



General Membership Meeting  
Broyhill Inn & Conference Center  
Boone, North Carolina  
August 28, 2008

The meeting was called to order by Greg Needham at 1:33 p.m.

We were welcomed to Boone by Louise Humphrey. The new Directors pinned were: Phalbe Henriksen, Alexander County; Jeff Watson, Roanoke Rapids; and Sue Loper, Warren County.

**Minutes** were approved from the March 6<sup>th</sup> meeting.

**Treasure's Report** was presented by Tom Dillard. As of 2/29/08, our total available balance was \$110,046.62. Our total receipts were \$23,118. Our expenditures were \$87,174.52 (\$76,559 of that was for Ancestry.com), leaving a total of \$45,992.10 as of 7/31/08. The report was accepted as presented.

Newly retired directors: David Paynter and Melanie Collins

Soon to be retired: Sue Williams (8/29), Brenda Stephens (10/17), and Bob Fisher (3/09)

Jackie Beach thanked everyone for their thoughts and prayers for her brother Sid. You can visit a web site dedicated to him at <http://friendsofsid.ning.com/>

Self Service and RFID Intro – Chris Harris/SirsiDynix and Charles Clendenen/3M Library Systems – Chris did a PowerPoint presentation about self-check out. The highlights included:

#### Self Check

- Reduces clerical staff activities so they can get out among the patrons
- Insures privacy
- Reduces long lines
- Empowers patrons; frees your staff – designed for reallocation of staff, not staff reduction
- Fine and fee payments can now be made at stations – can accept credit, debit, coins and bills
- Can remotely manage the system
- Make the machine visible so it can be seen on the way in and out
- Your leadership and staff must buy into it

#### RFID

- Single tag that does check out and security in one step
- Can check out multiple items at one time
- Can be installed at your own pace

- Tags for all types of materials
- First used in WWI
- Can be installed in phases
- Very secure
- Shelf management and inventory
- Records stats

Break @ 2:40 p.m.

Return @ 3:20 p.m.

RFID Panel Discussion – Library Directors Greg Needham, Jeff Hall, Skip Auld, Sylvia Sprinkle-Hamlin, and Kay Davis told their RFID stories; everything from implementation, staff reactions, costs, effects on circulation, etc. Also more discussion and input from the vendors and other Directors concerning self check out and RFID.

Technology Q & A – with John Fitzgerald (Eastern Regional Manager 3M. John discussed customer service. Customer service is a function of how well an organization is able to constantly and consistently exceed the needs of the customer. He said the entire staff should point with their feet and not with their finger. John also discussed national standards such as ISO and NISO in regards to RFID tags and the 2 current models, fixed and variable and how age of a tag can compromise the frequency output of the tag.

Meeting adjourned @ 5:05 p.m.

Respectfully submitted,  
Margaret Marshall