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PUBLIC LIBRARY OF CHARLOTTE AND MECKLENBURG COUNTY

Library Board of Trustees

September 19th, 2002

Dickson Board Room - Main Library

Charlotte, North Carolina

TRUSTEES PRESENT STAFF PRESENT OTHERS PRESENT

Don Steger, Chairman

Patsy Kinsey

Kathi Knier

Bob Bisanar Robert Cannon, Executive Director

Rich Rosenthal

Helene Blowers
Dick Pahle
Karen Beach
Rita Rouse
Carol Myers
Susan Harden
Susan Herzog
Susan Pflug
Joyce Reimann
Pam Fox Bob Stephens, Library Attorney
Mark Kutney
Michelle Wayman, Reporter
Simone Acque, President of the Friends of the Library
(interim)
Rich Potts
John Daniel
Edwin Peacock

MINUTES

Chairman Don Steger called the meeting to order at 12:04 p.m.

Director Cannon introduced Joyce Reimann, PLCMC's Law Librarian, Rich Potts and John Daniel, whereupon a discussion about the future of the Law and Government Library began. Director Cannon said that after eleven years, the board of the Law and Government Library, which, through membership fees paid by lawyers, had provided approaching \$2 million towards the legal collection as well as computer equipment over the years, now wished to transfer the collection to PLCMC over the next four years.

Director Cannon recommended that the board enter into an agreement with the Law and Government Library for the four year period but that the issue be discussed with the County Manager or his staff and the appropriate Board of County Commission Committee as directed by the Manager, specifically relating to the increased collection costs in 2006 and beyond.

Mecklenburg County provides free space in the old courthouse and the library provides two staff members. The Law and Government Library is open five days a week. Members have after hours access during the week, as well as access on weekends. Lawyers and staff make joint

decisions about the needs of the collection. The arrangement has worked very well for the legal community and the public alike for the last decade.

Trustee Bisanar, who has studied the issue and visited the library, said that although he was convinced the library was an important community asset, he was concerned that operating the library would cost more than the additional \$100,000 a year in collection costs the director and law librarian had estimated (for 2006). Bob Cannon and Joyce Reiman had included estimates of membership fees over the next five years, which, though declining, would still exist, according to their assumptions. Mr. Bisanar wanted to know what the library would cost in there were no membership fees.

Ed Peacock, Rich Potts and John Daniel each spoke about the importance of the law library for the public. About 1,000 people a month use the library and 70% of questions answered were for the general public, not lawyers.

After additional discussion, on a motion by Patsy Kinsey, seconded by Kathi Knier, and approved unanimously, it was agreed that this decision be delayed until such time as the library director had a chance to discuss the matter with the County Manager or his staff and the appropriate BOCC committee. Once this was done, the director would return to the library board with a recommendation.

Director Cannon presented Susan Pflug, Youth Services Project Coordinator, with the Director's Award for the "Storytimes to Go!" program and kits, which Susan developed over several years, with initial funding from Smart Start. Since July 1999, Susan created 411 multi-media kits for area day cares, registering 271 preschools and child care centers to use them, loaned the kits 3,410 times, conducted 60 training sessions to 877 providers about how to use the kits and as a result, served 8,000 children. Susan has created many kits centered on special topics or holidays, as well as several in Spanish. Susan has received wide acclaim from her day care customers for her contributions to educating preschool children and providing activities that ultimately promoted reading advancement. Director Cannon and the board thanked Susan for her hard word,

creativity and service to the community.

Director Cannon reported that the Virtual Village Communication Center had just received recognition from the Board of County Commissioners for winning a National Association of Counties award "...in recognition of an innovative program which contributes to and enhances county government in the United States." The Virtual Village serves about 8,000 people a month. Rich Rosenthal reported that the Virtual Village had also received an "Honorable Mention" award from the local chapter of the American Institute of Architects in its annual "Bottom Line" competition. The Virtual Village was designed by local architect Adi Mistri.

Director Cannon announced a new feature on the monthly agenda: "Service Improvement of the Month" which Carol Myers, Chief of Public Services, will present. There will be an announcement of a new service, new service feature, or something new to benefit or improve staff each month. For September, Carol announced the library's new "RISE" (Resolve to Improve Service Excellence) program for staff improvement suggestions. Basically, employee suggestions are submitted to a team that will channel the suggestions to the appropriate manager. Submitted and implemented suggestions will receive recognition, "award points" which can be used for library merchandise, gift certificates and money. There will be a special award called the "Raising the Bar" award for highly significant improvements to library services or the reduction of costs.

After this report, Chairman Steger asked the Trustees to approve the minutes of the July 18, 2002 meeting, which were approved unanimously.

At this point in the meeting, Dick Pahle, Development and Marketing Director and Karen Beach, Grants Officer, presented a "Development Report – Status, Recommendation and Plan" related to the topics of future donor reporting, re-building of the Friends of the Library and probable budget needs for the interior of the Children's Learning Center project.

Beginning in September and included in each subsequent board packet, Dick Pahle said a report titled "donor activity" will be sent to Trustees. This is being sent to let Trustees know the names of people or

organizations that have made a donation to the library. On occasion Dick will be asking Trustees to thank some donors in person or by letter. He will take care of any details. He may also ask Trustees to assist in cultivating select donors who show particular promise for making additional gifts to the library.

Dick and Karen reported on the status of the Friends of the Library. As reported previously, the President and officers of the Friends, a legally separate 501c3 organization since the early 1980's, have become inactive, although there are still over 500 Friends members. The goal of the library is to re-build the Friends and merge its efforts at fund raising with those of the library, especially the annual fund drive that takes place every fall. A pre-set percentage of dollars raised through the annual fund drive will be allocated to the Friends, the balance will be donated directly to the library (eventually, all Friends revenues are donated to the library through gifts) with all donors to the annual fund drive automatically becoming Friends members.

Dick Pahle introduced Simone Acque, the new interim President of the Friends, who will help us re-build and merge the Friends annual membership drive with the library's annual fund drive. Simone said she looked forward to working with the staff and board and she was very pleased to have the opportunity to take on the re-building assignment. Chairman Steger suggested that Simone keep in touch with the board, that the board was very supportive of her efforts and he urged her to attend as many board meetings as she wished. The staff contacts for the Friends will be Bob Cannon, Dick Pahle, Karen Beach and Susan Harden.

Dick also talked about the budget needs for the interior of the new Children's Learning Center. There was still a projected shortfall of from \$2-\$5 million, related to the upfit of the 250 seat performance place (which had been deferred) the Ed Schlossberg interactive systems component (\$1.9 million, which was never part of any budget) and the deferred need for furnishings, shelving and computers (\$1,000,000). He reported that staff from the Children's Theater and library had already put a plan into motion to attempt to privately or publicly

fund the needed budget items.

Referring to the item on the agenda that spoke to the naming of library facilities, Carol Myers told the board that, from her community research, she was ready to recommend a name for the public/school library on the campus of the Berry Academy (this library is replacing the CityView Branch library). She recommended that the new library be named the "Freedom Regional Public Library". The new library will be located near Freedom Drive.

The board supported this recommendation unanimously, from a motion by Patsy Kinsey, seconded by Bob Bisanar. Carol will now proceed to receive approval from CMS on this name, since the library facility itself is actually a CMS structure (the library is a tenant).

Director Cannon asked the board to approve the Final FY 03 Library Budget of \$28,097,666. On a motion by Patsy Kinsey and seconded by Kathi Knier, the budget was approved unanimously. Director Cannon also asked the board to approve a budget transfer. The library had received three small federal grants totaling \$44,353 through the State Library. The grants were for materials and services for Latinos, software and hardware for low vision clients in the regional libraries and for special programs with Children's Theatre. On a motion by Bob Bisanar, seconded by Patsy Kinsey, the additional revenue was accepted unanimously.

Director Cannon gave the board a brief update about the status of the Children's Learning Center construction budget. He reported that the architects and contractor had scheduled a meeting next week to continue to get the construction budget within the dollar resources available. Progress was being made at every meeting.

Rich Rosenthal reminded the Trustees that two important bid openings would occur within the next month and that the board would be asked to award contracts for the furnishings of the Steele Creek Services Center and construction of the Steele Creek branch library.

Approval for these contracts would be at the October board meeting.

At this point in the meeting, Director Cannon asked the board to approve the Agreement with Children's Theatre about the use and distribution of the endowment fund

drive, held last year. He reported that attorneys for both the Children's Theatre and the library had seen, changed and now approved the revised Agreement. On a motion by Patsy Kinsey, seconded by Kathi Knier, the board approved the Agreement unanimously.

Director Cannon provided the board some information about Mecklenburg County's conversion to the "PeopleSoft" personnel system over the next several years. He recommended that the library participate in the new system, with the understanding that the library would be treated as a "separate pay group" or agency, running its own checks and verifying its own payroll and other personnel information. "PeopleSoft" software is a human resources management system that works over the Internet, supporting many user-friendly employee self-service features. Personnel information is entered at the point of application for a job and continues, in all personnel functions, until the employee leaves library service. Employees will be able to access their own records via the Internet, including viewing their annual review, pay and deductions and benefit information. The library would be the last large county department to actually convert to the new system. Chuck Mallas, Finance Director, Gail Stem, Accountant and Charlotte Goode, Personnel Technician, would represent the library on the conversion team. Other library public service staff would become involved later on.

Director Cannon brought the board up to date about the ESI (Ed Schlossberg) contract and proposal. He said the library attorney and made revisions to the ESI contract and it was now ready to be signed. However, there was no funding in place to initiate the design portion of the contract (\$245,000) so Director Cannon recommended that entering into an agreement with ESI be delayed. ESI had already agreed to put off the design until next spring, splitting the cost of contract over two fiscal years, or whatever payment schedule the library wanted. Cannon said he would bring the item back to the board at the point he thought the library could proceed.

Trustee Patsy Kinsey brought the board up to date about the activities of Novello Festival Press. She mentioned that a new upcoming project was a "writer's and reader's food book", a compilation of recipe's and stories of

writer's favorite dishes.

Although a request for a Closed Session was printed on the agenda, Chairman Steger said that the item should be deferred until all board members were present.

There being no further business, the Chairman declared the meeting adjourned.

Respectfully submitted,

Robert E. Cannon, Secretary

Last Update: 10/30/2002 14:40:30

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