on it. Once the materials are in the locker, patrons will be 3 days to pick up the materials.

UNFINISHED BUSINESS:

- There was a conversation at the last meeting about automated check-in systems. Susana has done some research on what it would take to do that and the cost associated with this system. She screen-shared the items she was talking about. Pricing for non-automated book returns range from \$1,500 - \$8,000 – depending on whether it is to be placed inside or outside. Colleen asked why we would want to spend that much money. Susana said, in the last meeting, she was asked to price the automated book return. The next step up is a return that could be put onto the remote lockers we are installing in Graham. This return unit adds around \$6,000 to the remote lockers. We do not have a return unit on our remote lockers. This would be something to use if we had remote lockers in various places in the County – not right beside our libraries. A step up from that is a library return sorting system. This is a complete system. They are very large units that take up a lot of space. A ballpark figure starts at \$125,000. This quote is from a vendor we currently use for other things. There is a middle-step called an RFID book drop. Patrons drop their items through the book drop and an RFID scanner checks them in. They start around \$14,000. Staff would still have to empty the bin and put the items on carts. Paula said the self-check-out receipts are different from the ones patrons get at the desk. She also said the self-check gives a more complete receipt than patrons get at the desk. Susana explained that the receipts are generated from 2 different vendors. The receipts at the desk do not allow for much information to be printed on them. Susana would really like the ability to have more information on the receipts. But, the system limits that possibility. Paula, again, brought up that she had trouble with an item that she had returned not showing as returned. This prompted the discussion at the last meeting to price automated book returns. Kristen clarified that Paula had books that were returned by the correct process by the protocol that is in place. Paula was then advised that her items were not

returned. Her request was for the Board to figure out a solution of an automated check in. Kristen asked Paula if that was what she was saying. Paula said yes. Colleen said the problem could be a bad bar code. It would be quickly fixed with staff making sure they see the book is actually checked in. That is a training issue that can be quickly addressed without spending thousands of dollars. Logan asked if Paula's concern was that she was not allowed to check books in in-person therefore had to use the drop box. Paula said this was happening to her before Covid. Logan asked if that was a Covid policy or is it a general policy. Susana said it started during Covid. But, we found there were less instances of staff error when the processes were separated and not being done at the same service desk. The front service staff asked to continue to have items returned in the book drops because there are less errors than having items checked in and out by the same staff person. Kristen said we had already addressed this at the last board meeting and discussed the effectiveness of this new process. Logan said it didn't sound like the automated was a solution to the problem. She said it was more about addressing staff one-on-one to make sure items are checked in as they should be. Logan thanked Susana for looking into pricing the automated check in system. But, she did not think that was a viable solution.

NEW BUSINESS

- The Library Board will begin being asked to review library policies every 2 years.
- The first policy to be reviewed is the Library Selection Policy. Susana went over the few changes that were made. All members received the policy a week before this meeting. Colleen made the motion to approve the policy. Courtney seconded the motion. None opposed.

FUTURE MEETING DATES

August 9, 2022 at 12:30 pm

November 8, 2022 at 6:30 pm

February 14, 2023 at 12:30 pm

May 9, 2023 at 12:30 pm

Kristen called for the meeting to be adjourned. Jessica Simmons made the motion. Kristen seconded. The meeting was adjourned at 1:40 pm.