

**Carroll County Public Library
Board of Trustees Meeting
Eldersburg Branch
Wednesday, October 21, 2009**

Minutes

1. Roll Call and Declaration of Quorum

Mr. Knight called the meeting to order at 6:12 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:	Barb Ackermann	Tony Eckard	Lisa Hughes
	Scott Reinhart	Muffie Smith	Jacqueline Sollers
	Stephanie Szymanski	Lynn Wheeler	

Also Present: Carroll County Commissioner, Mike Zimmer and Library Consultant, Gail Griffith.

2. Close Meeting to Discuss Personnel Matter

Ms. Lynch moved to close the meeting to discuss a personnel matter. Ms. Muller seconded. Approval was unanimous. The meeting closed at 6:13 p.m.

The meeting opened at 7 p.m.

Ms. Wheeler reviewed the slide show photos that featured the Westminster staff in the Fallfest Parade and the Pumpkin Palooza at Finksburg. Pumpkin Palooza is the first partnership event with the Carroll County Farm Bureau to promote agriculture in Carroll County.

3. Minutes of October 21, 2009

Mr. Herring moved to approve the minutes of September 23, 2009. Mr. Soisson seconded. Approval was unanimous.

Mr. Knight noted that on September 23, 2009 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 9:55 p.m.

4. Financial Statement

Mr. Eckard reviewed the summary of the Carroll County Public Library (CCPL) Financial Statement ended September 30, 2009. He also noted the gift report for the first quarter of FY 10, which reflects a total of \$2,200 received so far this year. Commissioner Zimmer asked about the gift from Target Stores. Mr. Eckard explained that is a type of grant that our staff apply for each year; the funds support the summer reading program. The Board thanked Mr. Eckard for his report and also thanked him for the written summary.

5. Correspondence & Announcement

- a. Ms. Wheeler reported that the State has awarded us FY 11 capital grants for carpet and furniture at Eldersburg, and parking lot improvements and furniture for North Carroll. If the capital grants for libraries program makes it through the entire legislative process, we will have those funds on July 1, 2010.

Mr. Knight asked how the State budget situation is at this time. Ms. Wheeler said we have not received any further information from the State. She thanked the Commissioners for their support of the building projects. She also thanked County staff members from Facilities and the Budget office for their great assistance in getting our capital projects accomplished. She said the State is very proud of our accomplishments and our partnerships to complete the projects.

6. Citizen's Time

Commissioner Zimmer said that libraries have been "very, very good" to him. His first job was as a circulation clerk at his local library in Georgia. While in law school he spent many hours in the library. He and his family come to the Eldersburg Branch several times each week. Commissioner Zimmer also spends a day each year with Ms. Wheeler and staff visiting branches. He said he shared his background to emphasize how libraries are a priority for him, his family and in his career as County Commissioner.

However, he reported on the current economic situation and financial problems that are beginning to impact Carroll County. This is due to lower real estate assessments. In FY 10 the Commissioners had to make a mid-year budget reduction of \$15 million. The staff is now working on the FY 11 operating budget and considering long-term adjustments that will keep the County from having more significant problems in the future. There will be implications for every county-funded operation, including the library. There was some discussion about the County's bond rating process. County staff is hoping to continue their success with low interest rates on bonds. Ms. Wheeler thanked Commissioner Zimmer for helping CCPL reach one million visits this year and for his support of the library. The Board thanked Commissioner Zimmer for attending the meeting.

7. Director's Report

Lynn Wheeler reviewed the Director's Report. Circulation was up 11% in September. Visits were at 96,663, a 21.5% increase over visits in September 2008. So far this year, circulation at Taneytown is up 16.6%. Westminster's circulation is down 8% suggesting that Finksburg may be having an impact. Visits at Westminster are up over last year.

She distributed wallet card annual reports for FY 09/10. In addition to the circulation increase to 3.8 million, staff offered 5,960 programs in FY 09 that 136,565 people attended.

Based on the final DRAFT of the State FY 2008 statistics released by the Maryland State Department of Education earlier this month, Carroll continues to have the highest circulation per capita at 21.40, but Howard is closing in at 20.38. We continue to be 6th in operating income per capita at \$57.49. The Statewide average is \$44.59. Our programming statistics are excellent. In FY 2008, we were 7th in the state in overall program attendance at 125,284, yet 9th in the state in population. This is a result of the tremendous effort our staff put into programming.

At this time it does not appear that we will have a mid-year budget cut in FY 10 from the County, however, we are still waiting for news from the State.

Chris Batten, a local landscape expert has been hired to oversee the re-landscaping project at Westminster. Mr. Batten has started preliminary work by meeting with the City of Westminster to review water runoff management. He will also meet with the tree commission. The City is helping to improve the area by updating the Main Street crosswalk between Locust Lane and the library. City of Westminster public works director Jeff Glass is looking at ways to improve the City-owned Diffendahl parking lot adjacent to the library.

Ms. Wheeler thanked Board members for their 100 percent participation in fundraising efforts for the Wild Imaginings sculpture for the Westminster branch park. Administrative staff members' participation was also 100 percent. All funds for this project will be raised privately.

In addition to the re-landscaping project at Westminster branch and interior train wall fabrication, staff is also working on the driveway improvement and drive-up window installation at the Eldersburg Branch. Scott Reinhart met with Keith Leonard to look at the project. Ground water management associated with the additional parking lot entrance will significantly increase the cost of the project, which may result in a phasing in of the project over two years. The first priority is to create the new parking lot entrance.

Cabinet work has been completed in the new day care van. It is now being outfitted with an electric ramp and artwork for the exterior is being created.

The bill paying partnership with the County is going well. Ms. Wheeler introduced Barb Ackermann, senior circulation clerk at Eldersburg, in attendance as Staff Association representative. Ms. Ackermann and the Eldersburg circulation staff have done an excellent job

of working out the details for the bill paying project. Ms. Wheeler thanked the Eldersburg staff, Mr. Eckard, Ms. Hughes as well as Karen Fassett in the County Comptroller's office for her assistance in implementing the project. County and library staff will be putting out a press release about the project.

Upcoming dates include: the Statewide Trustees and Citizens for Maryland Libraries meeting in Baltimore on November 7. Staff Day on November 11 at the Portico at St. John. Ms. Hogan will attend the Statewide Trustees meeting and Mr. Soisson will attend Staff Day. The next Board meeting will be on November 18 at Library Headquarters.

Ms. Wheeler noted that our staff member Susan Fair wrote the cover story on ghost hunting for *Carroll Magazine*. She also wrote the *Carroll County Times* article about our volunteer, John Schaub.

8a: Eldersburg Branch Report

Branch Manager, Jacqueline Sollers reported on activities at the Eldersburg branch this past year. Events revolving around the Lincoln exhibition that was sponsored by the Gilder-Lehrman Institute were highlighted. They included the talk from the author of *Manhunt*, James Swanson and the Lincoln portrait that was compiled by artist Wendy Allan. Civil War Days attracted over 1,000 visitors and included staff in period costume and North Carroll staff member Kris Peters' spinning demonstration. The Pipe Creek Civil War Roundtable brought era medical implements.

Other programs that were offered included a living history portrayal of Frederick Douglass by Bill Grimmette.

Staff have had to increase computer training for the public. There are many more customers who need instruction on computer use so they can apply for unemployment and jobs online. As a result, staff is offering drop-in computer training in the computer lab. The staff has also begun regular programs on how to write a resume.

This February, Bill Grimmette will offer a living history portrayal of Dr. Martin Luther King, Jr, with support from the Maryland Humanities Council.

The Early Literacy Center is being used heavily. Staff have started pre-school science programs like Rock-On for 3-5 year olds. Staff also received free materials from NASA to provide science programs.

In partnership with South Carroll High School the Young Adult area of the branch has been decorated with sign-language clay hands made by the high school students. The branch continues its strong partnership with the Westminster Astronomical Society. Ms. Sollers showed slides of the popular Grandparents' Tea, with grandparents and grandchildren sharing tea and books. The Summer Reading program was very successful this past year. Ms. Wheeler noted that the Eldersburg staff provided 891 programs last year.

Updates in the branch include new Snap Wall bulletin boards, a new layout of the young adult area, and new bookstore style displays featuring multiple copies and “staff picks.” Public Relations Specialist Lisa Back created a series of “If you liked...” bookmarks for the book display area, to enhance reader’s advisory service.

Commissioner Zimmer left the meeting.

Ms. Sollers congratulated the entire Eldersburg staff for their creativity and problem solving skills. The staff is approachable, friendly and knowledgeable. Ms. Sollers showed the branch Facebook page that features upcoming programs. Westminster and Finksburg also have Facebook pages; Mt. Airy is working on one. The Board thanked Ms. Sollers for her report.

The Board went on a tour of the branch. Ms. Sollers left the meeting after the tour.

10a: Staff Handbook

Gail Griffith, Library Consultant and former CCPL staff member, and Muffie Smith, Assistant Director for Human Resources presented updates to the Personnel Manual which will now be known as the Staff Handbook. Although items have been added and changed through the years, the document as a whole has not been reviewed since 1994. Ms. Griffith worked with a system-wide team in preparing the update. Ms. Griffith reviewed the draft document, highlighting updates and new material.

The new Staff Handbook will be available on the staff intranet; it will be key word searchable and have external links to related law and other information. There is now a broader purpose for the handbook, it will serve as a new staff members’ first introduction to CCPL. It includes a history and overview of CCPL, in addition to information about communication, expectations, compensation, leave and other benefits. Ms. Griffith said the parts in particular that need Board discussion include: Drug-Free Workplace Policy; Telephones and Technology; Staff Use of Materials; Furlough and Military Leave.

Section 1 serves as an introduction and history. It will include a letter to the staff from the Director. It also includes an organization chart and information on the strategic plan.

Section 2: Communication throughout CCPL. This section includes information on the staff Intranet, staff orientation, employee self-service, email, the Director’s Advisory Council, the staff newsletter: Pipeline, worksite bulletin boards, staff day, staff suggestions, grievance procedures and the CCPL Staff Association. Board members asked if any grievance had ever come to the Board for consideration. Ms. Smith said she could not recall anything in her 20 years at CCPL.

Section 3: How We Work Together includes information on the Equal Employment Policy, Sexual Harassment Policy, Smoke-free Workplace Policy, Drug Free Workplace Policy which includes new language coming from the United States Drug-Free Workplace Act of 1988. Alcohol is prohibited except for the allowance of moderate alcohol consumption at an authorized

Library-sponsored social activity or for business entertainment purposes. Also included in this section is Alcohol or Drug Testing information, the CCPL Communications Systems Policy, CIPA (Children's Internet Protection Act) compliance, the Americans with Disabilities Act and Reasonable Accommodations, conduct, punctuality, parking, dress, telephones and technology, use of buildings, use of library vehicles and accidents. There is also information on purchasing cards use, political activity, confidentiality of library records and staff information, conflict of interest, freelance work, staff's children in the workplace, staff use of materials, and representing the library to the media.

Section 4: About Your Job. This section includes the types of employment at CCPL, which are full-time and part-time salaried positions as well as hourly staff positions. Also included in this section is information about appointments, verification of degree, certification requirements and responsibilities, provisionally hired librarians, library associate certification, notification about change of personal information; assignments and work hours; meal and break periods and overtime pay and compensatory time. There was some discussion about the proposed limit of 37.5 hours of compensatory time earnings. Ms. Smith explained that compensatory time reflects an unfunded liability for the Library. Board members expressed concern that this could limit staff ability to provide service in an emergency or other unanticipated event. Ms. Smith said that these types of situations could be handled individually and negotiated with the Human Resources offices. Other parts of Section 4 include using compensatory time, probation, staff transfers, performance reviews, salary reviews, anniversary date, disciplinary action, suspension, dismissal of non-probationary staff, employment verification, employment of relatives, position abandonment, resignation, retirement, reinstatement, requests for references and recommendations, furlough policy and telecommuting policy. There was discussion about the need for a furlough policy and Ms. Griffith's suggestion that voluntary furloughs be taken out of the Handbook. Staff explained that if the information regarding furloughs is in the Handbook then it is clear when furloughs would be used and how they would be handled. If this type of situation comes up, then administration has this policy in place and it will be clear to staff members how it will work.

Section 5: Compensation and Benefits. This section includes information about wages, starting salary, increments, reclassification, getting paid, additions to and reductions made from pay, benefits, retirement, 403(b) plan, health insurance, COBRA benefits, group life insurance, employee death benefit, flexible spending accounts, employee assistance counseling program, long term care insurance, United Legal Benefits, tuition reimbursement, sick leave bank, worker's compensation, mileage reimbursement, parking, State Employee's Credit Union, staff service awards, recognition awards, staff development opportunities, and book and media purchases.

Section 6: Leave and leave policies. Includes information about annual leave, personal leave, sick leave, leaves of absence, FMLA leave, basic family and medical leave benefit and military family leave benefit and military related leave. Also benefit continuation, definition of serious health condition, use of leave: intermittent leave or reduced work schedule, use of paid and unpaid leave, procedure for requesting leave, basic family and medical leave, required documentation; maternity, paternity and adoption leave, holidays, Thanksgiving and New Year's

Eve early closings, religious holidays and Christmas closing; and bereavement leave. Also included in this section is the emergency closing plan and notification for staff and public of closings. Also Court appearances and Jury Duty, voting, blood donation, and flu shots.

Military family leave is a recommended addition to the Handbook. It was noted that there has not previously been anyone on staff who required military leave.

Section 7: Career Development includes the CCPL learning philosophy, teamwork and leadership opportunities, staff exchanges and job shadowing, job vacancy announcements and promotion opportunities, tuition assistance, training activities and workshops, professional organizations: meetings and conferences.

Ms. Lynch recommended adding to Communications that name badges be worn when staff are working with customers in public spaces. Ms. Campanella and Mr. Knight congratulated Ms. Griffith and Ms. Smith for their work on the project.

Mr. Soisson moved to approve the Staff Handbook as presented with the recommended changes and additions. Ms. Muller seconded. Approval was unanimous.

10b: Board Meeting Calendar 2010

Ms. Wheeler asked the Board to approve the Board meeting calendar for 2010.

Ms. Lynch moved to approve the Board Meeting Calendar for 2010. Ms. Campanella seconded. Approval was unanimous.

10c: Report of Nominating Committing (Added to Agenda)

Ms. Muller representing the Nominating Committing asked the Board to consider adding approval of the slate of officers for 2010 to the agenda. The Board agreed. Ms. Muller presented the Committee's slate for approval: Mr. Knight – President, Ms. Hogan – Vice President and Mr. Herring – Treasurer. Mr. Knight asked for further nominations. There were none.

Ms. Lynch moved to approve the 2010 Slate of Officers as presented by the Committee. Ms. Campanella seconded. Approval was unanimous.

11: Adjournment

Mr. Knight adjourned the meeting at 10:07 p.m.

Keir Knight
President