

**Carroll County Public Library  
Board of Trustees Meeting  
Mt. Airy Branch  
Wednesday, May 27, 2009**

**Minutes**

**1. Roll Call and Declaration of Quorum**

Mr. Knight declared the meeting open at 7:00 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:	Lisa Back	Robin Dugan	Tony Eckard
	Meg Griffin	Lisa Hughes	Scott Reinhart
	Laura Rice	Muffie Smith	Patty Sundberg
	Stephanie Szymanski	Teresa Tischa	Lynn Wheeler
	Ann Wisner		

Also Present: Gail Griffith, Library Consultant

**2. Minutes of April 22, 2009**

*Ms. Muller moved to approve the Minutes of April 22, 2009. Ms. Campanella seconded. Approval was unanimous*

Ms. Wheeler commented on the photos that were shown before the meeting, noting the Westminster and administrative staff members' opportunity to meet the Governor while he was touring Westminster. The Governor also visited our new Payroll Administrator Debbie O'Hara's family farm. The photos also showed the renovation process at the Westminster branch and the interactive electronic display screen at the Finksburg branch.

**3. Financial Statement**

Mr. Eckard reviewed the Financial Statement for the Carroll County Public Library (CCPL) ended April 30, 2009. The County's last FY 09 allocation was received in April, which contributes to a high bank account balance of \$2.6 million. The difference is due to impact of funds for Finksburg. There are higher than usual accounts payable, which reflects a high level of purchasing in the Materials department, which generally happens at this time of the year. The Income Statement reflects revenues of \$119,000 over and above budget, when the carryover

amount is backed out, we are ahead by \$44,000 which compares to \$59,000 at this time last year. Fine income is \$11,000 ahead of last year and \$30,000 ahead of budget. Staff will recommend raising the Fine budget revenue projections for FY 10 and reducing interest revenue due to current low interest rates. Expenses reflects that salaries are under spent by \$143,000, this number will decrease due to the Finksburg salary return to the County. Some items that are currently over budget include mileage, telephone and computer maintenance. Building improvements are overspent due to lighting improvements in the Mt. Airy branch meeting room and children's area. Materials spending is \$100,000 ahead of last year's pace at this time, but the staff has \$192,000 to spend before the end of the fiscal year. Special Funds are in good shape at this time. Internet Accounts took in \$4,600 in April, but is \$54,000 behind last year. This budget also reflects our partnership with the DHMH libraries, and the income we receive for cataloging services. Restricted Funds reflects the receipt of \$180,000 towards grant funded projects including Creating Connections, Parents as Teachers, Spanish Outreach and the Capital Project at Westminster. There was expenditure in the Creating Connections, Spanish Language Outreach, Parents as Teachers and Staff Development grant projects.

#### **4. Correspondence and Announcements:**

1. Mr. Knight shared a note from the Singer Group thanking the Board for their help with the State Trustees Manual project.
2. Mr. Knight also passed around many handwritten thank you notes from a local kindergarten class to the Outreach department for a puppet show presentation.

#### **5. Citizen's Time**

There were no citizens present.

#### **6. Director's Report**

The Director's Report was reviewed. Circulation activity was up 9.6 percent for the month and 8.3 percent for the year. The Community Information Database continues to have high activity. The Finksburg branch hosted 300 students, teachers and parents for the Cranberry Elementary reading night. The Local Management Board (LMB) has agreed to help fund emergent literacy centers in our branches with \$5,000 and the possibility of more funding. Ms. Wheeler congratulated Dorothy Stoltz and the Outreach staff for their hard work towards this effort.

The renovation at the Westminster branch is going well. New carpet has been installed in the Outreach offices and the information department work room.

Ms. Wheeler reviewed the FY 2007 statewide public library statistics. In FY 2007 more than 52.7 million items were checked out of public libraries, an increase of 54,450 over 2006. People visited libraries 28.6 million times, and accessed the internet using a library computer more than 6.8 million times. Total operating expenditures for public libraries were \$256,334,295, showing that local governments funded public libraries well beyond the mandated state aid minimum program requirement. Materials expenditures were \$37,850,258. Carroll continues to hold the

record in circulations per capita at 20.59. The average circs per capita statewide is 9.58. Carroll ranks 6<sup>th</sup> in operating income per capita at \$54.72, Harford is first at \$73.83 the statewide average is \$47.65 per capita.

The Ballet Slipper recitals are June 12, 13, and 14. Board members agreed to welcome the audiences. Mr. Soisson on June 12, Mr. Knight on June 13 and Ms. Muller on June 14. Summer Reading kicks off during the week of June 15 at all of the branches. The next Board meeting is June 24 at Headquarters.

Ms. Lynch asked how the work release trustees from the Detention Center work out helping with the renovation. Ms. Wheeler said they are very hard working and we could not be happier with their assistance.

#### **7a. Masters in Communications Graduate Project**

Lisa Back presented her graduate studies masters project in Contemporary Communications. Ms. Back's education is part of the staff development plan and an example of CCPL's return on investment (ROI). Her final project *Watch this Book: Evaluating the Application and Effectiveness of Video Book Trailers* focused on the potential of book trailers to help promote readers advisory work in libraries. Ms. Back is CCPL's public relations specialist and designs *Currents* among many of our other print pieces.

Ms. Back said this program was an integrated approach to the communication process that includes graphic, web, public relations and all forms of communications needed to survive in today's world. Ms. Back passed out her 70-page thesis for Board members to look at. She centered the thesis on book trailers, a subject that is applicable to public libraries. Book trailers are digital book videos similar to film trailers that are used to promote a book. The project looked at how to evaluate their effectiveness and how trailers came about as an advertising means. Ms. Back showed two different types of trailers for the same title, one produced by a professional production company for the Barnes and Noble website and the other produced by a student. Focus groups were used to evaluate the effectiveness of the trailers. From this it was gauged that book trailers can be effective, but won't make readers choose a book if they aren't already inclined to read that type of book. The Board thanked Ms. Back for her report and congratulated her on her graduation.

#### **7b. Library Associates Training Institute (LATI)**

Robin Dugan, Library Associate in Outreach; Meg Griffin, Library Associate at Mt. Airy; Laura Rice, Library Associate in Central Telephone Reference, and Teresa Tischa, Library Associate at Taneytown, CCPL's latest LATI graduates presented their final project. With a Photostory video presentation the group gave an overview of how they put together the project that was based on the Community Media Center's Carroll History Project. CCPL has been a partner on this project with the CMC. For the project they were trained to use professional video and audio equipment. The equipment was used to record remembrances of Carroll County residents. Although a good deal of the LATI training is done online, when the team was on the road together they used the

drive time to brain storm ideas for the project. They decided to contribute 10 remembrances to the history project. In addition to the 90 hours of training they received, the graduates said LATI gave them a chance to meet staff from other library systems in Maryland and get to know each other and the different departments and locations they work in. The Board thanked them for a great job and congratulated Muffie Smith in Human Resources for great hiring decisions.

### **7c. Mt. Airy Branch Report**

Branch manager, Patty Sundberg presented an update on activity at the Mt. Airy branch. Ms. Sundberg said she is thrilled to be at Mt. Airy again, she started at CCPL at Mt. Airy as Adult Services Supervisor and has been back at Mt. Airy since the end of December 2008. She also served as Adult Services Supervisor at the Westminster branch and is looking forward to the renovation when it is complete. In light of Mt. Airy staff member Meg Griffin's work on the history project, the branch will present a program on History 101 in September. The staff already has a list of people to work with and interviews lined up.

Circulation at Mt. Airy is up 6.8 percent over last year, traffic in the branch is also up 4.9 percent. New staff members to the branch this year include Lorrie Stearns, from Australia, is the new Children's Services Supervisor; Jill Stone is the new Library Associate II and Scott Phillips started in May as a Library Associate. Ms. Sundberg pointed out the new lighting in the meeting room which has greatly improved visibility. There was also new lighting added in the children's area. The teen area was spruced up with a purple wall, new computers and a game table. Ms. Sundberg she is still working on getting to know the community and is looking forward to working with the Mt. Airy Chamber of Commerce, which is very dear to her heart because she is working on getting a Masters in Business Administration. Ms. Sundberg thanked Mr. Knight for his support of branch projects and for offering a helping hand at the branch. She noted the attractive Mt. Airy telephone book produced by Mr. Knight.

The Board discussed how many customers come to Mt. Airy from Frederick County even with a new library in Urbana. Ms. Sundberg introduced Brenda Hamlin, circulation supervisor who was attending the meeting as Staff Association representative. The Board thanked Ms. Sundberg for her report. Ms. Sundberg then led board members on a tour of the branch.

### **Item 9a. FY 10 Operating Budget Review**

Mr. Eckard reviewed staff recommended changes to the approved FY 10 Operating budget. The Board will be asked to vote and approve this budget at the June meeting. The County appropriation is \$71,000 less than FY 09. The budget is flat-lined except for an additional library associate position at Taneytown, which was approved at the time of the expansion. Rent, electric and common area fees for the rental property at 115 Airport Drive in Westminster were removed. State Aid is reduced by \$56,000, due to a new calculation and the State's recoup of overpayment in FY 09. This reduction will be absorbed in the Materials budget. Fine revenue was increased to \$350,000. Expectations for interest income are not as bright and that budget line has been reduced to \$10,800. On an FY 09 budget to FY 10 budget comparison, salaries and

benefits will reflect a full year of funding for Finksburg. One additional change to the budget is the addition of a line for Finksburg book sales. Staff did step outside of the County's request for a flat lined budget request in contractual services to reflect increased costs in that area, especially in the area of software maintenance contracts. We hope that timing will be advantageous for having lines installed via the CCPN fiber network and help realize a significant savings in telephone expenses. The Materials department is working on developing next year's budget line allocations, taking into consideration the State Aid decrease. The budget line for shelving is being reduced. With the approval of the State Capital funding to replace broken and failing shelving at the Eldersburg library, we expect that this will alleviate most of the need to replace broken shelving within the operating budget. The Human Resources department is looking to find cheaper ways to advertise positions. Mr. Knight asked how Finksburg has added to our budget and potential increase in circulation and fines. Finksburg added an operating impact to CCPL of \$680,000. It was noted that when the County figured impact on the CCPL budget they also added impact for their budgets in staff benefits and facilities maintenance. The Board thanked Mr. Eckard for the information.

#### **Item 10a. Special Funds Budget Review**

Mr. Eckard reviewed the proposed FY 10 Special Funds budget. Revenues on the plus side reflect meeting room fees, e-rate funds and DHMH contracts. Revenues on the minus side include the Internet Service; copier fees and vending machines. Vending machines are not breaking even at this time. Budget is based on current income levels. Printing in the budget reflects collection of fees charged for printing at Internet computers and copier use at the branches, including staff use for business-related copying at the branches and Headquarters. Other items in this budget are the eBooks Consortium, where revenues and expenses even out and Summer Reading t-shirt sales which help supplement the Summer Reading program each year. On the expense side of the budget, Internet Accounts have no income but reflect salary and benefits and telephone line expenses. Copier expenses are based on the vendor rental agreement. Mr. Soisson asked why we continue to have vending machines if they do not make money. The coffee service is not profitable at this time but after the last machine is paid for, we should start to see a leveling out of costs. Also coffee sales tend to be seasonal and therefore not as easy to predict. There was discussion regarding continuing vending if it is not breaking even and costing money. Staff will ask the vendor for sales statistics to provide a better overview of the entire service. Staff will bring the FY 10 Special Funds budget to the Board for approval at the June meeting.

#### **10b. Information Service Changes**

Lisa Hughes, Assistant Director for Public Services presented two changes to information services for Board approval. Central Telephone Reference was established to field all information calls that come into library branches, so that branch staff could work face to face with customers and telephone callers would also receive the same level of service. CTR started in September 1999 and has been open for business starting at 8:00 a.m. for more than nine years. It is the only staffed customer service we offer before 9:00 a.m. This additional service hour has

not been advertised and is seldom used. One of the reasons we have kept this hour of service is because it has been part of our scheduled commitment to the statewide *Ask Us Now!* information chat service. Recently the *Ask Us Now!* coordinator asked us to cover a busier hour during the day instead of the 8:00 a.m. hour. Eliminating the 8:00 to 9:00 am service will allow us to staff the department more effectively and provide better service to Carroll County customers and statewide chat service during the busier hours of the day. Mr. Soisson asked what happens when a call comes in before 9 a.m. Ms. Hughes explained if someone calls between 8 and 9 a.m. they will get the after- hours phone message. Mr. Knight asked how long it takes to answer an email inquiry. Ms. Rice said that when email questions come in during work hours, they are answered immediately. Email questions that come in over the weekend are answered on Monday. Generally there are 10 – 15 emails on Monday morning waiting for a response.

***Ms. Muller moved to eliminate the 8 – 9 a.m. service hour. Mr. Herring seconded. Approval was unanimous.***

Ms. Hughes gave information on a subscription text message service that CCPL can subscribe to called Text a Librarian. This is in response to the growing use of cell phone texting. The Text a Librarian web application would allow staff to respond to incoming text queries. The interface costs \$1,199 per year for 1,000 outgoing messages per month. It can be upgraded in increments of 500. If demand exceeds this number, we can purchase unlimited messages for \$2,399 per year. The service works through existing email and instant messaging systems so no additional hardware or software is required. Ms. Hughes showed a news clip from East Baton Rouge, LA where a librarian is interviewed and explained how the service works. Staff feel this is another way to connect with young people. The software features an automatic text translator for staff who may not be familiar with texting abbreviations. Staff will type the answers to text questions on a computer keyboard; the software does the work to send it to the cell phone. Mr. Knight said this is the kind of thing that could help bring teens into the library. Ms. Hughes and Ms. Sundberg did a demonstration text and answer. The money for the service will come from the Materials budget. CCPL would be the first library in Maryland to offer this service. Mr. Knight encouraged staff to heavily market the service.

***Mr. Herring moved to approve a subscription to the Text a Librarian service. Ms. Muller seconded. Approval was unanimous.***

### **10c. Trustee By Laws**

Library Consultant and former CCPL staff member, Gail Griffith, reviewed recommended Trustees By Law changes to the Board. The recommended changes resulted from a thorough review, analysis and discussion of the bylaws by Ms. Campanella and Ms. Muller, working with Ms. Griffith and Ms. Wheeler. The By Laws were last changed in 1995. Some of the recommended changes are cosmetic; some are to conform to current practice or to significant changes in the *Laws of Maryland Relating to Public Libraries, 2008 Edition*. Other items for consideration are in light of evolving technology and practice of other government Boards. Article 1: The Principal office of the Association address would be changed to 1100 Green Valley Road, New Windsor, MD 21776. Article II: add an orientation for new Board members;

change language for honorary membership. Article III, Section 1: eliminate Secretary title in Secretary/Treasurer (the library's Administrative Assistant would serve as the Board's secretary); Section 2: ensure officer nominees have read job descriptions; Section 3: President and Vice President may only serve two consecutive terms in the same office, the Treasurer may serve five consecutive years; Section 6: The Treasurer shall be bonded adequately. Article IV: Section 1 will read: All meetings of the Board will comply with the Maryland Open Meetings Law; Section 2: Board will meet at least nine times each year with dates approved by the Board at the December meeting; Section 3: the annual meeting will include the adoption of an annual report and audit and be held in November of each year; Section 5 – Order of Business changes: eliminate quarterly statistical review (add to Director's Report), add staff reports, eliminate standing and special committee reports, change unfinished to old business; Section 4: special meetings may be called at the written request of no fewer than three Trustees; Section 8: includes changes from Maryland Law regarding executive sessions; Section 11: consideration of adding a member wishing to attend a meeting by video or audio conference who may participate and vote, but not be counted as part of the quorum; Section 14: add that meetings will be governed by the most recent edition of *Robert's Rules of Order*. Article V, Section 1: Add language regarding Board member requests for leaves of absence and approval. Article VII, Section 1: change language to reflect that the Board delegates authority to the director to appoint employees; Section 2: changes to reflect that Board establishes policies to include work conditions; suspension with pay; grievance procedures; sick leave; and other personnel procedures and practices; Section 3: Director or Director's designee may suspend a library employee without pay for up to 10 working days for the following reasons (immorality is removed): misconduct in office, insubordination, incompetency, willful neglect of duty; The Director or Director's designee shall give a suspended employee a written statement that specifies the reasons for the suspension and place a copy in the employee's personnel file. The employee shall have the opportunity to reply in writing to the Director within 10 working days after employee receives notification. The employee may request a hearing before the Board within 10 working days after receiving notification; Remove Section 4; New Section 4: Removes old language and replaces with: If the employee is suspended without pay and found not guilty of the reasons, the Board shall refund all pay benefits lost by reason of suspension to the employee; New Section 5 includes new language on dismissal of any library employee for: misconduct in office; insubordination; incompetency; willful neglect of duty. Also included is language regarding written notice from the Director and the opportunity for an employee to request a hearing before the Board within 10 working days, if the employee requests a hearing, the Board shall promptly hold a hearing but may not be set within 10 working days after the Board sends the employee a notice of the hearing. The employee has the opportunity to be heard publicly before the Board, in person or by counsel and may bring witnesses to the hearing. Article IX, Section 10: change language to reflect that the annual audit is brought to a public meeting at the earliest regular meeting possible; Section 18: add Shall engage in partnerships that extend services to the residents of Carroll County. Ms. Griffith noted the last Article (X) which says the By laws may be amended at any regular meeting of the Board with a quorum present, by unanimous vote provided all Trustees are notified in writing of the changes at least 30 days in advance of the meeting. With that in mind she suggested that the Board vote on the proposed changes at the June 2009 meeting. The Board discussed some of the proposed changes and agreed to vote on

the changes in June. The Board thanked Ms. Griffith, Ms. Campanella, Ms Muller and Ms. Wheeler for their work on the By Laws.

**10d. Capital Grant Request and Facilities Plan**

Ms. Wheeler asked the Board to consider applying for two FY 2011 State Capital Grants. Staff worked with Mike Whitson and Bob Kimmel from the County's Facilities department to develop a plan to redo the North Carroll branch driveway to make entering and exiting easier for customers, resurface the parking lot, put in a lighted sign, replace sidewalks and high curbing, add glass to each side of the entryway to block the wind, add lighting to the foyer and replace the furniture in the public area. At the Eldersburg library only half of the carpet has been replaced with carpet tiles, staff would like to replace the carpet in the rest of the branch and replace the furniture in the public area. This would be phase two of updates requested through the State. The North Carroll request is priority one; the Eldersburg request is priority two.

*Mr. Soisson moved to approve both Capital Grant Requests for FY 11. Ms. Campanella seconded. Approval was unanimous.*

Ms. Wheeler asked the Board to approve the updated CCPL Facilities Plan for FY 2010 – FY 2014. This document was updated to include the Finksburg branch, the need for new furniture at some of our branches and an updated Capital project plan.

*Ms. Muller moved to approve the CCPL Facilities Plan FY 2010-2014. Mr. Herring seconded. Approval was unanimous.*

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

The meeting adjourned at 10:38 p.m.

Todd Herring  
Secretary/Treasurer