

**Carroll County Public Library  
Board of Trustees Meeting  
Headquarters  
Wednesday, February 24, 2010  
Minutes**

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

Mr. Knight called the meeting to order at 7:09 p.m. and announced there was a quorum present.

Present:

Board:	Kathleen Campanella Keir Knight Richard Soisson	Todd Herring Nancy Lynch	Gilda Hogan Joyce Muller
Staff:	Peggy Carper Muffie Smith Lynn Wheeler	Tony Eckard Dorothy Stoltz Connie Wilson	Scott Reinhart Stephanie Szymanski

Also Present: Ted Zaleski, Director of Carroll County Management & Budget

**2. Minutes of January 27, 2010**

*Ms. Lynch moved to approve the Minutes of January 27, 2010. Ms. Campanella seconded. Approval was unanimous.*

Mr. Knight read the following statement: On January 27, 2010 the Board voted to close the meeting per the Maryland Open Meetings Law Section 508-10a to discuss a personnel matter. Approval was unanimous, the meeting closed at 7:10 p.m.

**3. Financial Statement**

Mr. Eckard reviewed the Carroll County Public Library (CCPL) Financial Statement and Summary Variance Report ended January 31, 2010, the 7<sup>th</sup> month of FY 10. Also reviewed were the quarterly gift report and the County transactions report. Of note is the contribution by the Roaring Run Lions Club, the FPACC and Reese Volunteer Fire Co. of \$6,300 to the Finksburg branch. This gift represents fundraising efforts by these organizations over several years to help the new library branch in their community. The gift will support the purchase of the green features computer display in the lobby. The branch also will purchase a Bright Board and benches for outside. Mr. Knight suggested that the Board might want to thank these organizations at the next meeting which will be held at the Finksburg branch. The Eldersburg branch continues to do a good deal of business taking County tax and water bills. The Library receives \$2 from the County for each transaction. Those funds are placed in the individual branch programming budgets. Mr. Zaleski said that it is a great service to the citizens of Carroll

to be able to pay these bills at locations that are accessible and open more hours than the County Office Building.

Mr. Eckard introduced Peggy Carper, circulation clerk at the North Carroll branch and President of the CCPL Staff Association. Ms. Carper addressed the Board and Ms. Wheeler and said that the entire staff wanted to contribute towards the *Wild Imaginings* sculpture that is to be placed in the Westminster branch park. She reported that the Staff Association collected \$300 towards the project. Ms. Wheeler and the Board thanked Ms. Carper and the Staff Association for their kindness and generosity. It was also noted that this is the first time anyone at CCPL has surprised Ms. Wheeler with anything.

Mr. Knight asked that staff give more information to the Board about salary savings at the March board meeting. It will be added to the Board's March 2010 agenda.

#### **4. Correspondence and Announcements**

- a. Mr. Knight read a thank you note from former staff member Dee Krasnansky.

#### **5. Citizen's Time**

Mr. Knight invited Mr. Zaleski to speak to Board. Mr. Zaleski said that the budget picture looks bad. For FY 10 there is a \$10 million shortfall, \$15 million in expenditures have been eliminated so that this budget can be balanced. But the County needs to plan on how to balance the budget for FY 11 and the rest of the five year budget plan. Although the County has eliminated 90 positions, it will require more than that to solve the problem. The upcoming cuts will create a much more visible impact with reductions to the school system, the library system, community college and County-funded non-profits. He said nothing specific has been decided, but we have to expect that there will be some impact on the library's funding. Mr. Knight thanked Mr. Zaleski for the information.

#### **6. Director's Report**

The Director's Report was reviewed. The system was closed Saturday, February 6 and February 10-12 to allow for the County Facilities department to do snow shoveling, plowing and removal following two immense snow falls.

In January there was a 7% increase in circulation over January 2009 with one less day of service. Year-to-date, circulation is up 13.2%. However, Finksburg opened last January, so we should start to see a reduction in the double digit increase in circulation we've had up to this point. The visit count was 88,113, including 24,000 at Westminster.

Facilities update.

Scott Reinhart and Chris Batten, the project manager for the Westminster branch park renovation met with one contractor who came in for questions regarding the Request for Proposal (RFP) for the sidewalk work. Ms. Wheeler shared a drawing done by Whitney Bailey civil engineers for

changes to the Eldersburg parking lot to support the drive-up service window installation. Mr. Reinhart said that we are working with Finksburg architect Keith Leonard to design this project. To reroute traffic, an island has been included in the parking lot. The project no longer has a driveway cut-through to Hemlock, because of a proposed county project to build a roundabout on Hemlock Drive. We will hold a public meeting regarding these changes.

Library Strategic Planning Consultant, June Garcia interviewed management as step one in the planning process for a new FY 12 – 16 plan. A meeting with the Board will be set up in the fall. Ms. Garcia also met with Ms. Wheeler and Ms. Smith to make plans to recruit a new Assistant Director for Public Services. We will hold a nationwide search, which is the norm for this level of position. Ms. Smith gave the schedule that includes having the ad out no later than March 3 and posted until March 31. Applications and resumes received by March 31 will get first consideration, although the position will remain open until it is filled. Ms. Smith and Ms. Wisner are creating a brochure that will include information about the system and the ideal candidate. Plans include phone interviews on April 5, in-person interviews April 19 and 20 and an announcement to the Board at the April 28 meeting. Mr. Knight and Ms. Lynch have agreed to serve on the panel in addition to staff.

Commissioner Gouge spoke at the North Carroll branch's 20<sup>th</sup> anniversary celebration.

#### Upcoming Events

On March 4 at 1:00 p.m., the State Senate Finance committee will hold a hearing on the Library - Collective Bargaining Bill. Wednesday, March 17 is the rescheduled date for Maryland Library Legislative Day. On Tuesday April 13, Lucie Snodgrass, author of *Dishing up Maryland* will present a program at North Carroll. The book highlights Baugher's local restaurant and orchard. Ms. Snodgrass is president of the board of trustees for Harford County Public Library. April 22 and 23 are the dates for the annual Maryland Library Association conference. On April 29, Logan Ward, author of *See You in 100 Years* will speak at the Eldersburg Library.

The Union Bridge community center computer lab is well used as is the Bookmobile at that site. On March 6, our partner in Union Bridge, the Bridges Program is holding a fundraiser to help them make the final payment on the computers and possibly buy more computers.

#### **7a. Staff Report**

Dorothy Stoltz and Connie Wilson presented the Outreach Services report. Ms. Stoltz announced that Ms. Wilson will be retiring at the end of April and noted that she will be greatly missed.

Ms. Stoltz reviewed a PowerPoint presentation on the Parents as Teachers (PAT) grant program. Funded by the LMB, the PAT program supplements CCPL's Day Care Van service and early literacy training. Outreach staff member Dianne Black provides the service 20 hours per week. The training helps give home care providers the ability to significantly impact the kindergarten readiness and early literacy skills of children in home care environments. Results of a scientifically proven study have shown a significant increase in reading functions for children

whose day care provider or parent has received this early literacy training. Ms. Stoltz showed a video clip of Ms. Black providing a PAT session at a day care provider's home. The PAT partners in Carroll County include the Judy Center and the Carroll County Public Schools (CCPS). We have received funding through the Local Management Board and Library Services and Technology Act to create learning activity centers at our branches, which include play materials and early literacy activities. With funding from the Kiwanis Club of Greater Westminster and assistance from the school system, we are providing Come Learn with Me programs at our branches. Outreach services activities help to drive business to the library branches by providing puppet shows, promoting library services and collections, such as the Playaway audiobook format. In the past five years, Ms. Stoltz has been able to tap into \$321,000 in grant funds to support CCPL birth to five learning initiatives. She said that after having worked in other systems in New York and Pennsylvania, the excellence in the strength of the staff and customer service at CCPL is unmatched.

Connie Wilson reported on Outreach mobile services. She thanked the Board, Finance, Human Resources and administrative staff for their support of staff training. The Outreach staff has had access to national training on brain research and early literacy. She thanked Ms. Stoltz, Ms. Wheeler and the Board for always supporting, encouraging and providing appreciation for staff.

CCPL has provided mobile service to in-home day cares, larger day care centers, neighborhoods, and older adults for decades. Our partners include CCPS, the Judy Centers and Pre-K centers. The new bookmobile stop in Union Bridge has brought people on board who never had library cards before, including families, teens and seniors. Staff also work with Special Needs Life Skill students at CCPS middle and high schools. Staff changed the name of the day care van service to mobile services when they started receiving calls for transportation service. Ms. Wilson related several anecdotal stories about staff experiences at day care centers, the new Storytime Express vehicle and bringing services to those who otherwise would not receive any library services. Ms. Wheeler expressed the staff's appreciation for the great work that Ms. Wilson has done in her 21 years with CCPL, and also thanked her for her important work with the Library Associate Training Program. Through that program, she has trained hundreds of librarians throughout the state to give excellent service to children.

The Board thanked Ms. Stoltz and Ms. Wilson for their reports. They also wished Ms. Wilson well in her retirement. Ms. Smith said she felt very gratified that her recommendation to bring Ms. Wilson into the Outreach department worked out so well for everyone.

Board members toured the new Storytime Express Van.

Mr. Zaleski left the meeting. Ms. Stoltz and Ms. Wilson left the meeting.

#### **9a. Circulation Policy Changes**

Ms. Wheeler reviewed staff recommended changes to the Circulation Policy and asked for Board approval to put these changes into place when we migrate to the Polaris Integrated Library System on May 27, 2010.

The policy changes recommended were to: raise the materials processing fee (for lost or damaged materials) from \$3 to \$5; raise the returned check fee from \$15 to \$25; raise the Unique Management handling charge applied to the customer record from \$5 to \$10. Currently we are paying more than \$8 per customer transfer to Unique, so we are losing money on each transaction.

In September 1997, CCPL contracted with Unique Management to assist with the return of overdue library materials. This was a breakthrough for libraries as a way to get materials back. It has been very effective. Unique has a very deliberate and respectful customer approach. It takes 190 days before Unique sends someone to credit reporting. Unique makes every effort to get materials and other payments back to the library prior to that. In most cases, fines and fees are recovered well before the credit reporting stage.

Ms. Wheeler shared the language in CCPL notices and Unique Management letters. Unique Management suggested a threshold of a \$25 account balance before a customer is sent to them. With the fines for DVDs at \$1 and fines on other items going up to \$.25 staff was concerned that customers would get to the \$25 threshold too quickly. Bearing that in mind, staff increased the time to 30 days before sending accounts to Unique, and added a “fines only” notification for customers who have returned overdue material, but owe \$20 in fines. Currently we do not have a “fines only” letter. The customer who has returned overdue materials, but still owes fines gets no notice before the final billing notice. We are renaming the “final” notice to “second” notice and renaming the “billing” notice to “final/billing” notice. We will give customers 14 days to pay the fine after the final/billing notice instead of 10 days. The notice will state that we refer accounts that have not been settled in 30 days.

There was discussion on how staff handle customers with problem accounts and other circulation procedures. Staff members are empowered to help customers who may have extenuating circumstances by either setting up payment plans or waiving some fines/fees if they deem it appropriate. Customers cannot check out at the self-check if there is a problem with their account. Email notification of items due go out one day ahead of due date. Telephone notification (telecirc) is on the same schedule as paper notices. It was also noted that due to the ability to email due date slips, circulation staff now ask customers if they want a due date receipt. Ms. Carper said at North Carroll about half of their customers take a receipt. This has resulted in significant savings on expensive receipt paper rolls.

***Mr. Herring moved to accept the recommended changes to the Circulation Policy. Ms. Muller seconded. Approval was unanimous.***

## **9b. Collective Bargaining Bill in State Legislature**

Montgomery County Senator Nancy King and Delegate Tom Hucker have submitted bills this session that would allow libraries to enter into collective bargaining agreements. Currently Montgomery and Prince George’s counties are the only unionized library systems in Maryland. Ms. Wheeler noted that the union representing those systems had visited at least one branch in

every library system. The union also made a FOIA request to all library systems for name, work location and salary information on all staff. We were compelled by law to comply. The union followed up with postcards, emails phone calls and in some cases house calls to staff. CCPL's Staff Association was very proactive. They invited union representatives to meet; they asked follow up questions and shared the information with staff. They studied the union website and the Prince George's County contract. Following this deliberate action, the Staff Association held a vote. Staff voted with a large majority against joining a union. Ms. Wheeler reported on conversations with Carroll Delegate Nancy Stocksdales who sent a letter to the House Appropriations Committee chair opposing the bill. In addition, library systems adopted a strategy to ask their delegations to oppose the bill and request an exemption to the bill should it be approved. Ms. Wheeler drafted a letter to this effect and asked the Board to approve sending the letter, signed by her and Mr. Knight, to Senator Haines.

On March 4 and March 9, staff members Kendal Hopkins and Peggy Carper will provide written testimony opposing the bill on behalf of the Staff Association and Ms. Hopkins will give oral testimony opposing the bill at the committee hearings. The message that they and Ms. Wheeler will take to the Senate and House committees includes the fiscal impact not only on the system, but also on each individual staff member who at the current rate, would have to pay \$10 per week or \$520 per year in union dues. Of major concern is that this legislation is coming from already unionized counties, not from any employee group in a non-unionized county. Ms. Wheeler invited Board members to attend this hearing also.

The Maryland Association of Public Library Administrators (MAPLA) has a legislative committee that has always tried to keep up on legislation, particularly funding legislation, presented in Annapolis that could affect libraries. Mary Baykan, the director of the Washington County Library has worked diligently as chair of this committee. During session this is practically a fulltime job but still doesn't afford the library community access to the people in Annapolis that they need to talk to. That is why MAPLA hired a lobbying firm to assist with access to those in government that MAPLA needs to talk to. To pay for this, MAPLA raised the dues for the Counties who wish to participate. Most library systems are participating but not all.

The Union heard about the lobbyist effort and sent a Freedom of Information Act (FOIA) request to each participating county to find out how much each system had paid the lobbyist. Ms. Wheeler (and all counties involved) responded that CCPL did not hire a lobbyist, but paid dues to MAPLA who contracted with a firm to help protect library funding.

Ms. Carper shared the union postcard she received with the Board. Mr. Knight noted that there was some language on the postcard that said that union representation can be chosen if it is desired. It was clarified that if the bill passes the State legislature and is signed by the Governor, it would allow our staff to choose to have collective bargaining and union representation. The concern is that if passed, the union would step up its already robust efforts to unionize counties. Ms. Carper noted that even though CCPL had already informed the union of the staff vote, in addition to the postcard, some staff members had received phone calls and email invitations to join the union's Facebook page. In some parts of the State, Union representatives have been knocking on library employees' doors. Another point of concern is the language on what

constitutes a majority of the staff. It appears that any subset of the staff that votes can constitute a majority, forcing the rest of the staff to pay union dues. Even if a staff member doesn't wish to join the union s/he will be required to pay the dues.

Mr. Soisson suggested adding to the letter that the staff met with the union and then voted overwhelmingly not to join the union.

Mr. Knight expressed concern after looking at a copy of the bill that there was not a synopsis of the bill at the end and that he did not understand the difference in the wording of the postcard and the information regarding the proposed bill. Ms. Wheeler expressed concern over the dues staff would have to pay, especially at a time when pay raises are non-existent and employment cannot be guaranteed. She reported that the two library systems in Maryland represented by this union did not get any pay raises and have had furloughs and/or layoffs. The contract with Prince George's County does not give the union power to get involved in setting pay rates, or making budgetary decisions. Their role is limited to work-to-rule efforts and staff representation with regard to individual personnel issues. Our staff decided this was not worth \$10 per month.

Mr. Knight expressed more concern about his understanding of the bill and differences that he didn't feel had been explained. Mr. Soisson said the bill would make it easier for unions to represent staff. Mr. Knight said he understood the intent of the letter to Senator Haines that would ask that Carroll be exempt from the bill if it passes.

*Mr. Herring moved to approve Mr. Knight's signing of the letter to Senator Haines on the Board's behalf. Mr. Soisson seconded. Ms. Wheeler said that sending this letter is a way to support the wishes of the staff. Mr. Knight said he would have liked more time to read the documents but he understood the gist of the letter. He asked for a vote from the Board. Approval was unanimous.*

Ms. Campanella appreciated Mr. Knight's concern about being sure that the action and intent are the same. Ms. Wheeler apologized for not making the information more clear, but said the legislature already knows how our staff feels regarding the issue.

Mr. Knight asked if there was any new business. There was none. He signed the letter to Senator Haines.

## **10. Adjournment**

*Mr. Soisson moved to adjourn the meeting. Mr. Herring seconded. Approval was unanimous. The meeting ended at 9:30 p.m.*

Keir Knight  
President