

**Carroll County Public Library  
Board of Trustees Meeting  
Wednesday, January 28, 2009**

**Minutes**

**1. Roll Call and Declaration of Quorum**

Mr. Knight called the meeting to order at 7:00 p.m. and announced there was a quorum present.

**Present:**

Board:	Todd Herring Joyce Muller	Gilda Hogan Richard Soisson	Keir Knight
Staff:	Tony Eckard Scott Reinhart	Lisa Hughes Stephanie Szymanski	Bob Kuntz Lynn Wheeler

**2. Minutes of December 17, 2008**

*The Board approved the Minutes of December 17, 2008.*

**3. Financial Statement**

Mr. Eckard reviewed the Carroll County Public Library (CCPL) Financial Statement ended December 31, 2008. We have an unusually low cash balance due to a lot of activity surrounding the opening of Finksburg, the expansion of Taneytown and renovation of Westminster. The cash balance is \$250,000 below this time last year, almost \$190,000 of which is tied up in two reimbursable projects with the County. The Income statement reflects that revenues are \$102,000 above budget due to excess carryover. If the carryover is backed out, a more realistic figure of \$28,000 over budget compares to \$35,000 at this time last year. Expenses reflect \$252,000 ahead of budget in salaries most of this is due to forward funding from the County for Finksburg salaries. Staff estimates that \$200,000 will be returned to the County. When that amount is backed out of the budget, salary savings are in the range of \$25,000 - \$40,000 at this time. Staff members will be discussing the FY 10 budget with the County's budget analyst on Friday, January 30. Telephone continues to be over budget but invoice credits are beginning to come through and that item is expected to improve. Building improvements are over spent due to Mt. Airy meeting room lighting improvements. Materials spending is ahead of last year's pace by \$20,000. Special Funds reflect significant loss of Internet account revenues. The non print purchases line (the eBook consortium) is over spent due to invoice timing but budget will catch up. Restricted funds reflect receipt of \$7,160 towards the Teens Connect grant. Capital funds for the Westminster branch renovation

of \$27,000 were received. Mr. Knight noted the upcoming audit RFP opening and asked if there had been any inquiries. Mr. Eckard said five accounting firms had made inquiries about the RFP. The bid opening will take place on Friday, February 6, 2009. The Board thanked Mr. Eckard for his report.

#### **4. Correspondence & Announcement**

1. Mr. Knight shared a thank you note to the Board from Gail Griffith following her retirement.
2. We received notification from the Division of Library Development and Services that the State Board has approved capital grant funding of \$183,000 for Phase 3 of the Westminster renovation project and \$124,000 for the Eldersburg shelving and drive-up service window project. We will have to wait and see if this gets through the legislative process. Ms. Wheeler said that these funds have been moved into bond money so they may have a pretty good chance of getting through.
3. Mr. Knight also passed around Ms. Wheeler's letter to thank Davis Library, Inc. for \$1500 towards an emergent literacy center at the Westminster library. Mr. Knight asked if we can count on money from Davis every year. Ms. Wheeler said that they have helped the Westminster library with many improvements over the years.

#### **5. Citizens Time**

No citizens were present.

#### **6. Report of Director**

The Director's Report was reviewed. December 2008 was a very busy month. Circulation was up 10.3 percent in December and year to date up 8.4 percent. Visits were up 21 percent from December 2007. Internet computers are very busy with 251,000 sign ups. The Community Information Directory continues to be well used.

The downside to budget news is that there is a proposed 10% cut in State Aid for libraries in FY 10, however, the cut is being taken after the planned \$1 per capita increase (to \$15 per capita) is applied. This will result in an approximate \$67,000 cut in State Aid in FY 10 compared to FY 09. It is not good news, but not catastrophic news. Mr. Soisson asked about CCPL's percentage of funding from the County and State. CCPL receives 82 percent from the County and 12 percent from State, the balance comes primarily from fines and interest. In FY 09 we started getting materials funding for Finksburg. This will help us cope with the reduction in state aid, which is used to purchase materials. Mr. Eckard noted that the State has not cut its contribution to staff pensions at this time. Ms. Wheeler noted that although our initial information from the County budget office included a five percent salary increase for FY 10 we cannot count on that, it was simply a

placeholder. We expect that line will be zeroed out. Mr. Knight asked that the Board be kept up to date on good and bad budget news.

The Westminster branch renovation has begun, after closing the week of January 12 staff worked hard to get back up and running. Work during closing included major electrical upgrade and removal of interior brick pavers. The County is hoping to begin carpet replacement in the rectory in March.

Ms. Wheeler thanked Mr. Knight for hosting lunch in Mt. Airy with new Mt. Airy branch manager, Patty Sundberg and Lisa Hughes. She thanked Mr. Knight and Mr. Soisson for representing the library at the Chamber of Commerce lunch where the Commissioners presented their State of the County review. Ms. Lynch was also present as part of Leadership Carroll. Ms. Wheeler spoke at the South Carroll Business Association (along with Arts Council Executive Director, Sandy Oxx). Mr. Knight and Ms. Lynch plan to attend Legislative Day with Ms. Wheeler on February 4 in Annapolis. On February 11, Ted Zaleski is speaking on the FY 10 budget process, Mr. Herring will attend with library staff. The next Board meeting will be on February 25 at Headquarters. The March 25 meeting will be held at the Finksburg branch.

#### **7a. Online Learning Project Report**

Lisa Hughes reported on Skillsoft, a collaborative software that allows online meetings without face to face video. Kim Smithson from CCPL's Human Resources (HR) department participated in the demonstration from home using Skillsoft. DLDS is providing the funding for the project, as a way to facilitate better ways for staff to participate in online learning and meeting. The software requires voice over internet protocol (VOIP) to work. The demonstration included the use of the online whiteboard and how icons are used for responses, including virtual hand raising. Ms. Hughes also demonstrated drawing tools and other tools such as chat. At this time the State has a one-year subscription to the software. Staff members can earn continuing education credits (CEUs) via this tool. Workshops that have been held include Telling Your Story with PhotoStory; and Delicious (online bookmarking) at Your Library. One very important benefit of Skillsoft is that no travel is required. It is hoped that library staff across the State can save money and gas. Statewide over 700 people have signed up for the workshops. DLDS's eLearning Coordinator sets up the calendar of workshops. CCPL staff are using it and feel it is very worthwhile. Usage is tracked and reported to the State. Board members asked how CEUs are counted. Ms. Hughes reported that CEUs are determined on a minute by minute accounting; 15 minutes equals .25. CEUs are required by the State to keep professional staff certified. The consequences of not earning enough CEUs were discussed. Ms. Smith said our staff usually has more CEUs than are required, the HR department tracks all CEUs earned by our staff. The Board thanked Ms. Hughes for her report.

## **7b. Information Technology Report**

Bob Kuntz, Information Technology (IT) Manager, reported on a very busy 2008. Mr. Kuntz said the IT department worked diligently on moving Headquarters to New Windsor; wiring and networking PCs for Finksburg, and upgrading the network at Taneytown. With the help of a contractor, they rewired each branch; replaced equipment and switches and upgraded VOIP for system phone service. The IT staff continues to upgrade wireless access at the branches, once the County fiber project is complete all branches will be on that system. This will enable IT staff to handle problems and push upgrades from New Windsor rather than travel from branch to branch. Patch management software has been purchased; this will allow updates to be pushed to desktops centrally. There was discussion on how often this occurs, which is usually once or twice a month. Last year IT added the Community Information Database to AquaBrowser, making it more accessible to our customers. Text message materials notification was added, 134 people have signed up to use it. CCPL is one of the four partners in the CCPN fiber project, which has started connecting schools to the network, resulting in cost savings with elimination of T1 connections. Once the fiber ring is complete, the County, schools and library will see the benefit of redundancy. Ms. Wheeler noted that Mr. Kuntz serves on the CCPN and plays a large role in developing and maintaining statewide IT initiatives that support libraries. New Point of Sale (POS) computers are now being installed at the branches. The IT department has six full time staff members in addition to Mr. Kuntz, including a network technician, Horizon ILS technician, 3 PC technicians and a web designer. There are also one full time and two part-time Help Desk techs who telecommute. Whenever a new project is taken on by a department such as online timesheets, the IT department gets called in to help with implementation. Mr. Kuntz and his staff are on call 24/7 but with the generator in place at New Windsor, they haven't had to come out to keep things up and running when electrical outages occur, a usual occurrence at the Airport location. The IT staff can work remotely from home when needed. There was discussion regarding the CCPN fiber installation and how that will contribute to successful running of the library and other government entities. Mr. Knight said that Mr. Kuntz and the IT department did a tremendous job with the move into the new Headquarters alone. The Board thanked Mr. Kuntz for his report.

## **7c. Integrated Library System Vendor Report**

The Integrated Library System (ILS) vendor demo process was reviewed by Mr. Reinhart and Mr. Kuntz. They explained that the ILS is a circulation and catalog system; used to check materials in and out; and provide catalog searching, as well as materials purchasing and tracking capability. When we upgrade, this will be our third generation automation system. CCPL has been on the current system, Horizon, for six years. However the Horizon software will no longer be updated by the vendor and will become obsolete. One disadvantage to Horizon at this time is that AquaBrowser is not integrated into the catalog, requiring that customers leave the front end browser to place a hold on an item. Other improvements staff will look for in a new system are better reporting and online

bill paying. CCPL staff recently met with our partners in the Carroll Library Partnership (CLP), Carroll Community College and Hoover Library at McDaniel College to prepare for vendor demonstrations. At this time the group decided to look at four of the nearly 20 systems that are currently on the worldwide market. The four that were chosen to be reviewed include: Symphony which is an upgrade product from SirsiDynix the vendor that provides Horizon; Polaris, Innovative Interfaces; and Koha. CCPL is responsible for the major portion of the costs due to our higher use of the system. Cost portioning is determined by number of bibliographic records, patron records, etc. There will be four half-day presentations that should help the partnership start the process to replace Horizon. Mr. Reinhart said that we could have as much as four to five years to replace the system but everyone feels that it is good to get started now. There was discussion regarding price of the systems and if an RFP would be required to make the purchase. The Board thanked Mr. Reinhart and Mr. Kuntz for their information.

#### **9a. Internet Service Provider (ISP) Business.**

The 15-year old business which Ms. Wheeler described as having been lucrative until this year was originally developed as a way to recover some of the costs of building and maintaining the infrastructure needed to provide Internet access at CCPL. Mr. Eckard reviewed a chart he created showing revenues and expenditures for the service which are reported in the Special Funds budget. For FY 09 the revenue budget was approved for \$120,000 on a customer count which at the time was 1135. This projection was a significant drop from FY 08 revenues. Expenses for this fiscal year included \$54,000 for three staff members, telephone expenses of \$114,000 which contains invoices from Verizon & AT&T bills, and other expenses including computer maintenance, software and equipment. Some of these expenses would exist whether or not we had an ISP enterprise. The AT&T invoice covers only the cost of phone lines required to provide the Internet service. The chart showed that this enterprise has generated significant revenue over the years, which has allowed us to build an infrastructure that has benefited all customers. However, this year we have seen a critical mass of customers moving from dial up to broadband, resulting in revenues dropping well below expenditures. The ISP business will therefore end FY 09 with a deficit for the first time. At this point, it is optimistic to project that we will get \$70,000 in revenue by the end of this fiscal year. We are down to less than 900 paying customers. We are running a deficit of \$40,000 now with the expectation that we will lose \$75,000 by June 30. Mr. Kuntz has placed an order to reduce the lines coming in from AT&T to cut down on excess capacity. When the fiber network is complete in February we will begin to see further savings in FY 09 in telephone expenses. There will continue to be some expenses in the future, depending upon our need to keep some dial-up available for staff for electronic time sheet access and information sharing. Our contract with AT&T is up February 1, 2010. Therefore, staff recommended to the Board that we end the ISP business effective January 31, 2010. This will allow our customers time to find new providers. Mr. Kuntz has already identified dial up and broadband providers serving Carroll County. If the recommendation to end the service is approved by the Board, this information would be sent to customers along with the notification that service will end in January 2010. Help

desk staff would also provide a question and answer webpage to help customers. We will notify customers immediately and prorate their annual fee based on the number of months of service they would receive through January 31, 2010. The Help Desk staff, one full time and two part time will be notified immediately that their current positions will remain the same until June 30, 2009. After that, help desk support will be evaluated and they will receive 30 days notice of changes in schedules. There was discussion regarding ways to use help desk staff to assist customers in finding new providers. In addition to their regular duties, help desk staff also provide assistance in updating the Community Information Directory by making calls for updated information. Help desk staff will be given opportunities to apply for other openings as they occur.

*Mr. Herring motioned to end the Internet Service Provider business by January 31, 2010. Ms. Muller seconded. Approval was unanimous.*

Ms. Wheeler thanked the Board. She said she will give this information to the County on Thursday, January 29, staff will be called and letters will be sent to our customers by the end of the week.

#### **10. Adjournment**

*Mr. Knight adjourned the meeting at 9:10 p.m.*

Todd Herring  
Secretary/Treasurer