

Carroll County Public Library
Board of Trustees Meeting
Virtual
June 24, 2020
Minutes

Due to the COVID-19 pandemic crisis the Carroll County Public Library (CCPL) Board of Trustees met virtually on June 24, 2020. CCPL has been closed to the public since March 14, 2020 due to the crisis.

1. Roll Call and Declaration of Quorum

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

Present:

Bill Bates	Leza Griffith	Virginia Harrison	Joyce Muller
Cindy Piazza	Karen Soisson		

Staff Present:

Andrea Berstler	Tony Eckard	Rebecca Garrahy	Nancy Haile
Bob Kuntz	Rita O'Brien	Heather Owings	Lisa Picker
Concetta Pisano	Terri Simmons	Muffie Smith	Dorothy Stoltz
Stephanie Szymanski	Joe Thompson	Mary Wells	

2a. Finksburg Branch Report

Heather Owings, Finksburg branch manager gave the annual branch report using a trivia night quiz PowerPoint presentation. Staff members were highlighted: Library Associate (LA) – Children’s- Mandy Davis, is trilingual, LA - Adult Dottie Wolf, Pages Sarah Stone helps with trivia and Helen Nightingale walked to the branch to weed the garden during the closure, LA – Adult Ivan Freeman has been working in libraries for 20 years, LA II Amanda Krumrine attended the PLA conference and hosted a community volunteer fair, Max Eber LA – Children’s and new graduate of Library Associate Training Institute, his supervisor Children’s Services Supervisor – Melanie Fitz, Mr. Eber and LA – Children’s Barb Weber brought dogs, cats, pigs, and lambs to the branch, Branch Custodian and resident artist Brenda Shaffer and her husband Shon, the North Carroll Custodian created the READ sign for the storybook garden, LA – Adult Christy McKinney maintains the Community Services Online Directory. Branch activities include a visit from 3 Reese fire company trucks, a performance by the Sandymount Elementary school choir at the branch 10th anniversary, kids creating their own moon rocks for summer reading 2019, and a well-attended adult program about the distilling of rye whiskey in Carroll County that was sponsored by the Finksburg Planning and Citizens Council. Beyond the Library Walls featured many conferences, partnerships, virtual services, and the branch gardens. Ms. Owings attended the ALA Conference in DC and toured the Library of Congress Audio Visual Conservation campus in Virginia and saw a piece of equipment that digitizes record albums. Ms. Owings and Ms. Krumrine attended the PLA Conference in Nashville where they participated in several conference offerings. Ms. Owings attended the Maryland Library Leadership Institute and her project will involve digitizing memories for customers. Staff offered many virtual programs during the closure. The Board thanked Ms. Owings for the report.

2b. Materials Department Report

Materials Department Manager, Concetta Pisano reported on recent statistics and how this has been an unusual year for the department due to the COVID crisis. In response to the COVID-19 closing which made print materials unavailable to our customers, the Materials Department increased spending on OverDrive Advantage by \$80,000. For the period from 3/16/20 through 6/15/20, circulation of ebooks has increased by 70% from the same period last year and e-audio increased by 23% from the same period in FY '19. Hoopla use increased as well. CCPL added new subscriptions: Kanopy, Consumer Reports.org, Lynda.com, and Flipstser which includes e-magazines. The staff does a lot to support the branches: collection maintenance, regular visits, and they conducted weeding workshops for all levels of staff. The department also supplements programs and helps with Summer Reading and Battle of the Books. This year a total of 2,066 books were purchased to make 196 book bundles. Nancy Haile, the Materials children's selector makes sure the books are ordered and clerical assistant Debbie Dustin assures they arrive on time, are bundled together and sent out to branches for the school teams. Other outside programs the staff assist with includes: Celebrating America, African American Read In, and Day for Book Lovers. Nancy Haile spearheaded the Black Eyed Susan Tapestry Workshop that was sponsored by the Maryland Library Association, 50 public librarians participated in the workshop.

Ms. Pisano presented updates to the statements from the American Library Association that are included in the Collection Development Policy. Those statements are: Library Bill of Rights, updated in January 2019; Evaluating Library Collections, updated in June 2019; Diversity in Collection Development has been renamed to Diverse Collections, updated June 2019; Challenged Resources, updated June 2019. All were updated to include stronger statements for staff, trustees, and officials in the selection of library collections and safeguards for library use of data. It was noted that in the policy itself includes some redundant language. Ms. Pisano pointed out that this is due to the inclusion of guidelines and procedures. Ms. Berstler said the policy will be reviewed for more updates in the future. The Collection Development Policy is the policy that that explains to our customers how the staff chooses materials for the collection. Potential trustee candidates are asked if they can defend the policy when they are interviewed.

Ms. Harrison moved to approve the proposed changes to the Collection Development Policy. Ms. Griffith seconded. Approval was unanimous.

Rescind Policies: Ms. Berstler asked the Board to rescind two policies that are related to Collection Development and thanked Mr. Thompson and Ms. Szymanski for their continuing work on policies. The newly made changes to the Collection Development policy include how we handle special collections from partners like the genealogy materials that are housed at the Westminster branch. The Genealogy Policy was a separate policy written about genealogy but was more like a partnership agreement, the information in the policy is now obsolete and this policy can be rescinded.

Mr. Bates moved to rescind the Genealogy Policy. Ms. Piazza seconded. Approval was unanimous.

The GoPro Policy is all procedure and can be rescinded. The agreement form will continue to be used for circulation of the 3 GoPro cameras in the collection. The cameras will be treated like any other special collection.

Ms. Soisson moved to rescind the GoPro Policy. Ms. Harrison seconded. Approval was unanimous.

The Board thanked Ms. Pisano for the report.

3. Minutes of May 27, 2020

Ms. Harrison moved to approve the Minutes of May 27, 2020. Ms. Soisson seconded. Approval was unanimous.

4. Financial Statement

Mr. Eckard reported on the financial statement dated May 31, 2020. Eleven months into the fiscal year cash balances as of May 31 are \$2.5 million, which is half a million more than this time last year. This is due to a slower pace of spending. Revenues are at budget, but \$140,000 behind and staff estimate that at the end of June it may be between \$185,000 to 190,000 behind. Salary savings is at \$244,000 and if we couple that with savings in payroll taxes it could equal \$315,000. This could help offset the shortfall of revenues. We may have \$131,000 of funds that could be carried over to FY 21. Other expenditures overspent reflect balances that have improved from year-to-date a few months ago, as a group the remainder of budget that is not salaries may have a small amount of savings to add to the carry over. Interest income is very limited although the balance at the Community Foundation, which had taken a hit at the end of March had much of that loss made up in April. The Board thanked Mr. Eckard for the report.

5. Correspondence and Announcements

- a. Many letters of thanks were included for the Board's review, customers, including WBAL's Jennifer Franciotti, are appreciative of the outreach and services they have received during this time. There was also a great article on CCPL services during the time of COVID in *Carroll Magazine*. These many notes of thanks show how important CCPL is to the community.

6. Citizen's Time

There were no citizens present.

Nancy Haile, Materials – Children's was attending the meeting representing the Staff Association.

7. Executive Director's Report

Ms. Berstler said there are a lot of things happening including some good news on the Exploration Commons project. A document with proposed Stage 2 opening procedures is almost complete. Mr. Kuntz has traveled to the branches to review spaces for furniture placement to accommodate social distancing. Branch managers are reviewing the proposed procedures now. Their comments have been very helpful in working through each stage. Executive Leadership Team (ELT) will review the document, we are not looking at getting to Stage 2 before July 13 because we want to make sure staff are ready to acclimate and we have the needed supplies. Stage 2 will have limited access with limited hours and limited number of customers and staff to keep within CDC recommendations. Staff are getting ready for One Maryland One Book, this year's selection is *The Island of Sea Women* by Lisa See; board members will receive a copy. Ms. Berstler commended HR Staff - Muffie Smith and

Terri Simmons for all their work on the staff climate survey, which is a study of staff perceptions and feedback on the work environment and gave kudos to the staff at the Community College – Advantage C who performed the survey. The Strategic Planning Team continues their work, Patty Sundberg and Joe Thompson are leading the team. The team's staff survey had a high participation rate, the customer survey will go out after July 4. Ms. Berstler is compiling a status report on the current year's work plan, many items have been derailed due to COVID; information will be shared with the Board before the July meeting. Since the Statement on Racism and Diversity was sent to the Board the statement has been shared with the community. This statement was created to help to facilitate work that needs to be done in this vital area and includes attention to collections, programs, resources, display of collections, and accessibility to collections to make sure we are not making it inadvertently difficult to find collections. CCPL will be pulling together a task force to make sure we don't overlook any barriers and biases, the task force can recommend an action plan for ELT and the Board to consider to make sure we remove barriers and make sure we are doing our absolute best for everyone in the community. It was noted this task force is for CCPL only since we cannot go out of our scope of jurisdiction and expertise, it is separate from any group County government may create. The Town Halls will now be held every other week, the staff enjoys talking to and seeing each other. Ms. Muller said it shows transparency, openness to questions, and allows staff to contribute. Ms. Muller also said it is wonderful to read through the branch reports.

8a. FY 21 Operating Budget

Mr. Eckard updated the Board on proposed changes to the FY 21 Operating Budget. This budget is smaller than the FY 20 operating budget by less than 1% with \$80,000 less in revenues. The county has flat-funded CCPL, other library systems in the state have taken cuts. The minimum wage request is not funded, however the Commissioners plan to revisit the budget in the fall. There is an increase to State Aid of \$38,000. Carryover from FY 20 is budgeted for \$175,000 which is higher than anticipated, due to strong salary savings and other budget savings. Fines revenue is reduced by \$145,000, this will give the Board time to have conversations about the future of fines, factors for consideration include the fine revenue loss due to the pandemic, industry trend to eliminate fines, and possible legislation to reduce or eliminate fines. Interest income is at 0.1%. Other revenues have been reduced by 25%, staff feel the pandemic impact may last into the first quarter of FY 21. There is good news, due to need to purchase IT infrastructure equipment we qualify for approximately \$42,000 in e-rate rebates. In author events revenue shows an increase because this item was previously under-budgeted; author event opportunities have scaled back at this time. No increase is recommended for salaries, with Exploration Commons staff coming on board and the increase to minimum wage adjustments may be required. Staff are managing hours and openings as we move through the phases of the pandemic. There is savings on security guard use, however the guards will return to Westminster and Taneytown when we move into Stage 2 of opening. Costs for CCPL's contribution to the retirement is increased. Staff really like meeting online and that means savings in mileage reimbursements. The award of the audit engagement to a new firm this year means savings of \$7,000 over what was paid last year. There is no increase in the operating budget for additional cleaning due to two CARES Act grants, which will cover COVID expenses. We will receive over \$47,000 through the County grant; and over \$20,000 from the Maryland State Library. The State Aid increase has always been added to the materials budget and Ms. Pisano is working on the allocations. However, this year in order to make the budget balance, the materials budget has been reduced by \$145,000 which is a net affect of just under 7% of the total materials budget. The CARES act grant is helping to soften this because some digital materials qualify for the grant. As we go through FY 21 with efforts to save money in other places staff would recommend to try and restore this loss in FY 21 as we can. The staff suggest that the e-rate rebate be held towards a future contribution to Exploration Commons.

Ms. Piazza moved to approve the FY 21 Operating Budget as presented. Mr. Bates seconded. Approval was unanimous.

8b. Special Funds Budget

The FY 21 Special Funds Budget reflects activity in the Carroll Library Partnership that provides integrated library service for CCPL, McDaniel College, Carroll Community College, and Chesapeake College. Revenues reflect the funds we expect to receive from the three partners, expenditures cover the annual invoice from the integrated library service vendor for the partnership.

Ms. Harrison moved to approve the FY 21 Special Funds Budget. Ms. Piazza seconded. Approval was unanimous.

8c. EC50E Update

Mr. Kuntz announced that Lewis Contractors of Owings Mills has been chosen to provide construction services for Exploration Commons. The superintendent on the job is local to Westminster which will be beneficial. We are waiting for the signed contract to come back from Lewis. It is crucial that this be received by June 30, 2020 due to requirements of the State Capital grant that gives 2 years to get the project under contract, we are up against that deadline now. A preconstruction meeting will be held in the next week or so on-site. Construction is expected to start in mid-July.

9a. Statement on Racism & Diversity

Ms. Muller thanked the trustees for suggested changes and also thanked ELT and Andrea on working to develop this statement. Ms. Berstler said since the statement comes from the organization, it is appropriate that the Board approve the statement.

Mr. Bates moved to endorse the Statement on Racism & Diversity. Ms. Soisson seconded. Approval was unanimous.

9b. State of Emergency Operations Policy

Ms. Berstler asked the Board to approve this policy that addresses the current situation with COVID and any other emergency that may arise. This is not something we saw coming, it's not something they teach in library school. As we went through the situation and ELT has worked through it we have discovered we often need to make adjustments to situations that are covered in our policies. ELT appreciates the confidence and support from the Board in the leadership staff. We closed the library down in 7 hours in a well-ordered fashion and most staff is comfortable in the current reopening. Since we are now functioning in a state of emergency, we are coloring outside the policy lines. We felt we needed a policy on how to handle states of emergency. It is deferential to the Board's authority but we want to make sure CCPL can operate efficiently when something like this arises to deal with the unknown, to make sure our staff and customers stay safe. Ms. Griffith suggested amending the last sentence to eliminate the COMAR and statutes wording due to redundancy. The change was made to: "At no time will actions taken during the State of Emergency violate local, state or federal laws."

Ms. Griffith moved to accept the policy as amended. Ms. Harrison seconded. Approval was unanimous.

Ms. Berstler asked the Board to declare a current State of Emergency.

Ms. Griffith stated that CCPL has been operating in a state of emergency since March 13, 2020. Ms. Piazza seconded that statement. Approval was unanimous.

9c. Internet Acceptable Use Policy

Mr. Kuntz explained that the Internet Acceptable Use Policy must be in place to reflect CCPL's compliance with CIPA (Children's Internet Protection Act). This then allows us to receive federal money like e-rate. Safeguards have to be in place to protect minors. Changes include procedures that need to state minors cannot get to chat rooms, access internet messaging, staff can discuss internet safety, specific technology updates, and states that our users are not allowed to do anything that would violate our behavior policy, state, and local laws.

Mr. Bates moved to approve the updated Internet Acceptable Use Policy. Ms. Piazza seconded. Approval was unanimous.

9d. Internet Privacy Policy

This Internet Privacy Policy was first put in place in 2001. There are a few updates, primarily that CCPL does not store credit card information. The process is handled through a third party, our website acts as pass through.

Ms. Soisson moved to accept the updated Internet Privacy Policy. Mr. Bates seconded. Approval was unanimous.

9e. July Board Meeting

Ms. Muller noted this meeting had a very full agenda with all good reports and essential approvals that were needed. She asked the Board to consider holding the July 22 meeting. Ms. Berstler said with so many unexpected things that come our way, staff want to have the opportunity to keep the Board up to date and give everyone a chance to ask questions directly. Ms. Griffith suggested the Board should meet every month in a state of emergency so they can approve items that they can't anticipate at this time. *The Board unanimously agreed to meet in the month of July.*

10. Adjournment

Ms. Piazza moved to adjourn the meeting. Ms. Harrison seconded. Approval was unanimous.

The meeting adjourned at 9:02.

Joyce Muller
President