

Beaufort County Library  
BOARD OF TRUSTEES  
MINUTES OF MEETING  
Held March 10, 2010, 3:00 p.m.

The second scheduled meeting for 2010 was held in the SCE&G Storm Center, 108 Robert Smalls Parkway, Beaufort SC.

**Attendants:**

**Trustees:**

Ms. Theresa Dunn-Chair, Ms. Susan Carter Barnwell, Mr. John Cartwright, Ms. Eileen Fitzgerald, Ms. Janet Kuchler, Ms. Norma Stewart and Ms. Jean Wolff.

**Library Staff:**

Mr. Wlodek Zaryczny-Library Director; Ms. Jan O'Rourke-Assistant Library Director; Ms. Mary Jo Berkes-Hilton Head Branch Manager; Ms. Ann Rosen-Bluffton Branch Manager; Ms. Gina Molter-Lobeco Branch Manager; Ms. Sandra Saad-Director for Development and Marketing; and Ms. Miriam Mitchell-Administrative Assistant.

**Call to Order:** The Beaufort County Library Board of Trustees' meeting of Wednesday, September 9, 2009 was called to order at 3:10 p.m. with a quorum present.

Ms. Dunn welcomed Ms. Lynne Miller, President of the Hilton Head Friends of the Library.

**Public Comment:** None.

**Minutes of January 13, 2010**

**MOTION:** Ms. Fitzgerald made the motion to adopt the minutes as written. Ms. Barnwell seconded and there being no further discussion, all Trustees voted to adopt the motion.

**Correspondence and Communications:** Ms. Dunn received a letter from Ms. Susan Ferguson, who is retired and chose Hilton Head as her home from January through March. She wrote to complain because she paid \$50 for a Library membership, although she is only on Hilton Head three months each year. Ms. Ferguson put a book on hold and the book became available after six weeks. By this time, her library membership had expired, so she paid another \$50 so she could read the book. However, Ms. Ferguson was engaged in other activities, so when the book came up for renewal, she had not finished reading the book and there was a hold on it, so she was

not allowed to renew the book. Ms. Ferguson was extremely agitated and vowed she would not ever renew her membership again. She explained in her letter that in her home cities of Cape Cod and Maine, neither library charged and she was distressed at the treatment she received from Library employees. Ms. Dunn responded to Ms. Ferguson that she received her comments and would bring them to the next Board meeting. Discussion followed about the details of this complaint. Ms. Fitzgerald suggested that Ms. Berkes be given time to review Ms. Ferguson's letter and discuss the details with Ms. Ferguson. Mr. Zaryczny stated that the residents of this County pay for library services and Ms. Molter's research documented that the cost is \$50 per capita and that is why the Library Trustees established the \$50 membership fee policy. Because tourists put a burden on the resources within a community, the fee is a way of equalizing access to the collection. Beaufort County Library charges a fee in lieu of denying out-of-state access to the Library and the fee varies from community to community. Mr. Zaryczny explained that our collection is below the state standard because of the size of our collection. Our Level of Service commits us to 3.5 items per capita and we are below that. Even with SLENDS this is problematic. The priority goes to residents who pay for the service. Ms. Wolff will wait to respond to Ms. Ferguson's letter until Ms. Berkes has an opportunity to discuss the complaint with Ms. Ferguson.

**ACTION ITEM:** Ms. Saad stated that she is putting together a binder of talking points that will be given to each branch for the circulation staff. The talking points will address potential problem topics so that staff will know how to respond to patrons.

**Librarian's Report:** Attached to these minutes. Mr. Zaryczny stated that the USDA loan for the St. Helena Branch Library is low-interest for 25 years with no penalty for payback. The facility will contain 30,000 sq. ft.

**Financial Report:** Attached to these minutes. While reviewing the financial report, Mr. Zaryczny explained that when checks come to the Library made payable to the Library, there is no alternative but to place them in the Trustee accounts and we are trying to spend down the Trustee accounts.

**ACTION ITEM:** Ms. Saad will produce a brochure that will explain how to give gifts to the Library Foundation or the Friends groups. This will be marketed so that donors will know not to make checks payable to the Library. Ms. Stewart asked Ms. Saad to coordinate the development of this brochure with each of the Friend's groups because the Bluffton Friends are discussing redesigning their pamphlet.

**Committee Reports:**

**Advocacy:** Ms. Saad reported that Mr. Zaryczny and Ms. Mitchell attended PLAD Day in Columbia on February 26 and 27, 2010, and we also continue to advocate for the Library at the state and local levels. We use "The Beacon" column, which appears in the *Packet* and *Gazette* each Sunday in the "Lowcountry Section," to spread the word

about big events, important issues, and book reviews. The State Library had issues regarding support from the State Finance Committee and we were asked to mobilize to support that effort but the opportunity disappeared, so we will continue to advocate whenever we can. We will continue to build relationships with the legislative delegation, reach out to the schools and other community stakeholder organizations, and provide the Trustees with enough informed and current resources to be great advocates.

**ACTION ITEM:** The Legislative Delegation usually meets twice a year and Ms. Mitchell will coordinate the 2010 dates with Ms. Ashley Sanders, Assistant to the Legislative Delegation

Corresponding Secretary: Ms. Dunn also received a letter from Mr. Gary Kubic, County Administrator, who sent Beaufort County calendars to each board member.

**ACTION ITEM:** Ms. Dunn asked Ms. Wolff to send Mr. Kubic a thank-you letter from the Board to thank him for the Beaufort County calendars.

Facilities: Discussed in the Librarian's Report.

Finance: Covered in the Financial Report.

Foundation: Ms. Wolff reported that when the Foundation Board met on February 19, 2010, members discussed a small redesign of the Treasurer's report. Ms. Saad gave a presentation about how donors may give donations to the Foundation and Friends' groups. Board members were invited to the Open Houses at all branches on Saturday, February 27, 2010. Ms. Saad explained that because of potential confidentiality, privacy issues, and also the Freedom of Information Act, she recommended that the Raiser's Edge data base of donors have Blackbaud host the program offsite. Keeping these records offsite will be in compliance with the "Donor Bill of Rights." Ms. Saad proposed that the Library pay for the maintenance contract and the Foundation pay for the web hosting. This data base will also be used by the Library to manage relationships with our partners. The website for the Public Foundation of Beaufort County (the Foundation), which is for information purposes, will move to the Beaufort County Library server, and be managed by Ms. Halle Eisenman, Webmaster, and Ms. Saad. Ms. Wolff reported that the Foundation is reviewing drafts of the endowment brochure and bookmark, which can be used to promote donations through the Foundation. The next Foundation meeting is Friday, March 19, 2010.

Friends of the Library (FOL):

Ms. Kuchler was unable to attend the **Beaufort Branch Friends** meeting but she received a note from Ms. Deena Culp stating that "Book Sandwiched In" is over, and the Friends nominated next year's officers. Ms. Kuchler reported that Ms. O'Rourke and Ms. Molter were at the meeting.

Ms. Stewart reported that she attended the **Bluffton Branch Friends** on Tuesday, March 9, 2010, and the Friends asked permission to purchase darkening shades for the large conference room. She noted that two years ago the Friends got quotes for the shades but held off with implementing installation because the County was considering renovating the room. Two years later, the Bluffton Branch is still showing movies in the daytime and receiving complaints. Ms. Rosen explained that because there are two programs going on, one for teens and one for adults, not having the darkening shades makes showing movies very difficult.

**MOTION:** Ms. Kuchler made the motion to allow the Bluffton Branch Friends to purchase darkening shades for the large meeting room. Ms. Barnwell seconded and there being no further nominations from the floor, all Trustees voted to adopt the motion.

Ms. Stewart stated that Ms. Grace Cordial made a presentation about the Beaufort District Collection and Ms. Stewart is very impressed with the number of data bases available. Ms. Stewart is also pleased with the new President, Maryellen Ham.

Ms. Fitzgerald reported that she attended the **Hilton Head Friends** meeting on Tuesday afternoon, March 9, 2010 and they have had a successful year with their books, films and children's programs. The Open House was successful and the refreshments from the Friends were much appreciated. Ms. Berkes is trying to get the damaged shade in the community room repaired. The volunteer luncheon will be Wednesday, March 24, and 144 invitations were sent out. The Friends bought three computers which are going through the County approval system, and hopefully they will be in the Library before the end of the school year. The Treasurer reported that book sales are up 7% and membership has held steady. Members are rejoining at a higher level, so that membership funds are up 33%. Ms. Berkes showed "playaways," which are books on MP3 players, and the Hilton Head Branch has about 100 with more expected to come in. The newspapers are very popular. The damaged furniture, which is approximately 12 years old, has been reevaluated by Mr. Jan Watts, Beaufort County Risk Manager, and hopefully the furniture will be replaced. The book shop generates about \$1,000 weekly. Membership is at 622 as of early March. The newsletter went out on time. Mr. Adams gave an extensive explanation of how *Reference USA* is used and later wrote to thank the Friends for purchasing this resource. Ms. O'Rourke attended the meeting to discuss the Strategic Plan. Ms. Grace Cordial had arranged for Mr. Colin Brooker to make a presentation on "Searching the Bahamas for Governor Moultrie's Forgotten People" about the relationships of cotton and the migration of the African American population between the Sea Islands and the Bahamas.

Library Services: Mr. Zaryczny stated that the website has a color-coded calendar that shows what is happening in all the branches at any time.

**ACTION ITEM:** Ms. O'Rourke will provide *Reference USA* handouts for the Trustees.

**Membership:** Mr. Dunn reported that County Council did not vote on Mr. Dan Huff's membership reappointment because the Community Services Committee ran out of time, but it should be voted on at the next meeting on March 24, 2010.

**Policy Review:** Ms. O'Rourke stated that she had compiled a report of full policies instituted and policies needed. After the policies are presented at LEAD meetings, she will bring them to this Board of Trustees. To Ms. Stewart's comment that there were so many revisions to the Meeting Room Policy, she is not sure which version is correct, Ms. O'Rourke replied that the version currently on the Internet is correct. Ms. Stewart suggested putting dates on each version, so anyone reading a policy would know that the latest date would be the most current revision.

**School Liaison:** Ms. Stewart was upset to read in the newspaper where the School Board is buying books because the taxpayers pay for the schools' books and pay again for the Library to buy books. She asked why the school system can't work with the Library. Ms. Kuchler replied that schools need specialized books in quantity, and working together on this endeavor would put both entities at a disadvantage.

**Web Site:** Covered in the Librarian's Report.

**Old Business:**

Ms. Saad stated that corrected and dated copies of the Donor Gift Policy have been provided to the Trustees.

**MOTION:** Ms. Kuchler made the motion to accept the Donor Gift Policy as amended. Ms. Fitzgerald seconded and there being no further discussion, all Trustees voted to adopt the motion.

Ms. Dunn said she prefers to learn what other libraries are doing about social networking and is not comfortable approving the Social Networking Policy until she has training. Ms. Kuchler suggested that the Board delay approving the policy until the next Board meeting on May 12, 2010 after the Board members have the training. Mr. Zaryczny commented that there is history and research as a guideline and libraries have been using social networking for years. Ms. Saad stated that customers signed up for the Facebook and Twitter sessions weeks in advance before the Open House, so those sessions were popular and patrons want it in the Library. The State Library has been doing it for two years. There have been no issues at the Library with these programs. The Library is already providing ongoing public classes, which started with the Open House. Ms. Molter at the Lobeco Branch offers one-on-one computer classes for those who need the personal touch. Ms. Stewart stated that privacy is a big concern for her and she wants to learn how to protect herself.

Ms. O'Rourke stated that the Reference Services Policy is undergoing a more complete edit than planned, so Mr. Dennis Adams will present the draft at the May 12, 2010 meeting.

Ms. Kuchler stated that she is so proud of the Branch librarians and thanked them for the outstanding jobs they are doing.

**New Business:**


Ms. Dunn appointed Ms. Fitzgerald to chair the committee to decide on an appropriate memorial for Ms. Gloria Cartwright.

**Other:** Ms. Stewart inquired about the minutes of the Trustees of the College of Beaufort being loaned to USC-B. Ms. Saad stated that because this is the first time we have loaned something of historical value, Ms. Grace Cordial worked diligently with USC-B to arrange this loan. Ms. Stewart commented that Dr. Jane Upshaw would like to keep the minutes in USC-B's library because the facilities are better; however, Mr. Zaryczny addressed this by stating that with the renovation of the BDC on the second floor of the Beaufort Branch Library, the facilities are quite adequate.

**MOTION:** There being no further business to come before the Board of Trustees, Ms. Kuchler made the motion to adjourn the meeting. Ms. Barnwell seconded and there being no further discussion, all Trustees voted to adjourn the meeting.

The meeting was adjourned at 4:45 p.m.

Respectfully submitted,



Wlodek Zaryczny  
Director of Library