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### PUBLIC LIBRARY OF CHARLOTTE AND MECKLENBURG COUNTY

Library Board of Trustees

November 21, 2002

Library Auditorium - Main Library

Charlotte, North Carolina

TRUSTEES PRESENT STAFF PRESENT OTHERS PRESENT

Bill Wood, Vice-Chairman

Laura Foxx

Patsy Kinsey

Kathi Knier

Patty Norman Robert Cannon, Executive Director

Rich Rosenthal  
Dick Pahle  
Rita Rouse  
Melanie Huggins  
Carol Myers  
Susan Harden  
John Zika  
Pam Fox Mark Kutney, Library Attorney  
Michelle Wayman, Reporter  
Steve Swizegood  
Kevin Bittle  
Joanna Claussen  
Tina Chapell  
Terry Van Dyke

## MINUTES

Chairman Don Steger called the meeting to order at 12:07 PM.

Following up on the actions taken by the Board of County Commissioners the preceding Tuesday, committing an additional \$5.7 million to the Children's Learning Center construction and interiors budget, the Trustees discussed finalizing the contract with general contractor Rodgers-Harden. On a motion by Patty Norman, seconded by Patsy Kinsey and approved unanimously, the Board authorized the Chairman to sign the agreement between the library and Rodgers-Harden upon the completion of successful negotiations and other details.

Rich Rosenthal introduced Steve Swizegood representing the MINOW group, whereupon a discussion of the naming of the new library in northwest Mecklenburg County began. Taking into consideration the many discussions MINOW, library staff and others had had about the name of the new library, Steve and Rich recommended that the words Mt. Island be included in the name. Following a suggestion by Trustee Foxx relating to the preservation of the Coulwood name associated with the new facility, on a motion by Patty Norman, seconded by Kathi Knier and approved unanimously, the new library in northwest Mecklenburg County will be called the Mt. Island Branch but that if at all possible, the name Coulwood be included in some aspect of the facility.

Director Cannon introduced Director Award winners Kevin Bittle from University City Regional Library, Terry Van Dyke from the Steele Creek Branch, Tina Chappell from Beatties Ford Road Branch and Joanna Claussen from Cornelius Branch. He discussed the grand merits of each of these employees, telling the Board why they were being honored. The Director, staff present and Trustees applauded the accomplishments and excellent customer service these employees provide.

After introducing Area Manager John Zika (stationed at the North County Regional Library) Chief of Public Services Carol Myers discussed the Service Improvement of the Month. Effective October 21 the library introduced a program called Enhanced Senior Citizen Benefits. These benefits go into effect at age 62 instead of 65 and include obtaining a non-resident card for \$15 instead of \$25, a lifetime card for \$60 in stead off \$100, two free rentals a year, use of the software program Generations OnLine at all library locations and beginning November 1, ZoomText software on computers at nine library locations (South County, Morrison, University City, Independence Regional, North County Regional, Matthews, Beatties Ford Road, Mint Hill and West Boulevard). ZoomText allows a customer to be able to make images on a computer screen larger, making reading easier, but it can also allow vocalization of what's on the computer screen, so that the customer can hear it, as opposed to reading it.

Carol Myers also mentioned a continuous improvement effort generated from the RISE (Resolve to Improve Service Excellence) program. The two-tiered card library applications first introduced last June were going to be streamlined and a third adult application would be added. These improvements would hold down form printing costs, ease internal work operations and allow better explanations to library users about the various library card options.

At this point in the meeting, on a motion by Patsy Kinsey, seconded by Patty Norman, the minutes of the October 2002 meeting were approved unanimously. Director Cannon told the Trustees that a small budget addition of \$7,000 would be attached to these minutes. The additional funds were for a grant from the North

Carolina Arts Council.

Chief of Operations Rich Rosenthal presented the Trustees the bid outcome for the furnishings and equipment for the new Sugar Creek Services Center (attached to these minutes). On a motion by Trustee Foxx, seconded by Trustee Knier, and approved unanimously, the Board agreed to award the furnishing contracts to RDS and Boise Workspace in the amount of \$264,000.

Director Cannon told the Board he would attach three items to the minutes, one newspaper article from the Wall Street Journal about BookHive, one of the library's award winning children's websites and two professional journal articles, both from School Library Journal, about PLCMC accomplishments working with teens, its homework website "brarydog.net" and "storyplace.org". Director Cannon mentioned that it would be necessary to have a special "called" meeting in December to award a contract for the furnishings for the new Berry Academy library, as well as to nominate and elect new officers for 2003. He would be contacting the Trustees to set up this meeting.

Trustee Kinsey presented a written report of the activities and accomplishments of Novello Festival Press. This report is also attached to the minutes.

Vice-Chairman Wood urged the Trustees to thank the County Commission for their great support for the Children's Learning Center.

With no other business before the Board, the meeting was adjourned at 12:30 PM.

Respectfully submitted,

Robert E. Cannon, Secretary

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