



Prince George's County Memorial Library System

**Board of Library Trustees Meeting
September 23, 2021 - 7:00 PM
Zoom Video Conference Call**

Minutes

Board Members Present

Brett Crawford, President

Angela D. Smith

Dr. Arthuree Wright

Dr. Hiram Larew

Sylvia Bolivar

Toni A. Smith

Prince George's County Memorial Library Attendees

Roberta Phillips, Chief Executive Officer

Michael Gannon, Chief Operating Officer for Support Services

Michelle Hamiel, Chief Operating Office for Public Services

Nicholas Brown, Chief Operating Officer for Communication & Outreach

Aishar Pinnock, Director of Talent & Culture

Blane Halliday, Director for Collection Strategies

Carla Moore, Director of Information Technology

Dereje Salehudres, Director of Finance

Steve Fitzgerald, Director Dynamic Content and Engagement

Jessica Freeman, Executive Assistant

Absent: Samuel Epps

Welcome and Call to Order by President Brett Crawford: 7:03 PM

July 15, 2021 Board of Trustees Minutes

Dr. Larew moved to accept the meeting minutes from the previous meeting and Ms. Bolivar seconded the motion. When put to a vote, the minutes were unanimously approved.

Board of Trustees Committee Reports

Personnel & Governance Committee - Toni A. Smith, Chair

Ms. Toni Smith reported that the Board and Executive Team met at the end of August for a retreat at the Bowie Branch.

Currently, the committee is working with the Board to prepare for a new Board member. The Board is evaluating the candidates and will soon select candidates to interview for the vacancy. The committee is also working on the CEO's mid-year evaluation.

Finance & Planning Committee - Brett Crawford, Chair

The Committee will be meeting with upper management in late October ahead of the budget being submitted to the Board for approval and then to the County.

Community Engagement Committee - Angela Smith, Member

The committee met with the CEO and COO for Communication and Outreach on Tuesday. The meeting focused on information that came out of the retreat. It was discussed that there are no major advocacy efforts to the Board to become involved in besides the ARPA funding campaign.

Chief Executive Officer's Report - Roberta Phillips, Chief Executive Officer

Summer @ Your Library

In 2021 there were 2,518 participants and 922 completers. Customers completed 6,303 activities and logged almost one million minutes of reading! All of these numbers were higher than last year (2020.) The completion percentage was also very high compared to previous years (36%). Despite many uncertainties as a worldwide pandemic raged on, PGCMLS was able to successfully create a welcoming and engaging summer program to ensure that customers of all ages know their Library is there for them.

Race & Social Equity (RSE) Team Update - Daniel Hampton, Library Associate II, Spauldings Branch Staff

Mr. Hampton showed the Board members the internal website for the RSE and he highlighted the mission, vision, and framework of the team. Mr. Hampton also provided the Board with information on the complaint form that was recently developed by the team for staff to report complaints.

Financial Information and Report - Dereje Salehudres, Director of Finance

Mr. Salehudres reported that the auditors were onsite for the field work for the FY 2021 audit in August. The auditors are awaiting the OPEB Liability and risk management insurance costs from the County in order to complete the FY 2021 audit. The intention is to be able to present the final audit report at the November meeting.

FY 2021 Preliminary Results for FY 2021

Mr. Salehudres provided a summary of the actual preliminary results for FY 2021, which resulted in an approximate surplus of \$436,000 prior to considering the \$400,400 use of fund balance as a revenue source, directed and approved by the Prince George's County Council to supplement the budget shortfall. The preliminary ending fund balance amount increased by \$36K, from \$5,878,800 at the beginning of FY21 to

\$5,914,600 at the end of the year. Revenues were about \$33 million, excluding receipt of the state aid-on-behalf of retirees and grant revenue. Expenses were about \$32.5 million, after offsetting state aid-on-behalf of retirees and grants. Operating expenditure were at 96.4% of budget and above last year's expenditure approximately by \$180K. The County supports large capital improvements, which are paid for by the Library System with reimbursement by the County; this amount was \$4,951,300 for the fiscal year. By year-end, the County had reimbursed all the cost to the library but the May and June reimbursement requests in the total amount of \$1.1M were pending.

Excluding grants, the Library has received revenues of 8.2% of the budgeted amount, compared to about 8.1% a year ago. Likewise, expenses were running at 7.87% or \$2.63M of actual. It was 7.90% or \$2.66M in the prior year:

- Compensation at 8.08% this year, compared to 8.44% a year ago.
- Non-compensation at 7.25% vs. 6.36% of actual a year ago.

To date, the Library system is well within its budget with a surplus of \$93K before the use of fund balance.

Comments and Questions from the Board

Mr. Crawford expressed concerns that the fund balance is being used for routine operating expenses. Mrs. Phillips reported that some of the emergency repairs at Largo-Kettering Branch and Hillcrest Heights as well as the significantly increased costs of maintaining the cyber security firewall have been requested to be reimbursed by the County.

Capital Improvement Plan Report: Michael Gannon, Chief Operating Officer for Support Services

Hyattsville Branch

This project has experienced the most delays and continues to move along slowly. Landscaping has been put in and furniture is scheduled to be delivered next week. Books have been delivered but the Library has not been able to obtain a shelving permit in order to shelve the materials. The contractors are awaiting tile since not enough was ordered initially.

Surratts-Clinton Branch

Drywall is being installed. Both the roof and portico have been installed. Tentatively, the completion date is January 2022.

Baden Branch

The state reached out and had questions about the grant, which Mr. Gannon responded. The next step in the grant application process is for it to go to the Maryland State Library Board.

Langley Park

The developer and the County have not yet come to an agreement.

Public Services Report: Michelle Hamiel, Chief Operating Officer for Public Services

Full Operations

In the event that the Board approves the proposal for the Library to reopen into full operations, the reopening team has devised three contingency plans should there be a need to revert back to closing the Library in some capacity.

Race & Social Equity Team

Ms. Hamiel was accepted to Georgetown University's Institute for Transformational Leadership, Diversity, Equity and Inclusion certification program. It is 6 courses over 6 months. Classes began today.

Of Note in the Branches

Megan Sutherland, East Area Manager, Co-presented with Lunden Gillespie, Central Area Manager, on Online2Go and The Commons for ULC's Entrepreneurs and Small Businesses Action Team on August 19, 2021.

Emmy Schafer, Library Associate II at the Greenbelt Branch produced a presentation for teachers outlining how the branch can support educators and students/families which was visually-appealing and informative. She also filmed the presentation so that schools that could not accommodate a virtual visit would have a welcoming, friendly video to view at their leisure.

Rebecca Oxley, Librarian III at the Greenbelt Branch coordinated with Rachel Zukowski, Program Services Manager to establish PGCMLS's first annual participation in Free Comic Book Day. Rebecca arranged for a sponsor - Third Eye Comics in Annapolis - to provide 500 free all-ages comics, picked up and delivered the materials to the Administrative Offices, requested signage for all branches, drafted internal communications for staff, and helped promote it on social media. GR gave out 100% of its comics.

Rebecca Oxley, Librarian III at the Greenbelt Branch and Shannon Crooks, Librarian III Hillcrest Heights Branch had a proposal accepted for the upcoming Maryland Association for School Libraries (MASL) virtual conference. The presentation is titled "Wake Up Your Library" and aims to outline how public libraries can support school librarians in engaging with Equity Diversity Inclusion Anti-racism work within their school library programs.

Communication & Outreach Report: Nicholas Brown, Chief Operating Officer for Communication and Outreach

Mr. Brown offered thanks to the Communication and Outreach team for quick mobilization with new hours potential changes. He also briefed the Board on the September 20, 2021 electric vehicle media event with Rep. Anthony Brown and Sen. Ben Cardin at the New Carrollton Branch. The Washington Wizards have partnered with PGCMLS to offer the second year of the Wizards Winter Challenge (joint with DCPL and Alexandria Library). Shoutout to Nestor Diaz and Donna Scott-Martin for the continued success of the PGCMLS This Week series with Adrianna Hopkins. Provided an overview of the Welcoming Week initiative to honor immigrants and the Hispanic Heritage Festival lineup. Board members were invited to attend the October 6, 2021 Dolores Huerta keynote event. Mr. Brown provided an overview of 2021 Teentober programs and initiatives, with the P.A.D. Drive as the featured student-led service project. Oxon Hill Local Impact Grant impact saw student engagement grow from 12 to 797 children due to the grant programs from fall 2020 to spring/summer 2021. Mr. Brown offered Major kudos to Melanie Townsend-Diggs, Dwyn Griffin, Rose Boomsma, and the entire Oxon Hill team for their efforts, with additional thanks to Michael Gannon and Carla Moore for supporting grant procurement. LGBTQ+ Team and Fairmount Heights launched The Butterfly Project to support trans women of color, with thanks to Rebecca Oxley and quemar Rhoden.

Comments and Questions from the Board

Mr. Crawford inquired if funding for program sustainability has been included in the grant funding. Mr. Brown indicated that long term and short term funding has been provided for depending on the grant. However, it is primarily program administration time is the primary hindrance. Mr. Crawford also stressed the importance of formalizing the relationship between the Library and the Foundation so that roles are well defined. Mr. Brown shared that this will be a focus for the incoming Development Manager, that he anticipates will be hired within four weeks.

Talent & Culture Report: Aishar Pinnock, Director of Talent & Culture

The Library has implemented the updated Board approved telework policy. So far it is operating smoothly. The Talent & Culture Department is still monitoring COVID closing and will continue to work with staff regarding new cases.

New Business: Full Reopening Proposal

Mrs. Phillips explained that both customers and County officials have given their feedback about reopening. The Library has heard the feedback and needs to reopen to accommodate the needs of the community. The reopening plan includes two nights of operations rather than one, Sunday hours, meeting room use, expanded computer usage, passport service, no appointments for services other than passports, opening of

the children's areas, and eventually indoor programming (although this will not be permitted quite yet). Facemasks will still be required for customers and staff. Staff will still be able to wear a shield in addition to their facemasks if they elect to do so. The Library intends to continue to follow local, CDC, and federal guidelines to keep this community safe for staff and customers.

Mr. Crawford asked Joe Dickson, Vice President UFCW Local 1994 MCGEO to speak on behalf of the staff and raise any lingering concerns. Mr. Dickson indicated that this is a tough position for everyone concerned and that he understands that the Library is a public institution but that staff need to work in a safe environment. Staff are primarily concerned about safety, the differing variants of COVID, as well as reinstituting passport services. There have been a lot of conversations with management about that and the Union looks forward to continued conversations but wishes there were more engagement in earlier states of planning. If the plan is approved, the Union expects that the implementation of the plan will be flexible and based on the health/safety conditions at hand at the time. Mr. Crawford responded that if the plan is approved it is based on the understanding that there will be flexibility in implementation that will be responsive to health and safety conditions.

Comments and Questions from the Board

Ms. Bolivar inquired about surrounding jurisdictions and what their opening actions are. Mrs. Phillips and Ms. Hamiel advised that many surrounding library systems have opened significantly ahead of this system. The Board has supported PGCMsL's conservative approach to reopening.

Dr. Larew requested an update in or around a month's time after reopening to get a better understanding of how reopening is going, rather than waiting on the next Board meeting.

Mr. Crawford declined to have an open forum from attendees of the meeting but rather invited comments and questions during the end of the meeting at the requests to address the Board portion.

Dr. Larew moved to accept the reopening proposal with the proviso that the Board hears from management and staff within a month's time on the rollout. Dr. Wright seconded the motion and it passed unanimously.

New Business: Area Managers' Purchase Card Proposal

Mr. Brown summarized that previously programming funds were managed at the Administrative Offices level. Over the past year, it has been demonstrated that there is a great need for branch leadership to be able to make programming purchases. The hope is that this proposal will prevent branch staff from needing to go out of pocket to make purchases for programming. This will also give more autonomy to the branches. Within the Communication & Outreach budget there is funding for programming. Each area will receive \$6,000 to be used at the discretion of the Area Manager for the purpose of supporting programming.

Comments and Questions from the Board

Dr. Larew asked for clarification on the numbers in the proposal. Mr. Brown provided that the credit card limit would be \$2,500 for each card but that each fiscal year the Area Managers would have \$6,000 to spend on programming. Dr. Wright moved to accept the area manager's purchase card proposal with Dr. Larew seconding the motion. When put to a vote, the motion passed unanimously.

New Business: System Closure on Sundays Following Holidays Proposal

Ms. Hamiel summarized the request and indicated that the request is to close the System on the Sunday following three major holidays; Christmas, New Year's Day, and July 4th, when the holiday itself falls on a Saturday. As it is currently, Sunday work is on a voluntary basis. When the holiday falls on a Saturday, it becomes nearly impossible to get volunteers for Sunday service. After some clarify discussion, Ms. Toni Smith moved to accept the proposal to close on Sundays following the major holidays (Christmas, New Year's Day, and July 4th). Ms. Angela Smith seconded the motion. When put to a vote, the proposal passed unanimously.

New Business: System Closure During Holidays Proposal

Mr. Brown explained the thinking that went into the proposal. Management has worked to change the culture of PGCMLS, showing staff that leadership supports taking a break and enjoying time off builds an organizational culture of self-care. The Library's supervisors currently have to manage staff feeling overwhelmed and stressed over current working conditions during this period of COVID-19. Secondly, the Library did not have to deal with the effects of the holidays as buildings were closed during this time due to the spike in COVID cases, which allowed for staff to quarantine if needed in the event that they attended social gatherings last year for the holidays. There is some likelihood that there could be undue strain on already stretched thin staffing should there be an increase in COVID cases the week following the Christmas holiday.

Comments and Questions from the Board

Dr. Wright suggested perhaps modifying the proposal in order to provide some days that the Library would be open during the week of December 27, 2021 rather than closing the full week to increase Board comfort. Dr. Wright indicated that her belief that this time would be a great boost to staff morale.

Mr. Crawford inquired, hypothetically, if half of the Library staff requested off for the week of December 27th, what would happen. Ms. Hamiel indicated that due to operational needs not everyone's leave would be approved. If, however, the leave was approved, some locations would need to be closed to accommodate the leave requests. Mr. Crawford indicated that there is a chance for staff to be encouraged to use their supplemental leave during the week of December 27th, which would provide the time off and use some of the

accrued supplemental leave. Mrs. Phillips indicated that this is not an ideal solution as most departments and branches have minimum staffing numbers in order to function so some leave would need to be denied.

Given some concerns, Ms. Bolivar indicated that this proposal could be considered at a later Board meeting. Ms. Toni Smith voiced her concerns with the proposal as did other Board members. Mr. Crawford tabled the proposal until the November meeting. Mr. Crawford invited fellow Board members to report any specific questions or concerns to him and that he will then share with Roberta.

Unfinished Business: Leave Roll Over Proposal

Mrs. Phillips explained that the request is to rollover remaining “supplemental” leave into the “regular” annual leave bank; and carryover up to 80 hours of annual leave beyond the maximum carryover amount as outlined in CBA for all eligible employees for calendar year 2022.

Comments and Questions from the Board

Mr. Crawford inquired about how much supplemental leave was awarded during the closure. Mr. Gannon indicated that 1 hour of leave was earned for each hour on site. Both Buildings and Grounds as well as the IT department essentially did not stop working while most employees were able to work from home. Mr. Crawford calculated that up to about 250 hours of supplemental leave may have been accrued. However, no individual has that amount to use as they have been attempting to use their accrued leave. Mr. Crawford clarified that the proposal to roll up to 80 hours of supplemental leave into annual leave would be a one time request. Ms. Phillips indicated that was correct. Dr. Wright made a motion to accept the proposal with Dr. Larew seconding the motion. The motion passed unanimously.

Requests to Address the Board

Breanna Jeffries

Thanked the Board for voting for the leave roll over for staff.

Closing Statements: Ms. Bolivar moved to close the public Board meeting and enter into a closed Executive Session for the purpose of discussing the Board recruitment. Dr. Wright seconded the motion and the motion carried.

- **Adjourn:** 9:23PM