

**Carroll County Public Library
Board of Trustees Meeting
Mt. Airy Branch
May 24, 2017
Minutes**

Ms. Picker showed a video of the recent Battles of the Books.

1. Roll Call and Declaration of Quorum

Ms. Campanella called the meeting to order at 7:06 p.m. and declared there was a quorum present.

Present:

Bill Bates	Kathleen Campanella	Leza Griffith
Cynthia Piazza	Karen Soisson	

Staff Present:

Tony Eckard	Bob Kuntz	Lisa Picker	Dorothy Stoltz
Patty Sundberg	Stephanie Szymanski	Lynn Wheeler	Margo Yokay

2. Minutes of April 26, 2017

Ms. Piazza moved to approve the Minutes of April 26, 2017. Mr. Bates seconded. Approval was unanimous.

3. Financial Statement

Mr. Eckard reviewed the Financial Statement ended April 30, 2017. Cash balances are at 2.9 million, which is \$177,277 more than last year this time. Major revenues are on target, overall ahead by \$54,742. Fine revenues are \$20,000 behind last year's pace and \$17,000 behind budget. Passport revenue is approaching \$75,000. Ms. Wheeler noted that staff decided not to sell summer reading t-shirts this year due to drop in sales in recent years. Mr. Bates suggested raising the prices of used books at branch book sales, noting that our prices are very low in contrast to other retailers. Expenses are on track, no change in Special Funds and Grant activity is normal. The Community Foundation account balance is \$18,000. Ms. Campanella asked if we have any outstanding obligations for the sculpture park. Ms. Eckard said we do not. The Board thanked Mr. Eckard for the report.

4. Correspondence and Announcements

- a. Ms. Wheeler shared Battle of the Books thank you notes from participants.
- b. The Citizens for Maryland Libraries will be holding their annual conference for trustees on October 14. The conference will be held at the new Laurel branch in Prince George's County.

5. Citizen's Time

No citizens were in attendance.

Ms. Wheeler introduced Margo Yokay who was in attendance representing the Staff Association.

6. Director's Report

Circulation was down 1.9 % in April and is down 2.1% for the year. Visits are 853,556 for the year. Sunday circulation through May 14 is at 86,421 with 46,198 visits. From May through September, only Westminster and Eldersburg will be open on Sunday. Digital video, audio and music continue to grow in demand.

Ms. Wheeler was honored to receive an invitation from Delegate Susan Krebs to participate in activities planned for the Governor's visit to Carroll County on May 11. Ms. Campanella was also in attendance. Carroll County did a superb job of welcoming, showcasing achievements and thanking the Governor for his support.

Bob Kuntz and Dorothy Stoltz provided a show and tell of items the library received through federal and state grant funds, including STEM kits that have been assembled with \$1,150 received from the Maryland Family Engagement Coalition. Items were selected by staff members Kristen Bodvin and Denise Laird for Head Start's upcoming family day. Mr. Kuntz demonstrated one of the 12 small drones that can be programmed with an iPad. AI robots that connect to IBM's Watson master computer were also purchased through IMLS funds.

Online Services and Emerging Technologies Supervisor Jen Bishop won the MLA first Emerging Leader of the Year Award, she was nominated by Bob Kuntz.

Ms. Wheeler thanked the staff led by Mr. Eckard for their hard work on Celebrating America events that were held on May 19 and 20.

Upcoming events include the June 28 Board meeting at HQ, the FY 18 budget will be brought forward for approval. Thursday, June 29 is the Chamber breakfast at Mt. Airy with Commissioner Rothschild. September 8 is set for the Our Family Farm donation plaque celebration at the Westminster Library.

7a. Mt. Airy Branch Report

Patty Sundberg, Branch Manager gave the Mt. Airy Library report. She highlighted many of the transformative experiences the staff have created for customers, including children's staff member Robin Dugan's art-based Baby Rembrandt programs; preschool science featuring Three Little Pigs building techniques; Stroller Strolls programs at the caboose on Main Street in Mt. Airy. Staff is seeing an increase in attendance, with 40 babies from birth to 24 months attending the baby storytimes. Other highlights were the 90s Retro Party, Fort Building with Tinker Toys, a VR program, and Kids Can Code. Stockings for Soldiers was an idea from a customer to

create holiday stockings for soldiers overseas. Mt. Airy History 101 is a popular annual program held with the Main Street Association. The Senior Book Club meets monthly with library staff and this year they have arranged to go on a bus trip after reading "*Manhunt: the 12 Day Chase for Lincoln's Killer*". Adult staff member Maria Vilcek created a program on memory writing. The group of writers will be going to Lorien to read their stories. Mr. Thompson also noted that Ms. Sundberg is the treasurer of the Maryland Library Association. The Board thanked Ms. Sundberg for report.

7b. Strategic Plan Update

Ms. Sundberg and Mr. Thompson gave an update on the Strategic Planning process and highlighted results from the recent staff and customer surveys. Staff survey showed an interest in improving service to people with disabilities, English as second language, low income residents and job seekers, as well as providing customers with better meeting rooms and quiet space. Most customer survey responses came from ages 31 – 60, most respondents make weekly visits to pick up materials. They learn about events and programs on the CCPL website and Facebook pages, through *Currents* and library displays. All programs are highly rated, as are the collections, wifi and computer access. The website is used primarily to search for materials, learn about events and programs. Few use the kids and teens pages, the Community Directory, the *Carroll County Times* database or electronic resources, including Zinio, Rosetta Stone, Ancestry and Heritage Quest. Branches are rated as comfortable with sufficient table space. Customer service is rated as excellent. Ms. Sundberg summed up by saying CCPL is doing a great job but we need to do a better job promoting databases. Most respondents rated CCPL as very important to the community. Mr. Thompson said the team will continue working on the plan and will bring a draft to the Board in September, and the final product to the October meeting for approval. The Board thanked Ms. Sundberg and Mr. Thompson for the report.

At recess the Board viewed the Bob Horvath WWI paintings on display at the branch.

9a. FY 19 Capital Grant – Westminster Basement Renovation

Ms. Wheeler reviewed the capital grant application for FY 19 to construct the Westminster branch basement. Numerous letters of support were received, including a letter from Management and Budget. Ms. Campanella said after 20 years of talking about the basement, this is the closest we have gotten to a project.

Ms. Griffith moved to approve the FY 19 Capital Grant proposal. Ms. Soisson seconded. Approval was unanimous.

9b. Circulation Policy Update

The current \$1 per day fine for overdue DVDs and games was initiated at a time when these items were very expensive and the collection was being developed. Subsequently, prices dropped, in many cases, to below that of books. The collection has been built over the years so demand can be better met. Branch circulation managers have suggested changing the fine charge for DVDs and games to \$.25 per day per item, because some customers are being put at a

disadvantage with fines climbing quickly on DVD and game checkouts. Circulation may increase if the fine barrier is reduced. Mr. Eckard estimated impact on fine revenue could be \$50,000, but potential increase in circulation could reduce this estimate. Ms. Griffith noted that people checking out DVDs may not have access to the internet to stream, so fine burden falls more heavily on them. Ms. Piazza also said this is a barrier for customers.

Ms. Piazza asked if there will be a plan to advertise the change. Ms. Wheeler answered if the proposal is approved it will take effect on July 1, which gives the staff time to get the message out to customers.

Ms. Piazza moved to change fines to \$.25 per day per DVD and Game to match fines on other items. Ms. Griffith seconded. Approval was unanimous.

Staff also recommended packaging and circulating season sets of TV series. It is very difficult to queue up single episodes in order. Packaging and circulating TV season series will improve customer service. There will be one fine for the entire set, if lost the customer will pay for the entire set. Ms. Wheeler noted that other library systems are doing this successfully. At this time there is no plan to change the checkout time for DVDs and games, but staff may make that recommendation in the future.

Ms. Piazza moved to make the change of bundling seasons of TV series for circulation. Ms. Griffith seconded. Approval was unanimous.

10b. Policy Updates

Ms. Wheeler brought 3 policies with revisions for Board approval: community postings, meeting room and programming. In light of recent complaints, staff wanted to be certain CCPL policies are compliant with the First Amendment and spoke with attorneys for advice.

Ms. Picker reviewed the Community Postings Policy and recommended a reframing to address CCPL's role of a community information pick up area which serves as a limited public forum. The changes include adding language about the library's goals and missions. Two statements under Priority 4 include: Library staff reserve the right to determine into which priority area any given item falls and Carroll County Public Library has sole discretion in selecting content for any Carroll County Public Library publication, web site, or social media page including the ability to add, edit, or remove links, images, audio, video, documents, and text. There was some discussion about allowing tutoring to be the exception to personal business postings. Mr. Bates asked if job openings for all government agencies are allowed. There was discussion about the possibility of hate groups asking to post items. Staff said all postings must fall into the library's goals and mission and the behavior policy's statement prohibits creating a hostile or uncomfortable environment.

Ms. Griffith moved to approve changes to the Community Postings Policy with Board recommended clarifications. Ms. Piazza seconded. Approval was unanimous.

Ms. Wheeler said she will send the clarified policy to the Board.

Ms. Stoltz reviewed a new Programming Policy. The attorney emphasized the importance of keeping the library's central purpose in all policies. An important purpose of programming is exploration, life-long education, community engagement and access to technology, which are integral parts of CCPL's goals and mission. The policy includes clear criteria about what is designated as a library-sponsored program. The policy also includes information about registration, guest presenters, advertising, items that may be sold and that presenters cannot collect information about participants without the participants' knowledge. A link to the meeting room and community postings policy are included. Ms. Griffith suggested changing language from "the library will publicize programs" to "the library may publicize programs."

Ms. Griffith moved to approve the proposed Programming Policy with the Board recommended change. Mr. Bates seconded. Approval was unanimous.

Ms. Wheeler reviewed proposed changes to the Meeting Room Policy which includes language about not allowing personal social events, that the library does not endorse the actions in the meeting rooms, all activity is subject to the behavior policy guidelines with a link to the behavior policy, reservations can be made 3 months in advance starting at the beginning of each month, meetings are available for use during library hours and meetings in large meeting rooms must be completed and buildings cleared out by 11 p.m. No fee will be charged to government-related meetings, including Carroll County Government, Carroll County municipalities, the State of Maryland, and the federal government, as well as elected officials at any level of government. For profit groups will be charged: Large meeting room - \$50 per 2-hour block, not to exceed \$150 for each use; small meeting room - \$25 per 2-hour block, not to exceed \$75 for each use. Exceptions are made for mediation sessions and private tutoring. Changes to Regulations include: the public is welcome to meetings when no fee is charged, no tobacco use includes e-cigarettes, the library logo and website URL may not be used on meeting room publicity material, staff will not assist with loading or unloading, the person booking the room is responsible for damage to library property, emergency closing information is available on the library's website, personal equipment or other items belonging to a group may not be left in the library between meetings, the library phone may not be used for personal business. The behavior policy will also be linked to the Regulations.

Ms. Piazza moved to approve the Meeting Room Policy as updated. Ms. Soisson seconded. Approval was unanimous.

10. Adjournment

Mr. Bates moved to adjourn the meeting. Ms. Griffith seconded. Approval was unanimous.

The meeting adjourned at 9:18 p.m.

Kathleen Campanella
President