



General Membership Meeting
Wilmington Hilton Riverside
Wilmington, North Carolina
March 13, 2009

The meeting was called to order by Mark Pumphrey at 8:40 a.m.

Ballots were distributed and Mark called for nominations from the floor for the N.C. State Library Commission. Hearing none, members were asked to vote for one nominee. Ballots were counted and it was announced that Dr. Dan Barron will begin serving on the State Library Commission.

Jennifer Pratt and Grant Pair gave the report for the State Library. Mary Boone was sorry that she could not attend but felt that she needed to be in Raleigh due to legislative work that is happening now. Jennifer reported on the nine Job Search workshops that will be held throughout the state. She stated that the job search wiki should be operational on Monday and it can be found linked to the Library Development page. She mentioned that other workshops along this line might be held in the future on topics such as financial management. Grant mentioned that the LSTA Advisory Committee will need new members soon and an email will be forthcoming. He mentioned that State Aid is uncertain for April, May, and June. April is a big month for tax collections but cash flow is a month by month concern.

Warren Graham presented a program on Library Security. Mr. Graham has seventeen years' experience in security work with the Public Library of Charlotte Mecklenburg County and he focused on what makes a security program work in the real world. According to Mr. Graham there are three things that set the tone for library security: 1) You can deny access to people in a public building; 2) He wanted his co-workers to have a sense of efficacy in controlling the library environment—not inmates running the asylum; and 3) Because he worked with library professionals who went above and beyond their duties, he wanted them to be treated well, so he made patrons responsible for their own behavior. Mr. Graham felt that he was never sued for the following reasons: 1) He had a simple, solid program; 2) All staff members were trained properly; 3) They were more than fair in the advisement of rules; and 4) Everyone was treated the same. To him the most important rule for every library is that any behavior that is disruptive to library use is disallowed. Mr. Graham gave ten guidelines for enforcement:

- 1) Rules and guidelines should reflect a level of confidence in staff.
- 2) You must go by their behavior in enforcing rules; don't go by their appearance.
- 3) You must be consistent day-to-day in your enforcement of the rules.
- 4) Be sure your staff acquires a "quiet awareness".
- 5) Use effective, simple documentation (incident reports, security logs, and potential problem logs).
- 6) You must have employee training; review it annually; and have staff accountability.
- 7) You must have a good relationship with the local police.
- 8) Most libraries need a basic camera system recording who comes and goes through the front door.

9) You must have the right managers in the right branches.

10) You must have adequate staffing.

Mr. Graham followed his presentation with a question and answer session. More information on Mr. Graham's library security is available at <http://blackbeltlibrarians.com>.

The National Library Legislative Day report was given by Carol Walters. She reported that a bus will be taking a group of 28 Board Members, Friends of the Library, and Librarians to Washington, DC, on May 11 for an overnight trip. The bus will leave from Greensboro and orientation will take place on the bus. Fifteen rooms are reserved at the conference hotel. This will be a much larger group than the four or five people who attended from N.C. last year. Funding for the trip is provided through an NCLA grant.

The Awards Committee report was given by Jane Rustin. She hopes the committee will be very busy this year and reminded the group that applications will be due in August. The committee will need to make adjustments due to changing from an evening banquet to a luncheon at the December meeting.

Dr. Barron gave the Eco Audit Committee report. He reported that there is no statewide "green" effort for libraries at this time and North Carolina can be the first state to adopt one. This effort does not apply only to those who are building new libraries; there are ten to fifteen things that all libraries can do. Survey Monkey will be used to collect data; and a report, with recommendations, will be given at the August meeting. Eventually a website and wiki will be developed to share literature and ideas. It is hoped that a presentation on this topic will be given at the NCLA Conference in October.

Dr. Barron reported for the Teleconferencing Committee. Dan reported that we would want to do this to improve library and information service to citizens in N.C. by streaming our events to the people who cannot attend the meetings in person so they don't miss out on the opportunities to network with each other. This might also be a way to ramp up the regional cooperatives throughout the state.

Ruth Ann Copley reported for the Website Development and Marketing Committee. She reported that she has reorganized the list of resources on the NCPLDA website to correspond to the State Library's website. She has also included "Documents of the Organization" and "Highlights" of the organization. As far as marketing, she is putting pictures and video clips on the website.

The Archives Committee report was given by Martha Schatz. The Archives are currently located in Mark's office and Martha plans to get them soon. She expects to find agendas, minutes, and photos. She would also like to get a list of the charter members so she can compile memoirs and funny incidents from the early years of the organization. She would like to pull materials to add to the website.

Greg Needham reported that the Nominating Committee will have a slate of officers to present at the August meeting. If you are interested in serving under Mike Taylor's administration, let Greg know.

Linda Hadden reported for the Membership Committee. She suggested that new members be welcomed and that we keep in contact with those who cannot travel to meetings.

In Ed's absence, Mark relayed his thanks to the members of the Hospitality Committee for their help.

Mark asked if there were any questions regarding the Legislative and/or the Lobbyist Reports that were given yesterday. Greg expressed appreciation to Mary Boone, Secretary Carlisle, and the State Library staff for their help with the legislative initiative thus far. Theresa suggested that we put placards next to our libraries' computers so that our customers can email legislators directly and tell them how they use the library and how important it is to get funding for the libraries. The idea is to make it easy for

customers to email legislators. It was decided that a template will be created that can be shared for easy use. The timeframe is such that this needs to be up and going in the next few weeks.

Harry Tuchmayer thanked everyone for coming to Wilmington.

Meeting adjourned at 12:05 p.m.

Respectfully submitted,
Becky Callison