

Board of Library Trustees
April 21, 2014
Minutes

Present:

Karen Eggert, President
Rene Cunningham
Martha Grahame
Celeste Fort
Carolyn McHugh
Terese Wells
Carrie Plymire, Director
Beverly Izzi, Recorder

Absent:

JR Mathers

Call to Order

Meeting called to order at 10:02am by President Eggert.

Minutes

Ms. Cunningham moved a motion to approve the minutes of the February 14, 2014 meeting as disseminated electronically. Ms. Fort seconded the motion. The motion passed unanimously.

Director's Report

FY13 Audit

Ms. Plymire stated that she received a letter from MSDE letting us know that the library's audit was successfully completed for FY13.

FY14 Budget

Ms. Plymire discussed the FY14 budget with the Board of Library Trustees (BOLT) noting the accounts that are under and over-spent at this point in the year. Telephone is overspent and Ms. Plymire is investigating why; she noted that Comcast fees have gone up but not by the amount that the account is in the red. Ms. Plymire plans to use some of the extra funds in Contracted Services to hire Alliance to assist our network manager in a much needed revamp of the topology of Calvert Library's network and installation of new equipment. Most of the equipment for this project has already been purchased. The new Polaris Integrated Library System (ILS) requires increased use of bandwidth; the new topography will help the migration to new ILS happen more seamlessly. Unspent funds in Equipment repair will be spent on tires or a new wrap for the SUV and the Outreach van is also in need of new graphics.

FY15 Budget

Ms. Plymire presented the preliminary FY15 staff recommended budget from the Board of County Commissioners (BOCC). Plymire requested \$35,400 in capital outlay (for computer hardware) and what has been recommended is \$24,090 (\$1,900 less than we received in FY14). This cut will affect our computer infrastructure which continues to be underfunded although she did note that the expected \$16,000 in the CIP for hardware will begin to offset these cuts. Plymire also noted that minimum wage will increase to \$8 in January 2015. This will affect the salaries of student pages.

Comments

Ms. Plymire shared many comments from customers:

- Staff in Prince Frederick was commended for a great job leading a school visit at Calvert Library.
- Staff in Prince Frederick received a compliment for helping a customer with eBooks on her iPad.
- Several compliments were received regarding the February book display “blind date with a book”
- A customer posted on Facebook that their tween/teen was looking forward to Manga club at Twin Beaches Branch – she was grateful that he has the opportunity to do something he loves and make new friends.
- A customer asked why she was not permitted to hang a poster on the community bulletin board. This flyer was not accepted because the customer did not represent a government agency or non-profit organization as our policy requires. Ms. Plymire responded to her inquiry with a letter.
- In April, a Fairview customer commented that while staying Washington Hospital center, he had told hospital staff that “the service he got there was almost as good as the service he gets at Calvert Library”
- The few remaining VHS and Audio Cassette tapes have been deleted from the ILS system in preparation for the migration. These tapes were put out on a table for customers to take for free. A customer thanked the library for this; she has taken some to her church.
- A librarian at Southern was able to find a book for a customer who remembered very little about a book he wanted to read again. After much searching and contacting the library in Maine where the customer had read the book as a child, the librarian was able to find the title the customer was looking for on Project Gutenberg and Amazon – happy customer.
- In response to a request/suggestion, the wireless username and password has been posted in meeting and study rooms.
- A customer in Prince Frederick commented that she was upset that she can never find what she is looking for when she comes to the library and is disappointed with the lack of books in the library. Two of the titles she initially wanted were popular books at the time she was looking for them. A letter was sent in response to her initial comment, Ms. Plymire has had a conversation with her in person and Ms. McHugh encountered her on a subsequent visit and had a conversation with her to try to understand her needs and how we can better serve her.

- Ms. Cunningham shared that she received a compliment from staff at Asbury commenting on how nice the new Southern location is.

Incidents

- In February, in Prince Frederick a customer stated that he had been shocked by a computer. The customer was asked if he needed an ambulance, he declined, then walked out of the building and contacted emergency services from an adjacent store. Customer was transported to the hospital and released. He returned to the library later that afternoon. Incident was fully documented. The computer and wiring were checked out by library IT department and county electrician. No faulty wiring or hardware was found.
- Prince Frederick and Southern have had a customer who has a service dog. The service dog does not wear an identifying vest. On occasion, the service animal has been left out of the sight of the owner. Customer has been told the dog will need to remain with him at all times.
- In March, staff found the letters kkk written on the wall of the men's room stall with a date. The incident was reported to the police and the writing was removed from the wall.

Staffing

Ms. Plymire stated that children's librarian, Bonnie Spicknall, from Fairview will be retiring on May 30, 2014. Retirement party/picnic will be held June 8th. This will be at Chestnut cabin in Scientists Cliffs. This job is being posted externally.

Outreach Librarian, Dominique Gaetano, has resigned. Her last day will be Thursday April 24th. 4 staff members interviewed for this position last week. Staff will be told today who has received the job.

Ms. Plymire stated that after the internal shifting, Calvert Library will have 2 openings for new staff.

Monthly Report

Ms. Plymire disseminated the monthly report for January 2014.

Marrick – Adding Parking in Market Square green space-update

Marrick Properties' proposal to add eleven new parking spaces to the green space in the parking lot of Market Square was on the agenda of the Planning Commission on March 19, 2014. The commission board received the BOLT letter in support of the planned spaces and the Commission did not take issue with the request. It is our understanding that Marrick may now proceed if they wish.

Polaris Implementation

Ms. Plymire noted that several features will be added with new Polaris ILS: customers can save reading lists, receive text message notifications, use a mapping feature to locate available items. Innovative purchased Polaris on March 31st. Publicity for May 9-14th

offline has gone out to customers. Staff Training is going very well and staff are liking the new software.

Edge Assessment

Ms. Plymire had sent the Edge Assessment results via email but will do so again with more background information about the project. BOLT will discuss this further in May.

Unique Management

Ms. Plymire noted that the customer service rep for Unique Management, our collection agency for accounts over \$25, stopped by last week. The rep stated that overall that Calvert Library has a 6:1 ROI. This is better than their average which is 4:1.

Checkout Your Community – progress update and software

Ms. Plymire stated that Checkout Your Community will go online June 2nd. We have found some software to manage this program that is very reasonably priced at \$400 a year. Each organization will be able to set parameters for their participation (blackout dates, times, etc.) Interest has been strong and the team has enlisted many local businesses and non-profits to participate (e.g. Chesapeake Beach Water Park, Calvert Marine Museum, Parks & Rec, Annmarie Gardens, etc)

eBooks

Ms. Plymire shared that library Kindles have been updated with new titles using the eBook Settlement credit received from Amazon.

Dominion Grant

Ms. Plymire noted that she and Robyn Truslow met with reps from Dominion in February to request a grant of up to \$270,000 to be used for STEM learning, laptop labs, science kits for kids, electronic white boards and more. We are awaiting suggestions on how to frame a final request to their foundation. This project may not be able to launch until fall.

May 2nd is Management Team planning day for FY15 programming

Ms. Plymire stated that the Customer Survey has been sent out using Constant Contact. This survey focuses on the how important services are to customers and how well they think the library is meeting their needs. A Staff Survey has also been sent out and received. The results of both will be used in planning for FY15.

Old Business

Telework Policy

Ms. Plymire disseminated the revised telework policy to the BOLT. In answer to a question asked by a BOLT member in February, she reported that the County does not have a telework policy. For the benefit of our new trustees, Ms. Plymire explained that the policy may be used as a scheduling tool for IT staff, LATI students who have an online class on a day they aren't otherwise scheduled to be at the library or coordinators

when they need to do a book order which requires uninterrupted work. Some minor language changes were made (“their” to “his/her”).

Ms. Cunningham made a motion to adopt the Calvert Library Telework Policy as amended. Ms. Fort seconded the motion, Motion passed unanimously.

Some discussion ensued about the appropriate place to publish this document. Ms. Plymire indicated that the staff handbook seems like the place, but she would think on this and discuss with the BOLT at the May meeting.

Appointment of New Trustees

President Eggert stated that the BOCC has appointed new trustees; orientation will be later this afternoon. President Eggert discussed the process of interviewing, recommending candidates to the BOCC and the BOCC’s subsequent appointments of the new trustees. She reported that the State Librarian, Irene Padilla, asked the Attorney General’s office of the State Department of Education to offer an opinion on this matter but that office declined stating that they had no authority in this matter. The next option is to ask the Maryland Attorney General’s office to offer an opinion. After some discussion it was generally agreed that while there remains a disagreement between the BOLT and the BOCC’s understanding of section 23-403(a) (1) of the Laws of Maryland Relating to Public Libraries, there is no guarantee that the Maryland Attorney General would provide an opinion on the matter, that the opinion would be made in a timely fashion, or that there would be any means of enforcing an opinion; moreover, the BOLT has library business to transact.

Ms. Cunningham moved that the BOLT send a letter of closure to BOCC and other appropriate persons detailing their acceptance of the appointment of Ms. Grahame and Ms. McHugh to the Board of Library Trustees (BOLT) and nomination procedures going forward. Ms. Fort seconded the motion. Vote proceeded as follows: 3 Yeas, 1 Abstention, and 1 Nay. Motion passed.

New Business

Staff Breakfast

Ms. Plymire asked BOLT to sponsor a staff breakfast to celebrate the hard work of staff as they prepare for the Polaris migration. BOLT member recalled paying \$50/trustee for the last breakfast. Ms. Cunningham made a motion that the BOLT host a staff breakfast on May 30th. Ms. Fort seconded motion. Motion passed unanimously.

Purging VHS and Audio Cassette Tapes and Forging associated fines.

Ms. Plymire explained that VHS and audio cassette tapes had been removed from the collection in advance of the Polaris migration and that she would like to purge and forgive old fines/fees incurred from checkout of the VHS and Audio Cassette tape collections. Since this item type will not be set up in the new system, staff would not have very good data on how the fines had been incurred should a customer inquire. \$19,200.32 in fines are older than five years and have already been sent to Unique Management for collections, \$1,655.34 in fines are from the last five years.

Ms. McHugh moved that Calvert Library forgive fines associated with VHS and Audio Cassette tapes. Ms. Fort seconded the motion. Motion passed unanimously.

On request from Ms. Plymire to cover accounts that are overspent, Ms. Wells made a motion to move \$540 to Banking, and \$2700 to telephones from Contracted Services. Ms. Fort seconded. Motion passed unanimously.

Reports

Friends

Ms. Grahame stated that the Friends will hold a book sale May 17th. Ms. Plymire noted that the Friends Pub quiz made over \$1,900.

Public Comment

There was no public comment.

Executive Session

Ms. Fort made a motion that the Board go into Executive Session to discuss the Director's six month evaluation. Ms. Grahame seconded the motion. Motion passed unanimously. Board moved to executive session at 11:43am.

Ms. McHugh motioned to move back to regular session. Ms. Fort seconded the motion. Motion passed unanimously.

President Eggert adjourned the meeting at 12:28pm.

Next Meeting

The next meeting will be held May 13, 2014 at 3pm at Calvert Library Twin Beaches Branch.

Respectfully submitted,

Beverly Izzi