

Carroll County Public Library
Board of Trustees Meeting - Virtual
August 26, 2020
Minutes

Due to the COVID-19 pandemic crisis the Carroll County Public Library (CCPL) Board of Trustees met virtually on August 26, 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 6:57 pm and declared there was quorum.

Present:

Leza Griffith	Virginia Harrison	Joyce Muller	Cindy Piazza
Karen Soisson	David Peloquin		

Staff Present:

Andrea Berstler	Tony Eckard	Nancy Haile	Bob Kuntz
Lisa Picker	Muffie Smith	Dorothy Stoltz	Stephanie Szymanski
Joe Thompson			

2. Minutes of July 22, 2020

Ms. Harrison moved to approve the minutes of July 22, 2020. Ms. Piazza seconded. Approval was unanimous.

3. Financial Statement

Mr. Eckard reported that we are in between closing out FY 20 and the beginning of FY 21. As alluded to last month revenues will be short by \$179,000. The budgeted FY 21 carryover is \$175,000 and unless we hear otherwise from the auditor we will more than cover the carryover into FY 21 and maybe overshoot that number. This will give us much flexibility as much as possible in the new fiscal year. Actuals of the first two months of FY 21 will be available in September. Staff met with the auditors today, everyone is very pleased with how smoothly the audit is going. All of the work has been done remotely through the auditor's secure portal. They will attend the September meeting to present their report.

4. Correspondence and Announcements

Two emails were received one from a Finksburg customer and one from our colleagues at the Community College library complimenting the Express Pickup service.

5. Citizens Time

There were no citizens present. Nancy Haile was recognized as Staff Association representative at the meeting.

6. Executive Director's Report

Ms. Berstler said staff is working to figure out how to get our system opened. Ms. Berstler emailed with directors from other central Maryland libraries today, there was conversation on who is open and how it's working and noted that Anne Arundel has stepped back from their opening. Calvert announced plans to open in a restricted manner.

The central Maryland libraries are all moving at similar speeds, still serving the community, giving quality customer service virtually, as well as some in person. Montgomery is anticipating a \$3.5 million budget cut. We have issued over 1,000 new library cards since March 13, without a building open. Staff are working on moving those temporary registrations into regular library accounts over the next couple of weeks. Kudos to Joe Thompson and the circulation managers on managing the process. Staff are also looking to add copying, faxing, and scanning services by creating a model that works for Carroll based on best practices from across the country.

Tomorrow we are holding a Staff Town Hall at 1 pm with our special guest Joyce Muller. Ms. Muller will be doing an informal conversation with the board's perspective on what is going on. The IMLS (Institute for Museums and Libraries) the federal government arm for libraries and museums, has been doing laboratory based research on the length of time the COVID virus could survive on different types of materials including books, CDs, and DVDs. Their first recommendation was a 3 day quarantine, then 4 days, and now they recommend 5 days. Executive Leadership Team (ELT) discussed and decided to quarantine all materials for 5 days.

We are still not charging fines and haven't since March 13. We are now moving into month 7 of not charging fines and staff feels that we should not go back to charging fines. The COVID crisis has helped make the decision especially with the rise in unemployment. Other systems that have gone fine free have not had a problem with people returning items, or experienced spikes in overdues. ELT's consensus is that at this point CCPL needs to move to a fine free model and asked Board members to mull this over. Mr. Eckard was consulted regarding the loss of fine income and feels we will be okay. There was discussion noting that Inter Library Loan materials and those from our college partners: the Community College and McDaniel are subject to CCPL's policy. It was noted that Hoover Library at McDaniel is not loaning items to our customers at this time due to a staff shortage. During this past legislative session a bill was introduced that would have required all public libraries go fine free, it did not pass, however it is expected that it will be reintroduced and will become law in the future. In regards to marketing fine free, Ms. Picker said September is National Library Card month and would be an excellent time to announce fine free; one advantage to going fine free is that it makes library cards more valuable. Staff recommend we continue to charge for lost and damaged materials. With this information in hand, ***Ms. Griffith moved to direct the Executive Leadership Team to develop a policy to go Fine Free; and continue to charge for damaged and lost items.*** Ms. Soisson asked what the impetus is for customers to return items. Ms. Berstler said customers will be charged for items if they are not returned. The schedule for notifications of unreturned items was discussed. Ms. Berstler noted that the billing cycle will be prompt. She also noted that when Enoch Pratt Free Library went fine free two years ago, the return rate for materials went up 30%. Ms. Muller polled Board members who all agreed to go fine free. Staff will move forward in getting word out about going fine free.

Ms. Griffith moved to approve that the Executive Leadership Team draft a policy to make Carroll County Public Library fine free, except for lost and damaged materials. Ms. Harrison seconded. Approval was unanimous.

Two Board positions will need to be filled for 2021. Mr. Bates has decided not to pursue a second term and Ms. Piazza will finish her second term in December. We will need representation from Mt. Airy and Westminster. Ms. Berstler asked Board members to share names with her or Ms. Muller. Representatives need to be residents of Carroll County. Ms. Berstler publicly commended the ELT for all of the amazing work they are doing in light of the COVID crisis and, as reflected by the upcoming FY 21 workplan, has more amazing work planned.

7a. EC@50E Update

Mr. Kuntz reported that construction is now well underway. Since the building is closed to the public the contractor is working in the upstairs staff areas putting up partitions around the vent areas. Shelving and books have been moved. The old soundproofing is cleaned off the steel and it looks brand new. Cutting the floor for

the electrical has started. A status meeting with the contractor, county, architects and library staff is being held on Thursday, August 27. 3D printing service has been started and is being run out of the Ting makerspace, staff member Jon Jopse will do the jobs that are sent in. Next week the makerspace will open by appointment only, one user at a time. The space will only be open to those who used the Ting makerspace previously, they can make appointments via Library Market. Customers who used the laser cutter at the Eldersburg makerspace will be able to make appointments to use that machine as well. Ms. Berstler encouraged the Board to check out the Exploration Commons website where Mr. Kuntz and Ms. Bishop have been posting photos of the Ting preview space and of the construction. It was noted that we were about 10 months behind schedule in starting construction due to the parking snafu, some permitting issues, and the finishing of design work. However there is a silver lining, some money can be saved because the contractor can work in the upstairs space that is currently closed to the public.

7b. Covid-19 Operational Status

Ms. Berstler noted that in addition to the information in the Executive Director's Report about Covid there were some other items of interest. CCPL continues to work in Stage 1, a contactless model. Staff have received quite a number of comments through email and social media posts about how easy Express Pickup is and how much people appreciate it. She commended staff for making this go very well and we are looking for ways to improve. Summer reading reward books are out for customer pick up, staff have created kits to go with virtual storytimes that are available for pick up, and we are looking at ways to enhance service by adding contactless copying, and faxing. We expect that will roll out in the next 4 weeks or so. We want to provide these services at the same level of quality that our customers have come to expect. Ms. Muller said our branches do a great job and she thanked staff for their monthly reports on branch activities and how novel and creative everyone has been in making these offerings to our customers.

7c. CCPL Task Force on Equity Diversity, and Inclusion (EDI)

The taskforce will have its first meeting on Thursday, September 4. Staff members have been selected and several community individuals have agreed to serve as advisors. The community advisors include our Board members: Virginia Harrison and Joyce Muller, Friends Board member Jean Lewis, and Richard Turner from the Community Media Center. We are looking forward to hearing from this group and what kind of ideas they bring forward to chart a course to evaluate CCPL in EDI as an employer and community service organization. There will be a report at the next Board meeting.

Ms. Muller noted how much she enjoyed the author program with Laura Lippman whose latest book of essays was featured. She also said to staff to keep up all the good work.

8. Adjournment

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

The meeting adjourned at 7:46 pm.