DurhamPublic Library
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Durham Public Library
Board of Trustees Meeting Minutes
Wednesday, December 11, 2024
6:45 pm
Heritage Room of Durham Public Library

In Attendance: Robin Glasser, Callie Langton, Charlotte Ramsay, Andrew Sharp, Erik Waddell, Susan Wagner

Board Alternates: Kat Gatcomb, Martie Gooze, Beth Newkirk

Absent: Trustee Kim Sweetman, Friends Liaison Linda Johnson

Observers/Guests:

Library Staff: Library Director Sheryl Bass

1. Call to order.
    a. Chair Robin Glasser called the meeting to order at 6:50 p.m.
        i. A quorum of 5 was physically present.

2. Chair appointment of Alternate Trustee to serve as voting member
    a. Chair Robin Glasser appointed Alternate Trustee Kat Gatcomb a voting Trustee in Kim Sweetman's absence.

3. Approval of meeting agenda
    a. Charlotte Ramsay moved to approve the meeting agenda, as presented. Andrew Sharp seconded. All were in favor. Motion passed.

4. Public Comments/Public Correspondence
    a. Carolyn Singer wrote to advise that we pay close attention to the Town Council's agendas. At a recent budget meeting a Councilor introduced a motion for a 10% cut to the 2025 Library budget. The motion was voted down 7-1 by the Town Council.

5. Approval of November 13, 2024, Meeting Minutes
    a. Charlotte Ramsay moved to approve the minutes, as presented. Callie Langton seconded. All were in favor. Motion passed.

6. Friends' Report – Chair Robin Glasser for Linda Johnson
    a. At the recent Friends meeting Director Sheryl Bass described the Library budget process and the roles that various groups play in that process.
    b. The recent book sale netted $640, more than the $540 netted in the June book sale. An upcoming Holiday cook book sale is also scheduled.
    c. The Friends membership drive will run from February 10-15, 2025. A banner is being purchased to advertise it.
    d. The next meeting (the annual meeting) will be held on January 22, 2025. The next book donation period is the last week of January 2025.

7. Treasurer's Report for November 2024 — Erik Waddell
    a. See Treasurer's Report for complete details
    b. The November 2024 Annual Appeal donations were slightly less than those received in November 2023.
    c. Two CDs will mature on December 16. Current interest rates are 12 months @3.7% and 3 years@3.42%. Currently, the rates drop as the terms lengthen. Erik was advised to go for a longer term in anticipation that the rates will continue to drop.
        i. Charlotte Ramsay moved to roll over both CDs to 3-year terms@3.42%. Chair Robin Glasser seconded. All in favor. Motion passed.
    d. The Library is now using Square as a payment method for patrons. Consequently, there are fees associated with its use, this month for copying and lost books.
    e. Erik plans to step away from the Board at the end of his term on March 11, 2025. He encouraged the Board to replace him quickly so he can begin the transition process with a new Treasurer.
    f. Andrew Sharp moved to accept the November 2024 Treasurer's Report. Callie Langton seconded. All in favor. Motion passed.

8. Director's Report –Sheryl Bass
    a. See Director's Report for complete details. Recently completed noteworthy items include:
        i. The Snowflake Social and unveiling of Trudy Brown's Gingerbread House was a huge hit. Attendance was great, and there was lots of fun to be had in the photo booth with Ollie the Owl and music by Mike Hawley and friend.
        ii. The Needle Knuts group is picking up more participants every week.
        iii. The Jan Brett event was well attended, with almost 400 attendees, and Jan spent time speaking with each person in the book signing line.
        iv. Chair Robin Glasser and Library Director Sheryl Bass attended the Town Council's annual budget meetings on Monday, November 18 and Monday, December 2 to answer Councilor questions about the Library's proposed 2025 budget. As of December 9, the Town budget had not been approved.

v. The Library has spent 90% of its allocated 2024 operations budget. The percent spent is actually higher as there are a number of outstanding invoices which have not yet been entered in the general ledger.
vi. The Dover Public Library will be closing its meeting rooms for a year starting in February 2025 due to a major Library renovation. Staff will monitor DPL's room use and will cooperate with displaced groups when meeting requests align with the Library's policies.

b. Sheryl indicated that Library traffic has increased in response to a question from Andrew Sharp about whether Library traffic has improved since Madbury Road is now open to two-way traffic.

9. Director's Action Items
    a. Holiday Schedule and Staff Development Days for 2025
        i. Director Sheryl Bass recommended that the Library should close at 4:00 p.m. on the days before Thanksgiving, Christmas, and New Years; however, the Trustees felt that a 3:00 p.m. closing time was more appropriate.
        ii. Charlotte Ramsay moved to approve the recommended Holiday Schedule and Staff Development Days for 2025, including 3:00 p.m. closing times on Thanksgiving, Christmas, and New Years. Andrew Sharp seconded. All in favor. Motion passed.
    b. Recommendation for new event scheduling and ticket management software
        i. See purchasing recommendation for complete details.
        ii. The current Plymouth Rocket system had a recent software upgrade which broke the functionality. Rather than fix the functionality, the company chose to shut down the product. The Library's previous thinking was to limp along until a new overall web site platform was chosen, but a replacement for Plymouth Rocket can't wait. The new event scheduling and ticket management software platform recommendation is for LibCal which is a bit more expensive, between $1,200/yr. to $1,698/yr. Assistant Director Audra Lewis tested various systems prior to making a final decision.
        iii. Kat Gatcomb moved to approve the recommendation for the new event scheduling and ticket management software (LibCal). Andrew Sharp seconded. All in favor. Motion passed.

10. Strategic Planning Committee
    a. See Summary of Revisions Made to the 2022-2024 Library Strategic Plan for complete details.
    b. Revisions to the 2022-2024 Strategic Plan were discussed by Director Sheryl Bass. Priorities 1, 2, and 4 remain the same; however, there has been a change to the wording of Priority 3, from Literacy and Lifelong Learning to Communication & Marketing Services. The Strategic Objectives for each Priority

have been revised/refined. Action items will not be prescribed but rather determined as a result of actual operational activities.

c. Director Sheryl Bass provided graphs showing the breakdown in patron composition in 2024, patron registrations from 2019-2024, and Library visits from 2022-2024. There was a slight drop in circulation from ’23 to ’24, but that may be offset by additional digital borrowing.
d. Finally, a survey to evaluate the success of the Library Strategic Plan will be distributed to select Library user groups on Monday, December 16. The survey is specifically geared to patron perceptions of how well the Library met its priorities and objectives in 2024. A Survey Monkey link will be emailed to users, and paper copies will be provided to both Riverwoods residents and on the circulation desk in the Library.

11. Policy Committee
    a. Library Closing Policy - revision
        i. Two words have been added to the last sentence of the policy:
            1. If the Library opens, but a person who is scheduled to work cannot make it in due to the weather, they can use personal or vacation time, or make up the hours on another day “when possible”. It may be the case that there isn’t enough time to process this request at the end of a pay period which accounts for the phrase “when possible”.
        ii. Callie Langton moved to accept the recommended changes to the Library Closing Policy. Andrew Sharp seconded. All in favor. Motion passed.
    b. Homebound Delivery Service Policy (new policy)
        i. Discussion of this new policy was tabled until the January 2025 meeting.

12. Review Director’s Prior Year Goals
    a. See the spreadsheet of Director Goals 2024 for complete details. Director Sheryl Bass reviewed her goals and the progress made toward each goal.
    b. Goals 2, 3 and 4 have been completed. Goal 1 is in progress with the first objective 75% complete and the second objective 90% complete. Goal 5 has been tabled until 2025 since the Library’s web site vendor will discontinue their platform on October 1, 2025, and the event calendar vendor will discontinue its platform on December 31, 2024. New software must be implemented in order to evaluate user satisfaction and efficiency, and web site accessibility.

13. Review Process for Director’s Evaluation
    a. Chair Robin Glasser will send out last year’s evaluation document to the Board members for their review and suggestions ahead of Director Sheryl Bass’s evaluation.

14. Adjournment
    a. Andrew Sharp made a motion to adjourn. Erik Waddell seconded. All in favor. Motion passed. Meeting adjourned at 8:48 p.m.

Future meetings 2nd Wednesday of each month **6:45 pm**. Jan. 8; Jan 22 (Strategic Planning Workshop); Feb. 12.

Respectfully submitted,

Susan Wagner
Secretary