



Town of Clayton
Hocutt-Ellington Memorial Library Advisory Board Agenda
Thursday, August 17, 2023 @ 5:30 PM
Hocutt-Ellington Memorial Library

1. CALL TO ORDER

2. APPROVAL OF MINUTES

- a. Adoption of Minutes
[June 15, 2023 DRAFT MINUTES](#)

POTENTIAL ACTION: Motion to Approve Minutes

3. OLD BUSINESS

- a. Policy Review: Circulation Policy Updates
Presenter: Joy Garretson, Library Director
[Current copy 2023 Circulation Policy DRAFT](#)

POTENTIAL ACTION: Adoption of Circulation Policy Updates

4. NEW BUSINESS

5. LIBRARIAN'S REPORT

- a. *Presenter:* Joy Garretson, Library Director; Meredith Murphy, Community Engagement Intern
*Photo opportunity for Library Board Members

6. UPDATE ON FRIENDS OF THE LIBRARY

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

7. OBSERVATIONS FROM THE LIBRARY BOARD

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

8. OTHER BUSINESS

9. ADJOURNMENT

- a. Motion to Adjourn
POTENTIAL ACTION: Motion To Adjourn



Town of Clayton
Hocutt-Ellington Memorial Library Advisory Board Minutes
Thursday, June 15, 2023 at 5:30 PM
Hocutt-Ellington Memorial Library
100 S. Church Street

Board Members Present:

Etheleen Eason
Julia Curran
Eugene Wheeler
Amber Revels-Stocks
Kathryn Turnbull
Victoria Privette
Lucy Bianchi

Staff Present:

Michael Sims, Council Liaison
Joy Garretson, Library Director
Mel Poole, Circulation Supervisor
Sam Johnson-Phillips, Deputy Town Clerk

Board Members Absent:

Makayla Noel Walden
Cynthia Wood

1 CALL TO ORDER

- a) Ms. Curran called the meeting to order at 5:33 p.m.

2 APPROVAL OF MINUTES

- a) Adoption of Minutes
• May 18, 2023
Presenter: Ms. Julia Curran

A revision to the minutes was presented by Ms. Joy Garretson which entailed calm down kits from Ms. Amber Revels-Stock.

Motion to Approve Minutes

MOVER: Eugene Wheeler
SECONDER: Lucy Bianchi

3 OLD BUSINESS

- a) Policy Review: Programming Policy
Presenter: Joy Garretson, Library Director

Couple of small changes, the main concern was posting programs and the length of time to have them posted, so if things were questioned, that would allow time to address them. The old website didn't have an events calendar but having one now makes different

things possible. Events are now available on the website. A request for review of the Library Program, Co-sponsorship, or Exhibit forms have been created. It was reported that it is similar to the Review of a Library Item Form located in the Challenging A Program section. It was reported the Town of Attorney has office hours available.

Ms. Garretson read the last newly added paragraph to the Patron and Registration Guidelines. Ms. Garretson stated if this is approved, she will take it to the Town Attorney to see if any changes need to be made. Ms. Garretson will then take it before the Town Council.

Adoption of Programming Policy

MOVER: Lucy Bianchi

SECONDER: Victoria Privette

- b) Policy Review: Co-sponsored Programs and Exhibits Policy
Presenter: Joy Garretson, Library Director

Reviewed the policy in the Co-sponsored Program and Exhibits Guidelines Policy. Will take the liability piece before the Town Attorney.

Adoption of Co-sponsored Programs and Exhibits Policy

MOVER: Kathryn Turnbull

SECONDER: Lucy Bianchi

- c) Fine Free Program
Presenter: Joy Garretson, Library Director

It was taken before Council to ask if they will allow the library to stop charging fines for overdue books and materials. Communicated fines will continue for Chromebooks and hotspots because of the monthly fees. Advised the same for lost items/damaged items. Explained to the Council were the purpose of the fines, concerns about library fines and how they affect patrons. Mr. Wheeler Eugene asked if existing fines disappear? It was stated a date will be set by which everything will be fully implemented, the idea is that all existing fines will be wiped away that fall into that late fee category. Ms. Garretson introduced Ms. Poole Circulation Supervisor. There was discussion regarding how it works.

4 SPECIAL PRESENTATION

- a) Library Board Training
Presenter: Lynda Reynolds, Acting Director Library Development/Public Library

Management Consultant State Library of North Carolina

Ms. Garrettson introduced Ms. Reynolds Acting Director Library Development/Public Library Management Consultant State Library of North Carolina.

Ms. Reynolds stated she serves as a liaison to Statewide Friends of Library.

There was discussion regarding the three sections of the State Library: Government and Heritage Library, Accessible Books and Library Services, Library Development.

There was discussion on Library Statutes and fundings.

Ms. Reynolds explained the current level of State Aide funding is \$14.2 million allocated annually. It was explained it is intended to promote aid and equalize public library service. This is available to any public library that establishes eligibility, it is required that libraries do this annually.

Ms. Reynolds continued to explain the benefits of having State Aide, this allows the library to apply for Federal Grants, provides access to NC Live, NC Kid's Digital Library which are free services that are available to all of the patrons. All are accessible on the library's website. Ms. Reynolds expressed the importance of an Advisory Board, due to the connection to the community and great opportunity to promote programs.

Ms. Reynolds communicated the duties of trustees:

- Attendance of the board meetings, it is important that the Advisory Board/liaison attend the meetings
- Regular training
- Clearly written bylaws as to what is expected, Ms. Reynolds enthusiastically expressed that the bylaws are very well written.
- Board diversity
- Funding
- Planning
- Policies

It was communicated the Advisory Board must follow the open meeting laws. It was further discussed that the public has the right to attend, photograph and record all meetings. Ms. Reynolds stated the public right to speak is not required at this library's level although it is required at the City Council Meetings, Board of Commissions Meetings and Local School Board Meetings. It was also stated by Ms. Reynolds that public notice must be provided for the regularly scheduled meetings and minutes must be taken. Ms. Garrettson enthusiastically welcomed all to attend. Ms. Reynolds stressed the importance of leaving management of the library to the Library Director.

5 OBSERVATIONS FROM THE LIBRARY BOARD

a) *Presenter:* Julia Curran, Board Chair

Ms. Curran informed the board that the Summer Reading kick-off was very successful. It was reported that over 400 people came into the library that day.

Ms. Curran discussed the Get Carded event at Deep River, for the adults, was super successful. Twenty-two new library cards were made. Mr. Wheeler encouraged people to sign up for library cards. It was reported that Deep River enjoyed having the event there. Ms. Garretson stated it was the perfect advocacy and friendly library event. Mr. Wheeler added that it was nice to see adults excited to get a library card.

6 UPDATE ON FRIENDS OF THE LIBRARY

a) *Presenter:* Julia Curran, Board Chair

Next meeting would be the 4th Thursday in July at 4:00 p.m., Ms. Curran stated she is able to send an email with that information along with any updates.

7 LIBRARIAN'S REPORT

a) *Presenter:* Joy Garretson, Library Director; Mel Poole, Circulation Librarian

Ms. Garretson reported the majority of the adult audio/eBook checkout is adult fiction and that is comparable to the physical adult fiction check out. Physical adult checkout is maybe 200 higher than the audio/eBook adult checkout. It was reported this number continues to rise over the years.

Ms. Garretson made the following announcements:

- Stated that Kanopy has leveled out.
- Craftsy is a new resource that can be accessed via Libby.
- Flower arranging with the mayor – The Mayor is an award-winning floral designer. Mayor will be hosting a class on July 15, 2023.
- The Junior Women's Club will do a Master Gardener series first class was a Hydroponic Gardening.
- Flight of the pollinators will be the next class. July will be seed saving.

Estimated people that showed up to the summer reading kickoff event were over 300, 225 people signed up for summer reading that day.

470 people signed up for summer reading, last summer 602 people signed up. Last year 84,399 minutes were read by kids and is estimated to hit 100,000 minutes read by kids.

Ms. Garretson expressed appreciation to everyone that volunteered.

May 2023 Snapshot

Library Visits: 4,673; New Patrons: 163; Physical Items Circulated: 9,453; Public Computer Sessions: 476; E-Book Checkouts: 802; E-Audio Checkouts: 599; E-Magazine Checkouts: 64; Kanopy/Craftsy Checkouts 72/5

May 2023 Programs/Attendance

12 Early Literacy Programs/Attendance (398 attendees); 1 Elementary Program/Attendance (13 attendees); 1 Young Adult Program/Attendance (9 attendees); 6 Adult Programs/Attendance (69 attendees); 2 Outreach/Special Programs (425

attendees)
Total Programs and Attendance: 22/914

8 OTHER BUSINESS

9 ADJOURNMENT

a) Motion to Adjourn

With nothing further, the meeting was adjourned at 6:46 p.m.

Motion To Adjourn

MOVER: Lucy Bianchi

SECONDER: Eugene Wheeler

Duly adopted this the 17th day of August, 2023

Julia Curran, Chair

ATTEST:

Sam Johnson-Phillips
Clerk to the Board & Deputy Town Clerk



CIRCULATION POLICY

Purpose of Policy

The Hocutt-Ellington Memorial Library ("Library") Circulation Policy details library card registration, reserving and lending of materials, and overdue, lost, and damaged item procedures. This policy supports the Library's mission to be a welcoming space for building community and connecting people to ideas and resources.

Commented [MP1]: This information is being added to the policy. Change wording here?

Confidentiality of Library User Records

The Library 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.

Commented [MP2]: There is a confidentiality statement at the beginning of the document, does this section go with it? Also, adults have access to/are financially responsible for minor accounts-so it's not really withheld information.

Commented [JG3R2]: I'm okay with taking out the child chunk, in light of your comment above.

Library Cards

All persons who reside on property within Johnston County are entitled to a Library card at no cost. Valid proof of identity and residence are required to obtain a library card. Proof of residence can be shown with photo identification, such as a driver's license with current address listed or a combination of photo identification and a rental lease, utility bill, or comparable bill in the patron's name. Library cards are valid for 3 years from the date of issue, with the exception of some temporary living situations when shorter expiration dates may be issued.

Commented [MP4]: Changing due to Cardinal to 3 yrs. Virtual cards valid for 6 months.

- Children under the age of five may borrow items on their parent/guardian's card. Children from the age of 5-17 can be issued their own library card with parent/guardian consent as long as the parent/guardian has a library card and the child is present at the time of registration. A parent or legal guardian is responsible for the use of library materials by children under the age of 18.
- Homebound patrons may choose a friend or family member to pick up and return library materials on their behalf.
- Library cards expire to ensure staff have a patron's correct contact information. To renew Library cards, patrons must prove their identity and residency within Johnston County in the

Commented [MP5]: Why not 18? A 16 yr old can get their own card, should they be adult or youth?

Commented [JG6R5]: Changed to 18

Editing Copy March 10, 2023

Final Revision Copy August 15, 2023

Hocutt-Ellington Memorial Library

same way as for the original card application. All fines and fees must be paid before a card can be renewed.

Other Library Card Options

Digital Access Card

Residents of Johnston County may apply for a temporary digital access library card. These library cards provide borrowing privileges to digital resources only and are valid for 6 months.

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. Non-resident cards are available for three, six, or twelve months. The fee structure for this card is set each year by the Town of Clayton Town Council.

Town Employees

Library 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.

NC Cardinal

The Hocutt-Ellington Memorial Library is a member of the NC Cardinal consortium. A library card issued by the Library is also valid at any NC Cardinal library. Be aware that materials borrowed from other libraries may be subject to owning library policies.

Account Security

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. Minors without official ID will be asked to confirm their address and birthday if they need to check items out without a card.

If a library card is lost or stolen, the cardholder is responsible for notifying the library as soon as possible. Unless a card has been declared lost or stolen, the library assumes that any person presenting the card has the permission of the cardholder to access the account.

Replacement cards may be issued for \$5.

Commented [MP7]: Is this still true? The non-resident statement below says anyone who doesn't pay Johnston Co. taxes.

Commented [JG8]: This sounds like a workaround for the out of town card.

Commented [JG9]: Removed due to patron patterns in the library. Eliminating barriers to access.

Editing Copy March 10, 2023

Final Revision Copy August 15, 2023

Hocutt-Ellington Memorial Library

Circulation Loan Periods

- Books and other materials (including audiobooks, kits, games, and technology): 21 days
- New adult fiction and all video: 7 days
- Periodicals, reference, and special collections items are available for in-house use only.
- Overdrive eBooks and eAudiobooks: 7 or 14 days
- Kanopy video streaming: 48 or 72 hours

The Library may establish additional loan periods or restrictions for special collections, materials in high demand, or for other items as needed.

Patrons should refer to their online account or checkout slip to find the correct due date for each item.

Renewal of Library Materials

Materials may be renewed twice if there is not a waiting list for the title. Technology materials are not renewable.

Material Loan Limits

Patrons may check out up to 50 items on their library cards. Downloadable items do not count towards your maximum limit. Limitations have been set for the following:

- New Adult Fiction, Easy Holiday, and Video – 5
- New Large Print, Audiobook, and Nonfiction – 10
- Battle of the Books – 3
- Audiobook – 20
- Technology – 1
- Kits and Games – 2
- OverDrive – 5 (4 for e-INC)
- Kanopy – 6 per month

Note: Patrons cannot check out technology or backpack kits on Juvenile library cards.

Patrons may place up to 25 items on hold at a time.

Overdue Notices

Overdue notices are emailed as a courtesy. Patrons are responsible for the timely return of materials whether or not they receive overdue notices. It is the responsibility of the patron to notify the Library if they do not receive courtesy reminders and to update contact information as it changes.

Commented [MP10]: Should this say New Large Print, New Audiobook, and New Nonfiction ? I know that the New at the beginning applies to all three, but that may not be clear.

Commented [JG11R10]: I think it's fine as is.

Commented [JG12R10]: @Melissa Poole

Commented [MP13]: Need to review this for accuracy. Notices are sent 2 days prior to due date, then 2, 15, and 28 days overdue.

Commented [MP14]: We only mail the lost notice. The first two overdues are emailed. Change language here?

Editing Copy March 10, 2023
Final Revision Copy August 15, 2023

Hocutt-Ellington Memorial Library

Courtesy Notification

Patrons will receive an email or text message two (2) days before an item is due back to the library.

Overdue Notices

The first overdue notice will be sent to the patron's email address on record when the item is two (2) days overdue. If the item is not returned, one further overdue notice will be sent at fifteen (15) days overdue. Notices will include a list of overdue materials.

Bill for Replacement

A bill for replacement will be sent when the item is twenty-eight (28) days overdue. This notice will include a bill for the replacement cost of the item(s), including an individual item processing fee per item.

Fines and Fees

Materials kept out beyond the loan periods will be considered overdue, and fine or replacement fees will be assessed. Having overdue materials, fines, or fees on library cards may cause borrowing or service restrictions. Library patrons or the parent/guardian of juvenile library patrons are expected to return library materials promptly and to pay any fines incurred. Fines and fees will be transferred to responsible adult accounts when minors turn 18 years of age.

Overdue Items

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

- Technology: \$5 per day overdue, up to \$25 total per item.

Lost and Damaged Items

Fees for items that are long overdue, lost, or damaged will equal the list/retail price of the item as well as the processing cost. Material replacements are not accepted in lieu of fees.

Lost fees are removed from the patron's account upon return or recovery of the materials in question.

- According to North Carolina statute Chapter 14-398 it is considered theft to borrow but not return library materials.

Claims Returned

Patrons who claim to have returned an item which still shows as checked out on their account, or who claim never to have checked out items that show on their account, may be granted a claims returned. Each instance will be noted in the patron's account. Items will remain on the account, without accruing fines, until the issue is resolved.

Editing Copy March 10, 2023

Final Revision Copy August 15, 2023

Commented [JG15]: Is this true?

Commented [JG16]: This conflicts with the note about privileges suspended at the \$25 threshold

Commented [MP17]: I'm in favor of deleting this statement. None of our rules were set up to block for overdues.

Commented [JG18]: Sounds good.

Commented [MP19]: Borrowing is denied when fines are \$25 or more. Do they still retain public computer privileges?

Commented [JG20R19]: Decide on March 14.

Commented [MP21]: I don't know what to do with this statement.

Commented [JG22R21]: @Melissa Poole shake in fear. !

Hocutt-Ellington Memorial Library

After five (5) instances, the library will assume that there is a possibility of false reports of claims returned. The most recent claims returned 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.

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.

If a patron's account totals more than \$25 in fees, 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.

Any account that accrues an excess of \$50 in fees 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 more than \$50 that you may be entitled to receive or from lottery proceeds.

Refunds

The library does not issue refunds for fine/fee payments, including those for lost items.

Waiving Fees

Fees may not be waived except in the most extraordinary circumstances. Waivers or reductions of fees may be made on a limited basis at the discretion of the Library Director or their designee in the event of extenuating circumstances, which may include:

- Criminal Act
- Natural Disaster
- Medical Emergency
- Financial Hardship
- Reported Loss or Theft of Library Card
- Library Error

Patrons who have had large amounts of fees waived or reduced may be denied further service.

Editing Copy March 10, 2023

Final Revision Copy August 15, 2023