

**Carroll County Public Library
Board of Trustees Meeting
North Carroll Branch
Wednesday, September 23, 2009**

Minutes

1. Roll Call and Declaration of Quorum

Mr. Knight called the meeting to order at 7:03 p.m. and announced there was a quorum present.

Present:

Board:	Kathleen Campanella	Todd Herring	Gilda Hogan
	Keir Knight	Nancy Lynch	Joyce Muller
	Richard Soisson		

Staff:	Cindy Ahmann	Lynn Beard	Peggy Carper	Tony Eckard
	Beth Heltebridle	Lisa Hughes	Bob Kuntz	Ed Leiter
	Amy Miller	Debbie O'Hara	Scott Reinhart	Muffie Smith
	Kim Smithson	Stephanie Szymanski	Lynn Wheeler	Ann Wisner

Also Present: Mike Stephens and Cheri Amoss from Clifton Gunderson LLP and Ted Zaleski, Director of Carroll County Management and Budget.

Ms. Wheeler welcomed Peggy Carper who was attending the meeting representing the Staff Association.

Ms. Wisner gave an overview of the pre-meeting slide show. Photos of branch programs and the Summer Shorts video winners were featured.

2. Minutes of June 24, 2009

Mr. Herring moved to approve the Minutes of June 24, 2009. Ms. Muller seconded. Approval was unanimous.

*The Board agreed to move the FY 09 Audit Report to this time. See Item 9a.
Mr. Stephens and Ms. Amoss left the meeting after their report.*

3. Financial Statement

Mr. Eckard directed the Board to a document at the end of the Statement which is a written summary of his report to the board on the month's activities. He reviewed this summary of the Carroll County Public Library (CCPL) Financial Statement ended August 31, 2009. From now

on, a written summary report will be a regular feature of each Financial Statement that is distributed to the Board. The Board thanked Mr. Eckard for his report.

Mr. Knight invited Ted Zaleski, Director of Carroll County Management and Budget to speak to the Board regarding current budget concerns. Due to a worsening budget picture that includes decreases in revenues from income tax, recordation fees, investments, and most of all property taxes, the County is looking at ways to rebalance the FY 2010 budget and future budgets over the next six years. He said most of the assumptions that were used to forecast the budget this year have changed drastically. Property tax revenues are projected to be substantially less due to lower assessments, which will probably affect many budget years to come. Fixes for this will be more drastic than cutting small amounts here and there; it will require restructuring of county government operations. He said he does not see how the library will be exempt from these problems. Board members thanked Mr. Zaleski for the information.

4. Correspondence and Announcements:

1. Commissioner Zimmer sent a letter congratulating CCPL for 1 million visits in FY 2009.
2. We also received a letter from the mother of two participants in the Summer Shorts and Video program thanking us for the wonderful activities and the work of the staff.

5. Citizen's Time

There were no citizens present.

6. Director's Report

Ms. Wheeler reviewed the Director's Report. Circulation for FY 09 was 3,885,584, a 7.7% increase over FY 08. We ended the year with 1,042,619 visits. Eldersburg circulation broke one million in FY 09. In August 2009, circulation was up a whopping 19.4%. Finksburg seems to be creating its own customer base. Westminster's circulation was down only 1.7% and Eldersburg was up 9.2%. Total visits in August were at 106,224, a 20% increase over August 2008. The overall collection turnover rate for FY 09 was 6.82 circs per item. Green bags continue to circulate well.

Staff met with Kevin Riley of Site Resources and Mike Whitson from the County Bureau of Facilities to discuss FY 10 capital grant projects at Westminster and Eldersburg. The Facilities department will not have the resources to help on these projects as they did with the Westminster renovation. Staff also met with three fabricators regarding design work for the train mural wall in the children's area at Westminster. We expect the signage package to be installed at Westminster in November.

Libraries throughout the State did not receive the anticipated cut in State Aid in September. Thanks to Dorothy Stoltz' hard work, CCPL was awarded \$12,000 towards more Mother Goose training for birth to five reading and school readiness.

CCPL signed with Polaris as the new Integrated Library Services (ILS) vendor. The current product, Horizon, is being phased out by SirsiDynix. Mr. Reinhart and Mr. Kuntz worked with partners at McDaniel's Hoover Library, the Carroll Community College Library, the Maryland Department of Health and Mental Hygiene, Talbot County Public Library and Chesapeake College Library to choose the vendor; all partners will pay a portion of the upgrade cost.

In preparation for the move to Polaris, library card accounts that have not been used for checkout or Internet access in the past 2 years will be purged. Signage has been posted at all branches letting customers know of the database clean up. Mr. Kuntz reported that it has been six years since the last database purge. There was some discussion. Ms. Wheeler said we are looking at our kindergarten card sign up campaigns. It has been our practice to give all kindergartners a card; however, statistics indicate that only one-third of those cards are used. Ms. Hughes said that in the future a voucher and an informational flyer will be sent home with all kindergartners. When the children come in with their parent, they will receive a card and a free book. This will reduce the staff workload and cost of creating cards that are never used and will result in a more accurate usage statistic.

Mr. Kuntz reported on the server virtualization project. Staff is working with Dell Computers to reduce the number of physical servers from 35 to six or seven. This will save energy, be easier to maintain and reduce the cost of server replacement in the future. Whenever there is a need to add a server, software will be purchased and a virtual server will be created. The project is slated to start on October 12.

The County bill paying project is off to a successful start. Ms. Wheeler thanked the staff at the Eldersburg Branch; the Finance and IT departments, Lisa Hughes and County staff for their excellent teamwork to get this project working. Eldersburg is piloting the program, because it housed the County satellite office, which will be closing now that this project is up and running. The program will start at the other branches on November 1.

Staff will be piloting evening Bookmobile service in Union Bridge and New Windsor beginning October 5. In conjunction with this service, and in partnership with the Union Bridge community and the Bridges afterschool program, our IT department established a WiFi hotspot in the Union Bridge Community Center. Staff at Taneytown will offer occasional programs at the Center.

Staff has started a partnership with the Carroll County Farm Bureau. A kick-off event will be held on October 17 at the Finksburg Branch. The Pumpkin Palooza will feature a pumpkin carver and artist, a tractor from Finch on display, local farm products like cider and apples and displays throughout the branch promoting Carroll County farming. Staff members Amy Miller and Lynn Beard are part of the planning team.

The Roaring Run Lions Club of Finksburg sponsored a Basket Bingo event at the Reese Fire Hall on Saturday, September 12 to benefit the Finksburg Library.

We received a Freedom of Information Act (FOIA) request from the UFCW Local 1994 union for staffing information. After consulting with County Attorney Kim Millender and County HR Director Carole Hammen, we are providing, as requested, staff name, work location and job title, as well as a copy of CCPL job descriptions. All staff have been notified that we are compelled by law to respond to the FOIA request. Our Staff Association, led by Kendal Hopkins has been very proactive in getting information to the staff regarding the UFCW Local 1994 whose representatives are approaching staff in all library branches in Maryland. This union currently represents library employees in Montgomery and Prince George's County. Ms. Wheeler said this union's current dues are \$10 a week. Therefore, every eligible employee would have to pay \$520 a year. In total, CCPL employees would be paying the union approximately \$60,000 a year. Our staff has been given an opportunity to view the contract the union has with Prince George's County library employees. The union push was driven by the pending Free Choice Act in Congress and pending collective bargaining legislation in Maryland.

Upcoming Dates:

September 24 – Ms. Wheeler will speak to the Silver Run Lions Club

September 24 – Fallfest parade in Westminster

September 26 & 27: Baltimore and National Book Festivals

October 21 – Board meeting in Eldersburg

November 7 – 10 a.m.-2p.m. – The annual Statewide Trustee Meeting will feature roll out of revise statewide trustee manual and a reader from Recorded Books. Ms. Wheeler encouraged Board members to attend.

November 11 – 9 a.m. – 2 p.m. – CCPL Annual Staff Day; Ms. Smith invited Board members to attend.

7a. Volunteer Program Update

Kim Smithson, human resources specialist, presented information about the CCPL volunteer program and efforts to update the program. Part of Kim Smithson's job responsibility is to serve as the system's volunteer coordinator. She works with each branch and the Outreach department's volunteer coordinator. Ms. Smithson introduced Beth Heltebride from Westminster; Teresa Tischa from Taneytown and Heather Owings from Finksburg who as library associate II's serve as their branch volunteer coordinator. They were on in the team to update the volunteer program, which included updating the list of activities that volunteers could do to assist staff in serving customers. The new list includes assisting customers at self-checkout; loading DVDs into the vending machines and helping to compile storytime boxes. In addition to tasks and responsibilities the team looked at how volunteers are appreciated and thanked for their services. Appreciation and thanks to our volunteers includes small gifts, parties featuring pizza and cake and certificates. The team also updated the Volunteer Coordinator and Volunteer Handbooks. Ms. Smithson passed out copies of each to the Board. From April 2008 to April 2009 CCPL's 544 volunteers gave branches, headquarters and Outreach 8,472 hours, which if paid at minimum wage would cost \$61,422. CCPL volunteers include retirees, stay at home moms, former employees and students earning service learning hours. Ms. Smith showed

photos of volunteers doing many activities around the system. Highlights included an article in the *Carroll County Times* by staff member Susan Fair about John Schaub who repairs and cleans CDs/DVDs, retired librarian Brenda Conaway helping at Westminster; and Barb Lyons processing magazines and loading the DVD machine. The extraordinary Bill Hiatt has now given the Westminster branch over 10,000 volunteer hours. Ms. Muller suggested that the Board consider finding a way to honor Mr. Hiatt's tremendous contribution to the library. The Board thanked Ms. Smithson, Ms. Heltebridle, Ms. Tischa and Ms. Owings for their report.

Ms. Ahmann took Board members on a tour of the branch and encouraged everyone to stop and look at the Local History displays created by staff member, Lynn Beard.

7b. North Carroll Branch Report

After the tour, branch manager, Cindy Ahmann gave the North Carroll report. Ms. Ahmann started at CCPL at the North Carroll branch in the fall of 1993 and noted how dramatically different things are since coming back; the parking lot is always full; the Internet is always being used; and lots of customers come in with laptops. The branch now has a WiFi counter in the café that will provide more room for laptop users. The branch's stats in FY 2009 included 159,000 visits – 20,000 more than last year and circulation is up 9.8 % from FY 2008 for a total of 614,817. The collection of 78,600 had a turnover rate of 7.69%. The Summer Reading program registered 1362 children. Program attendance at North Carroll is the highest on average system-wide. The branch is serving lots of customers affected by the downturn in the economy, assisting them in applying for jobs and obtaining services online. Adult Services Supervisor Kris Peters' basic computer instruction program has gone from a weekly program to a daily program. Craft programs are also very popular. The branch hosts a knitting group, and a quilters club. They also host a book club and a writer's program. Other popular programs include movie making for teens with Taneytown staff member Paul Oakes; author Diane Macklin's program on the Underground Railroad in Baltimore; weird science, and drop-in storytimes. Ms. Ahmann thanked the Circulation department for successfully implementing the addition of Playaways. Circulation Supervisor, Stephanie Hahn also helped to create instructions for the system-wide County bill paying project. The children's department's emergent literacy area is very popular. Staff hope to purchase more toys for the area. Staff visited all the local schools promoting summer reading and the middle school book club and attended the freshmen seminar at North Carroll High School.

The new shopping center is bringing more business into the library. Traffic in the library parking lot is also increasing due to new traffic patterns resulting from the opening of the Hampstead Bypass. Neighboring businesses are now forced to route traffic through the library entrance/exit.

Lynn Beard showed a PowerPoint highlighting the branch's efforts to promote early learning with bulletin boards. The 11 bulletin boards in the children's area have had 140 exhibits this year including art show and school displays; Summer Reading; Corky's Art Mystery; word finders, community partnerships, promotion of new children's materials and cultural displays. The Building Blocks Day Care does a board and home schools post announcements. Ms. Beard also showed a Ready, Set Read school readiness kit that can be checked out.

The Board thanked Ms. Ahmann and Ms. Beard for their reports.

Ms. Owings, Ms. Heltebridle and Ms. Tischa left the meeting.

9a. FY 2009 Audit Review

Mr. Stephens and Ms. Amoss from the firm of Clifton Gunderson along with Mr. Eckard presented the FY 2009 Audit Report. Mr. Eckard introduced CCPL staff members Ed Leiter, Financial Analyst and Debbie O'Hara, Payroll Administrator. He also introduced Bob Kuntz, IT Manager who was in attendance to answer questions regarding the IT portion of the audit. IT audits will now be a regular component of the audit, because of the overall role IT plays in maintaining finance and information software and accessibility to online databases.

Mr. Stephens presented the reports that make up the audit. The Audit is presented within the guidelines of General Accounting Standards. The Financial Statement is the Independent Auditor's report which this year, like past years gives CCPL an unqualified or good opinion. Mr. Stephens noted that CCPL staff does a good job narrating how the year went and any issues that were present during the year though the Management and Discussion letter. When looking at the balances from FY 2008 to FY 2009, it appears that CCPL had a loss in funds, however, that was due to holding funds in FY 2008 towards future projects. In FY 2009, those funds were expended on projects such as the opening day collection in Finksburg and the Westminster renovation. The balance sheet included an increase of capital assets to \$950,000; a large portion of which are new branch materials and a new Point of Sale (POS) system. The balance sheet also reflected encumbrances at much less this year because in FY 2008 the library had purposely encumbered a large amount of funds for upcoming projects. Disclosures included the fact that CCPL works on a budget basis versus a GAP basis throughout the year, that the Library's pension program is provided by the State; and the post-employment benefits are provided by the County.

CCPL is deemed a government entity and as such accounting standards for a governmental entity are part of the audit process. Testing of Internal Controls covers any programming activity that may affect the financial statement. In regards to risk standards, one comment noted in FY 2008 and again this year states that CCPL relies on the auditing firm to prepare accounting statements. CCPL has elected not to have staff prepare these statements. This is viewed as a weakness and the auditor is obliged to report it. With regard to segregation of duties, Mr. Stephens noted that this is due to the size of CCPL's finance department. Although this comment is noted in the audit, the auditor did not find any questionable activities. The auditor performed an IT audit that tests the technology and procedures behind the financial systems. Comments in regard to the IT audit included need for documentation on upgrades and patch issues and access to the administrative network and server. Mr. Stephens noted that these comments are considered minor weaknesses to address.

The Auditor letter to the Board notes that its ultimate goal is to report to the Board on the financial activity in the context of the financial statement and the professional standards required

to communicate how the audit went. There was nothing of significance to note to the Board, except two exhibits that were attached to the letter. The first were entries made by the auditor on behalf of the library that included the State Retirement contribution accrual. The second is the required representation letter from Library management to the auditor that acknowledges any information that may be needed at the end of the year.

Ms. Lynch asked about the issue regarding shared administrator accounts. Mr. Kuntz answered that there are two staff members that work on that server and a solution to the documentation has been implemented.

Mr. Eckard noted that we focus heavily on the budget as our way to measure the library's month to month finances. From the May 2009 statement to the June 2009 statement expenditures were 100 percent spent and revenues had some excess due primarily to fines. This amount is not recognized in income but in the carryover that is presented by the auditor in the fund balance. Staff budgeted \$100,000 for the carryover, although the amount over and above that will give CCPL \$138,000 in budget carryover for FY 10. Staff has been working with a consultant this year to address internal controls for cash and treasury handling. The project has been very comprehensive and has improved work flow and segregated many of these activities.

Mr. Herring moved to accept the FY 2009 Audit Report. Mr. Soisson seconded. Approval was unanimous.

Ms. Wheeler thanked Mr. Stephens and Ms. Amoss for their diligent work on completing the audit in time to be presented at the September meeting. She also thanked the staff in Finance and IT for their hard work and cooperation with Clifton Gunderson's staff.

9b: Fixed Asset Limit

Mr. Eckard asked the Board to approve a change to the Fixed Asset limit. The current limit of \$2,000 is low. Staff suggested increasing it to \$3,000 to help reduce staff time spent on fixed assets paperwork. Mr. Soisson acknowledged the workload created by fixed assets inventory.

Mr. Soisson moved to raise the Fixed Asset Limit to \$4,000. Ms. Muller seconded. Approval was unanimous.

9c: Art Project Grant Application

Ms. Miller updated the board on the progress of the grant proposal to the William G. Baker Memorial Fund to commission an original piece of art for the Mary Lou Dewey Park at the Westminster library. The William G. Baker Memorial Fund is managed by the Baltimore Community Foundation for the Baltimore Metro area. The Fund looks to provide a way for people to interact with art and culture. Funds from this grant could not be used toward the Bart Walter piece because that is not an original piece of sculpture. Rather, the \$10,000 in requested grant funds would be used to commission one of the smaller sculptures designated in the park plan. Ms. Wheeler noted that the grant application asks for financial support from the Board and

thanked Board members for their contribution to the project. The grant application is due to the Fund by October 9 for consideration at their December board meeting. She asked the Board to approve the intent of the application and stated that the final document would be emailed to the board prior to submission.

Ms. Muller moved to approve the application for the grant. Ms. Hogan seconded. Approval was unanimous.

9d: Nominating Committee

Ms. Muller and Mr. Soisson agreed to serve on the Nominating Committee and to present a proposed slate of officers for 2010 at the November Board Meeting

10. Close Meeting to Discuss Personnel Issues

Ms. Campanella moved to close the meeting to discuss personnel issues. Ms. Muller seconded. Approval was unanimous.

The meeting closed at 9:55 p.m.

Keir Knight
President