

Carroll County Public Library
Headquarters
June 26, 2019
Minutes

Ms. Picker presented the activities slideshow.

Present:

Bill Bates Leza Griffith David Peloquin Cindy Piazza Karen Soisson

Staff Present:

Andrea Berstler Tony Eckard Nancy Haile Bob Kuntz
Lisa Picker Concetta Pisano Terri Simmons Muffie Smith
Kim Smithson Dorothy Stoltz Sara Szymanski Stephanie Szymanski
Joe Thompson

Also Present: Renee Moldovansky and Stephanie Shook from HBM Architects.

1. Roll Call and Declaration of Quorum

Ms. Griffith called the meeting to order at 7:02 pm and declared there was a quorum.

2. Minutes of May 22, 2019

Ms. Piazza moved to approve the Minutes from May 22, 2019. Mr. Bates seconded. Approval was unanimous.

3. Financial Statement

Mr. Eckard reported on the Financial Statement which ended May 30, 2019. Total cash balances are \$8,300 less than last year at this time. Income Statement reflects that revenues are overall \$159,000 ahead of budget. Fine income is down and Mr. Eckard noted implications for the FY 20 budget. The 1% bonus was paid to staff on Tuesday, June 25, the total cost was \$80,000. There was some discussion about the Commissioners possibly funding this in FY 20 for our staff if income comes in higher than the County expects. Expenditures remain in the same pattern as the rest of year. The Special Funds budget is unchanged. Both Eldersburg and North Carroll have exceeded their budgeted passport revenues. The Makerspace campaign project has shown improvement since last month, this includes the Davis Library commitment of \$200,000, and Thomas, Bennett & Hunter - \$50,000, Dr. and Mrs. Robert Wack - \$20,000, Pam and Doug Velnoskey - \$10,000, and Steve Aquino - \$5,000. Nothing new in grant activity and there have been no new gifts to the Mary Lou Dewey Sculpture Fund this year. Two months ago Mr. Peloquin asked about Social Security savings relative to salary savings. The actuals for salaries are at the right position of 7.65% actuals to Social Security and likewise in the budget, so what happens in the savings on salaries, as leftover is a different percentage. It was similar last year. Ms. Soisson asked about the legacy fund in honor of director emerita Lynn Wheeler. Mr. Eckard said that there were four purposes chosen by Ms. Wheeler that people contributed to: the sculpture park, battle of the books, Exploration Commons, and the Finksburg garden. The State awarded CCPL tax credits for Exploration Commons at \$30,000, which are all taken. We will

work to request State tax credits. Mr. Peloquin noted the budget for computer maintenance being overspent. Mr. Eckard said because these funds are for subscriptions and contractual services with various vendors it is difficult to keep the budget lines ahead of actual spending. Mr. Peloquin suggested raising that budget line in the future. The Board thanked Mr. Eckard for the report.

4. Correspondence and Announcement

- a. Proclamation from the Commissioners for Summer Discovery. Ms. Muller and staff members: Lynn Beard, Amber Farran, Christina Kuntz, Stephanie Szymanski, and the Darby family that participates in Summer Discovery, attended.
- b. A letter from Julie Voight the retiring media specialist at Freedom Elementary wrote praising the children's services staff at CCPL and the strength of the CCPL/CCPS partnership.
- c. Ms. Picker shared a thank you from CCYSB for an auction item that CCPL provided.
- d. Three *Carroll County Times* articles were shared: the Exploration Commons groundbreaking, one on the lunch program at Taneytown, and one about Westminster's Ghost Walk. Ms. Berstler gave kudos to the staff on the groundbreaking event. At the groundbreaking the Maryland State Library announced it is giving us \$95,000 to purchase large equipment for the project.

5. Citizens Time

There were no citizens present.

6. Report of Director

Ms. Berstler added to her written report and offered congratulations to staff for the EC groundbreaking and to County Facilities for setting up the dirt and lending shovels for the event. Staff have reported initial numbers for Summer Discovery with 5,740 registrations to date, which is only 880 short of last summer's registrations. She credited Angie Knight and Lynn Beard who worked with reading specialists to encourage children to sign up with CCPL's program. Ms. Picker noted that students are recognized for their participation when they go back to school in the fall and Ms. Berstler said there is a lot of scientific proof that shows students who read during the summer stay on track, she gave kudos to the whole team. Many staff members went to the ALA Conference in Washington DC. Our staff were involved in three programs at the conference. Ms. Berstler introduced Nancy Haile –Staff Association rep for this meeting. Ms. Soisson asked how the lunch program came about at Taneytown. Mr. Thompson responded that he knew of this program in Harford County where the library developed a school lunch partnership with the school system to provide the lunches in certain low-income areas. Branch manager, Jillian Dittrich worked with the school system, who provide the lunches, and the branch staff have created some special programs for the kids to attend.

7a. Materials Department Report

Materials Manager, Concetta Pisano presented the Materials Department report. Staff members include selectors: Nancy Haile, Kendal Hopkins, Sharon Roman, and Mala Mathrani; support staff: Susan Fair, Janice Lawton, Debbie Dustin, and Doris Keck. The department is winding down an eventful fiscal year; Ms. Pisano shared highlights and noted one correction to the

presented circulation statistics: Read It Now non-fiction, not fiction, has increased by 15.7%. Some circulation is down but Graphic Novels, Large Print, Children's Playaway, hoopla, and Overdrive have all gone up. Audiobooks are the highest circulating format in hoopla and audiobooks increased by 16%. Overdrive circulation is up by 22% from last year: ebooks by 13% and audiobooks by 29%. Staff are working to purchase more Overdrive Advantage titles and so far in FY 19 handled 952 customer requests via the online Customer Purchase Recommendation. The department ordered 2,296 books (219) bundles for the Battles of the Books. Materials staff work with branch staff to supplement programs to have materials for checkout, these events include Summer Discovery, Battle of the Books, Maryland One Book, Black-Eyed Susan Tapestry event, Books for the Beast, Celebrating America, STEM, the African-American Read-In, and for book clubs like the Veteran's Initiative Book Club. Selectors created book lists for the African-American Read-In, Carroll Citizens for Racial Equality event, Choose Civility, Pride Month, and the PBS Great American Read. The staff served on the Carroll One Book Committee, prepared additional donated fishing rods for circulation, worked with Tech Services Manager, Elaine Adkins to change over the adult CD collection from Dewey designation to genre, ordered a new collection of WonderBooks by Playaway, met with an Oregon librarian interested in our high circ per capita, attended MLA, ALA, and the Book Expo in New York. Mr. Bates asked if audio CDs are still popular. Ms. Pisano said yes they are but music CDs are not as popular, but we do provide music through hoopla. The Board thanked Ms. Pisano for the report.

7b. Human Resources Report

Muffie Smith, Terri Simmons and Kim Smithson presented the Human Resources (HR) report. Jaelyn Wilson the HR assistant was not able to attend the meeting. Ms. Smith reviewed the handout that gave information on the functions of the HR department. With the Finance department, she develops and monitors the personnel budget of \$7.8 million, in addition to page and sub budgets, the volunteer, rewards, staff development, and service award programs. The department maintains records for 284+ staff members. This past year a new form of staff orientation was implemented, one in-person day with Headquarters departments and administration staff. Ms. Smith said they have received a lot of positive feedback on the day of orientation. HR Specialist Kim Smithson oversees the Staff Day Committee, volunteers who in FY 18 contributed 9,952 which in page wages would have cost \$96,000, and tracks professional and library associate requirements for 75 staff members. HR coordinates benefits for 161 employees and since FY 18 handled 30 open positions. In FY 18 HR coordinated the hiring of Ms. Berstler as new executive director. HR Assistant Director Terri Simmons gave a demonstration of the new onboarding system in Paycom. She has been creating the forms in Paycom new staff will now be able to fill out online, view Paycom how-to videos on handling expenses and employee self-service. HR can track new hires progress on completing the onboarding. It was noted that staff are continuing to learn more of the capabilities of Paycom since it was implemented one year ago. HR Specialist Kim Smithson noted CCPL's mission statement: "We connect our community with welcoming spaces, innovative resources and services, and educational experiences for lifetime enrichment." In order to do that our staff provide excellent customer service and CCPL provides training to assist our staff in that mission. Some of the trainings that have been offered in FY 19 include online Skillsoft courses, technology courses, sexual harassment training, and customer service training. Staff attend conferences to receive training, these include SLRC, MLA, ALA, PLA. CPR, first aid and driving courses are also offered. The Tech Competency Committee creates a technology needs assessment and then develops training to coordinate. Staff Day last year featured Dr. C. Alex Young from NASA and

Dr. Roger Casey, President of McDaniel. The 2017 Staff Day featured Andrea Berstler who presented on leadership style. Ms. Smithson encouraged Board members to attend the annual Staff Day. This year a training needs survey was provided to staff and some training that was requested include: law on the front lines, improving library service to customers with mental health issues, challenging customer interactions, supervisory training, and leadership. It was noted that informational meetings are being offered on financial planning and the County provides an employee assistance program that is used by staff. The Board thanked HR for the report.

7c. Author Events Report

Director of Communications, Lisa Picker gave information on author event and the evolution of these events since 2011 when staff wrote a grant to put on the first Day for Booklovers. The grant paid for the inaugural event and staff learned what was possible with this type of event. Prior to that we did author events occasionally but the events were hit or miss. Some of the problems we encountered with bringing authors to Carroll included: the need to purchase unneeded large amounts of books, events that lost money, and the selection of authors were not necessarily who our customers wanted to see. We started to partner with A Likely Story Bookstore and now CCPL and the bookstore are working to connect readers and authors together, utilizing just in time book offers, free and paid events, authors on book tours have assistance with expenses from the publishers, ticket pricing covers book expense and the venue, and sometimes we make a little bit of money. The Nicholas Sparks event brought 1600 enthusiastic readers to Carroll County. This is why we are in a better position as Mr. Eckard noted in last month's Financial Statement. We work with different venues: Carroll Lutheran Village, Carroll Community College, the Arts Council, local schools, and our branch space. Exploration Commons will increase our participant potential by 50%. Ms. Soisson asked if Random House plays a part at A Day for Book Lovers. Ms. Picker said we work with many different publishers and this year Random House will bring book buzz to the event. Random House also supports Battle of the Books and Summer Discovery programs. The Board thanked Ms. Picker for the report.

7d. Leadership Carroll Activities Report

Terri Simmons and Sara Szymanski presented information on their activities at this year's Leadership Carroll presented by the Carroll County Chamber of Commerce. Ms. Szymanski noted her favorites: Education Day at Carroll Community College, the Carroll Tech Center, and McDaniel College; Government Days: at local government day they had the opportunity to hear the state of the county, participate in a budget exercise with Ted Zaleski, and talk with the Commissioners. At State Government Day they met with State legislators. Ms. Szymanski was able to connect with a member of the group who works at her alum college McDaniel, and now has a new opportunity to work with the MLA Legislative Advocacy Group. Ms. Simmons reported that she found the opportunity to spend days with leadership expert Todd Burrier very useful and doing group activities helped the group mesh together. Being a Carroll County resident all her life, she gained a lot of knowledge she didn't know. Her favorite day was Non-profit day where Ms. Berstler spoke. She also saw how networking between classmates can be beneficial. The ARC and Shelter systems came together at Leadership Carroll and wound up creating a position at Shelter Systems for an autistic student from The ARC. Ms. Simmons said she made additional connections including finding someone who may speak at the 2019 Staff

Day. The class has also decided to meet quarterly to continue networking. The Board thanked them for the report.

The Board agreed to move the Facilities Plan to this time see Item 9b.

8a. FY 20 Operating Budget

Mr. Eckard shared a handout of the FY 20 Operating Budget At-a-Glance. The budget will go up over FY 19 by 3% with most going toward salaries. State Aid, which went up by a few hundred dollars from the May meeting estimate will go to materials, and there is a fairly large increase per hour for security. Fine income is budgeted at \$160,000 and the material budget lines will increase by \$36,000 with it all being placed into electronic access to cover purchases of Overdrive Advantage items, a change in provider for *Consumer Reports*, and a new streaming service called Canopy.

Mr. Peloquin moved to approve the revised FY 20 Operating Budget. Ms. Piazza seconded. Approval was unanimous.

8b. FY 20 Special Funds

Mr. Eckard gave information on the FY 20 Special Funds budget that reflects Carroll Library Partnership activity. Governed by the contract we have with Innovative who provides our integrated library system, the cost of that contract will go up 3.5%. Costs and services are divided among the partners.

Ms. Piazza moved to approve the FY 20 Special Funds Budget. Ms. Soisson seconded. Approval was unanimous.

8c. FY 2021 CIP Requests

Mr. Eckard and Mr. Kuntz asked the Board to approve two projects for the County's FY 2021 Capital Improvement requests. Technology Replacement is a top priority and the County sets that at \$100,000 but that does not generally meet our annual needs. We are beneficiaries of one time money and that hasn't been drawn down fully but by the end of FY 20 we will need to ask for \$214,000. The second request will be for Eldersburg branch HVAC. The County has the HVAC replacement in the facilities plan but we hope to convince them to put it in CCPL's CIP request because we would like to include creating a better functioning library building at Eldersburg in addition to the HVAC replacement. Ms. Berstler said we would bow out of the State capital grants for one year, and then apply to start the Eldersburg improvements.

Mr. Peloquin moved to proceed with the FY 2021 CIP recommendation from staff. Ms. Piazza seconded. Approval was unanimous.

8d. EC Update

Mr. Kuntz reported on the latest developments of the Exploration Commons project. Most of the plan review has been finished. The County and City of Westminster will hold meetings to review plans and give final feedback. The project may have to go for final approval, then permits, and go to bid. The first thing the contractor may do is likely go through the wall in the

basement to allow for easy entrance for materials. The branch will need to be closed for a two week segment for HVAC and steel work. The water connection will be made to the 8 inch main on the other side of Main Street.

9a. Meeting Room Policy Update

Ms. Berstler presented a proposed change to the fee structure in the Meeting Room Policy. The change is to go from a per 2-hour charge to a per 1-hour charge for use by for-profit organizations, the policy will now include the Exploration Commons large meeting room with a charge of \$50 per hour, all other large meeting rooms will be \$25 per hour, and small meeting rooms will be \$15 per hour.

Mr. Peloquin moved to accept the changes to the Meeting Room Policy as presented. Ms. Piazza seconded. Approval was unanimous.

9b. Facilities Plan

Ms. Berstler and Mr. Kuntz introduced Renee Moldovansky, lead planner and director of marketing, and Stephanie Shook, lead interior designer from HBM Architects. HBM architects have been in business since 1976, they specialize in library interior design and been involved with facilities master planning nearly as long. It is vital for library systems to develop a road map to create a plan for the future of their facilities and to help generate funding for the plans. The process started by meeting with branch managers, touring the facilities, investigating the HVAC systems, gathering information, and discussing concerns with Mr. Kuntz and Ms. Berstler. The rankings were created in part to prioritize improvement projects based on branch library observations, what's going on in the state, and CCPL's strategic plan and core values. The overview of the document included information on Maryland's guides for square footage per capita, and items per capita. In FY 18 CCPL had 0.64 sf per capita – less than recommended and 4.4 items per capita - more than recommended. An outline of broad ideas of how spaces should feel, what they should contain, first thing you see, scenarios for mobile and fixed service points and locations are included. Each building and community are unique and that must be considered in finding ways to increase visits and circulation, and help customers discover new programs. Other considerations include building philosophy such as sustainable design, space utilization, equipment function and building layout. In terms of condition Finksburg and Taneytown are in good shape but have some function limitations. The buildings in most need of update are Eldersburg and North Carroll, followed by Westminster which could have lots of opportunities if Outreach staff and operations could be relocated. The Eldersburg plan was reviewed with data analysis and spatial breakdowns. Staff areas were compared to public spaces. Throughout the system there is a general lack of storage space, circulation per square foot is moderately decreasing and it is suspected that is due to available seating or quiet space, people aren't finding what they want, meeting room use is increasing as are number of programs and attendance at the programs. Computer and Wi-Fi use is down. Circulation by collection was reviewed. Generally, CCPL is in average condition, with buildings that are in good shape but in need of updated layouts, shorter shelving, more meeting room space with glass, and other updates. There is a lot of potential to rethink how the space is functioning in the buildings and to use those spaces to bring people in and keep them coming in. Ms. Berstler and Mr. Kuntz said that Ms. Moldovansky and Ms. Shook were wonderful to work with and staff will use the plan to start the job of updating the buildings. The Eldersburg branch is the first due to underutilized space and the need to replace the original HVAC. Mr. Peloquin expressed concerns since we are working

on Exploration Commons. Ms. Berstler replied that staff are having conversations with County Facilities about this master plan that will help us make a case. We don't need new buildings but need to fix what we have. Facilities will be able to see that we used an objective third party to create this 5-year plan. The Board thanked Ms. Moldovansky and Ms. Shook for the presentation.

9c. Board Meeting - July

Ms. Piazza moved to cancel the scheduled July 24 Board meeting. Mr. Bates seconded. Approval was unanimous.

10. Adjournment

Ms. Soisson moved to adjourn the meeting. Mr. Peloquin seconded. Approval was unanimous.

The meeting adjourned at 9:59 pm.

Leza Griffith
Vice President