



**Town of Clayton**  
**Hocutt-Ellington Memorial Library Advisory Board Agenda**  
**Thursday, February 16, 2023 @ 5:30 PM**  
**Hocutt-Ellington Memorial Library**  
**100 S. Church Street**

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**1. CALL TO ORDER**

**2. APPROVAL OF MINUTES**

- a. Approval of Minutes
  - January 19, 2023

[January 19, 2023 DRAFT Minutes](#)

**POTENTIAL ACTION:** Motion to Approve Minutes

**3. OLD BUSINESS**

- a. Library Fines Discussion  
*Presenter: Joy Garretson, Library Director*

**4. NEW BUSINESS**

- a. Policy Review: Circulation Policy  
*Presenter: Joy Garretson, Library Director*  
[2022 Circulation Policy](#)

**5. OBSERVATIONS FROM THE LIBRARY BOARD**

- a. *Presenter: Julia Curran, Board Chair*

**6. LIBRARIAN'S REPORT**

- a. *Presenter: Joy Garretson, Library Director*

**7. OTHER BUSINESS**

**8. ADJOURNMENT**

- a. Motion To Adjourn

**POTENTIAL ACTION:** Motion To Adjourn



**Town of Clayton**  
**Hocutt-Ellington Memorial Library Advisory Board Minutes**  
**Thursday, January 19, 2023 at 5:30 PM**  
**Hocutt-Ellington Memorial Library**  
**100 S. Church Street**

**Board Members Present:**

Julia Curran, Chair  
Eugene Wheeler, Vice-Chair  
Makayla Walden  
Etheleen Eason  
Katie Turnbull  
Amber Revels-Stocks  
Lucy Bianchi  
Victoria Privette

**Staff Present:**

Joy Garretson, Library Director  
Gabe Johnson, Librarian  
Heidi Holland, Town Clerk

**Board Members Absent:**

Cynthia Wood

**1 CALL TO ORDER**

- a) Ms. Curran called the meeting to order at 5:30 p.m.

**2 INTRODUCTION OF NEW MEMBER**

- a) New Board Member
- Lucy Bianchi
- Presenter:* Joy Garretson, Library Director

Ms. Garretson stated in November, Council Member Sims, Laurie Lee and herself interviewed Ms. Bianchi for this vacancy. Ms. Bianchi introduced her self, she stated she has worked for the State Department of Labor and has also taught High School Spanish. She stated she loves books and libraries and is excited to be on this board.

**3 APPROVAL OF MINUTES**

- a) Approval of Minutes
- November 17, 2022

**ACTION:** Motion to Approve Minutes

Motion: Board Member Bianchi  
Second: Board Member Wheeler  
Vote: Unanimous

#### 4 OLD BUSINESS

- a) Policy Review
- Disruptive Patron Policy

Ms. Garretson stated all board members have received a copy of this policy. She stated she wanted this policy to speak more about the spirit of library and promote better library usage. She stated she grouped the different behaviors on this new policy. She discussed each of the main categories. After these ten categories, the penalties and actions for violating these rules are explained.

Ms. Garretson stated once this is approved, this would need to go before Council for approval. Ms. Garretson asked for board members' thoughts. Ms. Revels-Stocks stated she has grammatic changes she would like to submit. Ms. Curran stated this would move forward as being approved with the submitted grammatic changes.

The title of this policy was changed to: Rules and Regulations for Conduct in the Library.

**ACTION:** Recommendation to Accept and Pass Policy Changes with Suggested Grammatical Changes

Motion: Board Member Walden  
Second: Board Member Turnbull  
Vote: Unanimous

#### **Recommendation to Accept and Pass Policy Changes**

- b) Friends of the Library Update  
*Presenter:* Julia Curran, Board Chair

Ms. Curran stated she met with Ms. Garretson and they discussed how to proceed with fundraising with the Friends of the Library for the library. She stated there would be a meeting on Thursday, January 26, 2022, at 1:00 p.m., she invited board members to attend. She stated she is trying to get new members on the Friends of the Library and create a sub-committee. She discussed the vision of the Friends of the Library having an upgrade to their website, more social outings, and more social media presence. She stated this group does have money set aside for library upgrades, but she would like to see them reaching out to companies for donations; she stated she would like to push them in this direction.

The book sale would be at the end of March. There would be opportunities for the board members to help if they would like.

## 5 NEW BUSINESS

### a) Fine Free Discussion

*Presenter:* Julia Curran, Board Chair

Ms. Garretson stated a lot of libraries have gone fine free and there are great reasons to do this. She showed a map of counties that have gone fine free. Most of the surrounding areas are mostly fine free. We are a small part of the surrounding areas that are not fine free. With Clayton still charging fines, this could drive patrons to Smithfield instead of visiting our library.

She stated historically these fines have been levied to make patrons responsible for returning items on time. Studies show that removing fines achieve better results on book returns. She stated it may take longer to get the book back, but more books are returned. There are about 1,000 items right now that have not been returned and we would likely not get back. She stated right now, if a patron owes \$25.00, they are not able to check anything else out. Staff spends a significant amount of time addressing overdue fines, collecting fees and fielding patron complaints and pleas for fine forgiveness. She stated this is a lot of staff time.

She gathered information on data on these fines. In FY22, the revenue of fines made up less than .5%. That is a lot of work for not a lot of payoff. She stated she is working with GIS to map out the location of the patrons who owe more than \$25.00 in fines. This would also help identify who has a library card. She has identified where to cut corners if this library does go fine free. She stated the library would make approximately \$4800 in fines this year. She asked board members for their thoughts. It was stated it seems like a waste of labor and 100% of these interactions are negative. Ms. Garretson stated she would have something more comprehensive in the next couple months.

### b) Observations from the Library

*Presenter:* Julia Curran, Board Chair

Ms. Curran stated she would like to bring more discussion to the meetings. She would like to hear about public improvements, programming, board member suggestions and any books they may want the library to purchase. She would like to make this a monthly item. There was board discussion on how citizens receive their information about the library, whether it's social media, website, etc. Ms. Walden stated we need to physically get in front of people. There was detailed discussion on various ways to get information out to our citizens. Ms. Garretson stated everything that is being said, they are currently working on this.

There was discussion on having a book bus that would travel to locations where transportation is an issue. Ms. Curran encouraged board members to tell everyone about Cardinal as well as E-Books and Kanopy. Ms. Walden suggested the library write a blog and highlight a book of the week or month. She stated she would be willing to help with this blog.

There was discussion on requesting books, Gabe Johnston stated they purchase about 90% of the books requested.

## 6 LIBRARIAN'S REPORT

- a) Librarian's Report  
*Presenter:* Joy Garretson, Library Director

Ms. Garretson spoke about the new streaming service, Kanopy. She stated it landed in November. She stated the number of checkouts is already at 47; she expects this to grow.

She stated in December the library teamed up with MOMS Club of Clayton and 70 kids wrote letters to Santa. 76 items were donated for the Food for Fines which did offset \$103 of fines. The furniture for the new staff room is on order and should arrive the beginning of March. The library hosted an Angel Tree for the Harbor House of Johnston County and made a large donation of sheets, towels, paper towels and cleaning supplies.

Gabe Johnson was present to speak about the migration into Cardinal. He stated a lot is changing. He discussed the meetings with the representative from Cardinal to get the program off the ground. He discussed the new efficient process of checking in books. He stated primarily now there is only one staff member doing this which reduces the number of hands that touches the items.

### **November 2022 Snapshot**

Library Visits: 3,739; New Patrons: 152; Physical Items Circulated: 8,778; E-Book Checkouts: 578; E-Audio Checkouts: 436; E-Magazine Checkouts: 38; Kanopy Checkouts: 5; Public Computer Sessions: 261

### **November 2022 Programs/Attendance**

11 Early Literacy Programs/Attendance: (225 attendees); 1 Elementary Program (1 attendee); 1 Young Adult Program (5 attendees); 6 Adult Programs (55 attendees)

### **December 2022 Snapshot**

Library Visits: 3,598; New Patrons: 200; Physical Items Circulated: 7,115; E-Book Checkouts: 626; E-Audio Checkouts: 452; E-Magazine Checkouts: 35; Kanopy Checkouts: 31; Public Computer Sessions: 233

### **December 2022 Programs/Attendance**

3 Early Literacy Programs/Attendance: (37 attendees); 5 Elementary Programs (54 attendee); 1 Young Adult Program (6 attendees); 4 Adult Programs (44 attendees)

## 7 OTHER BUSINESS

## 8 ADJOURNMENT

- a) Adjourn

**ACTION:** Motion to Adjourn

Motion: Board Member Wheeler

Second: Board Member Bianchi

Vote: Unanimous

Duly adopted this the 16<sup>th</sup> day of February 2023.

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Julia Curran, Chair

ATTEST:

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Heidi L. Holland, CMC, NCCMC  
Clerk to the Board & Town Clerk

January 19, 2023  
Minutes



## **CIRCULATION POLICY**

### **Purpose of Policy**

This Circulation Policy covers library card registration criteria and related matters. Specific information about borrowing, loan periods, fines and fees can be found on the Library's website and at the Hocutt-Ellington Memorial Library (HEML) service desks.

### **Confidentiality of Library User Records**

The HEML will abide by the North Carolina General Statute on Confidentiality of Library User Records (§ 125-19), which states—

(a) Disclosure. -- A library shall not disclose any library record that identifies a person as having requested or obtained specific materials, information, or services, or as otherwise having used the library, except as provided for in subsection (b).

(b) Exceptions. -- Library records may be disclosed in the following instances:

- (1) When necessary for the reasonable operation of the library;
- (2) Upon written consent of the user; or
- (3) Pursuant to subpoena, court order, or where otherwise required by law.

### **Library Cards**

All persons who reside on property within the Johnston County are entitled to a HEML card at no cost. One piece of current identification showing your name and address inside the town limits is required.

- A parent or legal guardian is responsible for the use of library materials by children under the age of 16.
- Any young adult 16 years of age and older may apply for their own card. They must have proof of residency in their own name.
- Children under the age of five may borrow items on their parent/guardian's card. Children from the age of 5-15 can be issued their own library card with a parent/guardian signature.
- Library cards are valid for 1 year from the date of issue, with the exception of some temporary living situations when shorter expiration dates may be issued.
- Library cards are not transferable either permanently or temporarily.
- A library card is not to be used by any person other than the person to whom it is issued. There is only one exception to this rule: the card of a patron registered as Patron Type "Homebound" may be used by someone designated by the patron.

Revised February 8, 2022

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### **Education/Educational Institution Employees**

Persons who work for educational institutions within Johnston County may obtain a free library card under the name of the organization for which they work. Proof of current employment/affiliation with the institution for which the card will be used must be presented when the card is requested. Cards registered to institutions entitle the organization to all services provided by HEML.

### **Non-Resident Property Owner**

- Non-residents who own and pay taxes on property within the corporate town limits of the Town of Clayton are entitled to a HEML library card, at no cost. A current tax bill must be presented along with current photo identification.
- One library card per tax bill will be issued for a period of one year.
- The card entitles the cardholder to all services provided by the HEML.

### **Non-Resident**

- Persons who do not pay Johnston County taxes may purchase a non-resident borrower's card according to guidelines found in Chapter 153A Article 14 (Libraries) of North Carolina General Statutes.
- The fee structure for this card is set each year by the Town of Clayton Town Council.

### **Non-Resident Family**

- A family non-resident borrower's card will be issued to any family with two or more children residing at the same legal address of the applicant.
- This card is only be used by the patron to whom the card was issued.

### **Non-Resident Internet Use**

- Offered to out-of-town guests who need to use our public kiosks for an hour.
- Visitors must provide valid driver's license.
- No physical card is issued for this service; an internet-use registration form.
- The fee for this card is set each year by the Town of Clayton Town Council.

### **Town Employees**

- HEML cards are issued as a courtesy to all Town of Clayton employees regardless of County residency.
- A Town Employee card is valid for the duration of employment with the Town of Clayton.

### **Renewal of Library Cards**

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Library cards have an expiration date. To renew HEML card, a patron must prove his/her identity and residency within Johnston County in the same way as for the original card application.

- All fines and fees must be paid before a card can be renewed.

### **Lost or Stolen Library Cards**

- Cardholders are responsible for materials checked out on their cards until the card is reported lost or stolen to the HEML.
- A fee is charged for the replacement of a current library card.
- To replace a lost or stolen card, a patron must prove his/her identity and residency in the same way as in the original card application.
- Library user fees will be as listed in the Town of Clayton Comprehensive List of Fees and Charges.

### **“Card In Hand” Requirements**

To conduct circulation transactions or to receive information about a cardholder’s circulation records, patrons must present a valid library card. Patrons conducting business by phone must provide the library card barcode number. Discretionary exceptions to this policy may be made for the occasional forgotten library card if the patron offers valid identification or is identified by a member of the library staff.

### **Responsibilities of Cardholders**

- Cardholders are responsible for all materials borrowed on their card. This includes returning the materials in a timely manner and in the same condition as when the materials were borrowed.
- Materials kept out beyond the loan periods will be considered overdue, and fine or replacement fees will be assessed. Replacement and processing fees will be assessed for lost, damaged or unreturned materials.
- Overdue notices are mailed as a courtesy. Patrons are responsible for the timely return of materials whether or not they receive the overdue notice. Any uncollected fees in excess of \$50 will be subject to collection through the NC Debt Setoff Program.
- Having overdue materials, fines or fees on library cards may cause borrowing or service restrictions.
- Cardholders or parents/guardians of cardholders under 16 years of age are also responsible for notifying HEML of any change of address, email address or telephone number.
- According to North Carolina statute Chapter 14-398 it is considered theft to borrow but not return library materials.

### **Use of Library Materials by the Public**

1. All Library collections are available to the general public for in-house use.
2. Some restrictions apply to in-house equipment and computer use.

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3. Some restrictions apply to use of fragile or valuable collections, including some archival collections.

### **Circulation Periods**

Circulation of library materials will be as follows:

- High demand items and best sellers circulate 1 week (best sellers of 400+ pages will circulate for 2 weeks.)
- All other materials circulate 3 weeks. Items automatically renew at the end of each 3-week period.

### **Renewal of Library Materials**

Renewal can be done in person, by telephone or online. Items automatically renew twice if no holds have been placed on the during the lending period.

- Renewal requires the library card on which the items were checked out.
- Telephone renewal can be done by calling HEML during our operating hours.
- Items that are reserved for use by another patron cannot be renewed.

### **Fines and Fees**

Fees for overdue library materials will be as listed in the Town of Clayton Comprehensive List of Fees and Charges.

### **Overdue Notices**

#### *Courtesy Email*

Patrons with an email address listed in their library account will receive an email two days before an item is due back to the library. Courtesy email reminders will allow patrons the chance to renew materials or to return them, so fines can be avoided. Failure to receive a courtesy email reminder does not absolve the patron of responsibility for accrued late fines.

#### *First Notice at 2 Weeks*

The first overdue notice will be sent to the patron email address of record when the item is 2 weeks overdue. The notice will include a list of overdue materials. If an email address is not listed in the patron's library account, the first overdue notice may be sent as a phone text or voicemail.

Failure to return the overdue items within seven (7) working days of the date of the notice will result in a suspension of a cardholder's borrowing privileges until the account is cleared.

Failure to return the overdue items within 4 weeks of the original due date will result in a charge to the cardholder's account for the replacement cost of the materials.

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### *Second Notice: Bill for replacement at 4 weeks*

The second overdue notice will be sent when the item is 4 weeks overdue. This notice will include a bill for the replacement cost of the items. If the overdue items are subsequently located and returned to HEML, the patron will only be responsible for paying the overdue fines.

### *Lost and Damaged Items*

Fees for items that are lost or damaged will equal the list/retail price of the item as well as the processing cost, e.g. spine label, book cover, book tape, MARC record, etc. Damaged items that are not paid for will receive a bill for replacement at four weeks, after which time they shall be eligible for

### *Fine/fee Collection*

Library patrons or the parents of juvenile library patrons are expected to return library materials promptly and to pay any fines incurred.

1. Status of borrowing privileges if the patron has outstanding fees/fines.

If a patron's account totals more than \$25.00, borrowing privileges are suspended unless:

- the patron is paying through an approved installment plan. Information on this plan will be entered into the patron record. It will be removed upon final payment.
- there are exceptions noted on the patron's record.

2. Notations to a patron record will be eliminated when his/her account is settled.

3. Claims return

On occasion a library patron reports to the library that an overdue notice has been sent in error, and the items have already been returned. This is referred to as a "claims return" response. The library will accept a patron's claimed returned response five times. Each instance will be noted in the patron's account.

After five (5) instances, the library will assume that there is a possibility of false reports of "claims return." The most recent "claims return" items will be considered overdue on the patron's account. The patron will be expected to return the items or reimburse the library for the lost materials according to the fee schedule listed.

4. Failure to pay for lost or damaged items may result in suspended library privileges. Any fee in excess of \$50 will be subject to collection through the North Carolina Debt Setoff Program. As authorized by the North Carolina General Statutes, Chapter 105A, the Setoff Debt Collection Act (the "Act"), the Town of Clayton will submit debt to the North Carolina Department of Revenue for collection by applying the debt against any income tax refund in excess of \$50 that you may be entitled to receive or from lottery proceeds.

### **Confidentiality**

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This confidentiality policy applies equally to adults and minors. When an adult requests the records of a child, the library will respond only if the child consents to the request.

Staff may respond to telephone requests for information about materials checked out to patron accounts (adult or child) if the caller has the barcode number on the library card

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