



**Board of Library Trustees Meeting
January 21, 2021 - 7:00 PM
Zoom Video Conference Call**

Minutes

Board Members Present

Brett Crawford, President
Samuel Epps, IV, Vice President
Angela D. Smith
Dr. Arthuree Wright
Dr. Hiram Larew
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
Dereje Salehudres, Director of Finance
Aishar Pinnock, Director of Talent & Culture
Shelley O'Brien, Director of Development & Donor Engagement
Blane Halliday, Director for Collection Strategies
Carla Moore, Director of Information Technology
Steve Fitzgerald, Director Dynamic Content and Engagement
Jessica Freeman, Executive Assistant

Absent: Sylvia Bolivar

Welcome and Call to Order by President Brett Crawford: 7:02 PM

Urban Libraries Council Library's 2020 Innovation Award in the Category of Race & Social Justice

- Mrs. Phillips introduced the President and CEO of Urban Libraries Council, Susan Benton, who then presented the Library with ULC's Library's 2020 Innovation Award in the category of race and social equity. The Library's "Pride at PGCMLS" initiative received the honorable mention award, its first award from Urban Libraries Council. Mr. Crawford thanked Ms. Benton for her remarks and echoed them. He expressed excitement for the honorable mention and hopes that the Library can win an award in the upcoming future.

FY2020 Audit Report - Tim Murphy, Murphy & Murphy LLC

- Mr. Murphy provided that the audit was conducted according to Generally Accepted Accounting Principles (GAAP) and general auditing standards. The Library was given an unmodified opinion. The

firm did not encounter any difficulties in dealing with management in performing and completing the audit process. There were no instances of non-compliance with laws, regulations, or internal controls. No transactions were recorded without proper authorization. Mr. Murphy noted no material weaknesses and was pleased that the Library had reinstated their Foundation. There was a delay in issuing the final report due to a delay in receiving the final actuarial report from the County concerning the other postemployment benefits (OPEB). There was about \$1.2M received in capital grants, \$3.2M in general revenues, and county funding was \$24.1M compared to \$22.4M in the prior year. Renovations and improvements accounted for \$3.2M in the fiscal year. The fund balance increased by \$140K. The Library's liability for 2020 GASB 68 was \$2.75M. The Library's fiscal policies and procedures are overall very conservative as well as the internal controls are very effective. No material weaknesses or deficiencies were identified with internal controls. Cash revenues exceeded the expenditures by \$512K.

- Mrs. Phillips congratulated the finance team for their due diligence not only through the audit but throughout the year.
- Dr. Larew moved to accept the audit report as presented with Ms. Angela Smith seconding the motion. The Board unanimously approved the FY 2020 audit report as presented.

November 18, 2020 Board of Trustees Minutes

Ms. Toni Smith made a motion to accept the Board of Trustees meeting minutes from November 18, 2020 with noted amendments. Dr. Larew seconded the motion and when put to a vote the minutes were unanimously approved.

Board of Trustees Committee Reports

Personnel & Governance Committee - Toni A. Smith, Chair

The committee puts forth Brett Crawford for President and Samuel Epps, IV for Vice President. Dr. Larew moved to approve the slate of officers with Dr. Wright seconding the motion. The motion passed unanimously. Mr. Crawford thanked the Board for their vote of confidence and that he looks forward to the coming year.

The committee will convene shortly to plan for the annual evaluation of the CEO. The committee will review the Library's policies as laid out in the Laws of Maryland Relating to Public Libraries. These policies as they relate to Library personnel and reviewing any outdated policies.

Finance & Planning Committee - Brett Crawford, Chair

The Committee has not met over the holiday months but plans to meet in February to review Library contracts to get a better understanding of the scope of Library contracts and how they fit into the budget in order to

ensure that contracts are meaningful especially during stricter financial times. Mr. Epps also requested the equity, diversity, and inclusion language in the Library's contracts and to also be provided with an overview of the bidding process. Mr. Crawford will provide a list of information that the committee will need to review prior to the scheduling of the committee meeting.

Community Engagement Committee - Hiram Larew, Member

The Committee met on January 19th and primarily discussed the headwinds on the budget front and engaging Board members in advocacy efforts. There is work being done to develop talking points at both the state and county levels for the Board to use for budget advocacy. Dr. Larew indicated that Ms. O'Brien has done a fine job sharing advocacy information and talking points with the Foundation Board.

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

Outreach Opportunities in the Community

Through partnership with Operation Warm (a non-profit organization), the PGCMLS Foundation, Wawa, and the County Office of Latino Affairs, the Library presented its second Operation Warm event on Saturday, December 12th. 740 brand new coats and 500 new books were distributed at five branches, Largo-Kettering, Laurel, New Carrollton, Spauldings, and Oxon Hill. Mrs. Phillips indicated that PGCMLS did an amazing job with this project.

The county presented the Library with two key opportunities for reaching seniors. The Library took the lead in developing a crowdsourced senior citizen/nursing home resident greeting card project. The PGCMLS graphic designer designed a custom non-denominational greeting card and the Office of Emergency Management provided funding to order the cards. The Office of Emergency Management then retrieved the prepared cards and distributed directly to senior citizen and nursing home facilities throughout the county. 3,000 custom cards were ordered and there was a tremendous response from the community. There were well over 400 households and a few dozen staff members that participated, exhausting the Library's supply of cards and requiring some community members to provide their own supplies. PGCMLS had tremendous support from the Joint Information Center and county agency partners for spreading the word.

On Saturday, December 19, the Library partnered with Council Member Glaros, Greater Riverdale Cares, and a number of other agencies non-profits for a Holiday Food Distribution in Riverdale (Tanglewood Park). Both Mrs. Phillips and Mr. Brown represented the Library at the event. 2,300+ free children's books were distributed at the event (with partial sponsorship from Council Member Glaros). Over 660 local families were served at the distribution. They received fresh food, turkeys, books, and activity kits.

Financial Information and Report - Dereje Salehudres, Director of Finance

Mr. Crawford asked Mr. Salehudres what he believes that the current surplus impact will be the end of the current fiscal year and if the surplus is something that can be anticipated to continue or if it is likely to be unique to this fiscal year? Mr. Salehudres responded that so far there is a \$361K surplus. One reason for this is CARES Act funding in the amount of \$43K. The efforts of the Finance Department in finding surplus funds without impacting service to the public and staff when there will be an \$800K budget reduction in the upcoming fiscal year were applauded by Mr. Crawford.

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

Hyattsville Branch

Room for delays in construction were built into the timeline for reopening. It is currently planned that the branch will be able to open in the late Spring. Considering which phase the Library is in, the branch would be open for at least curbside at least initially.

Surratts-Clinton

External drainage work has been completed. There was a storm water management inlet that had completely collapsed. There was previously water coming into the building under the slab. That has since been resolved. A request for an extension is being drafted. Tentatively, barring any other delays in construction or any other surprises in construction, the branch will be able to open to the public in the fall.

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

Mr. Crawford asked Mr. Brown to provide a high level roadmap overview of the Library's plan for the year with respect to communications initiatives.

Mr. Brown provided that there are a number of excellent programs that the Library has booked with external partners to start the year off strong. Based on the success of the Ibram X. Kendi event, the Maryland State Library established a \$10,000 fund for joint statewide equity, diversity, inclusion, and anti-racism programming in FY21. Stronger partnerships are being built with the Human Relations Commission, Employ Prince George', and the Economic Development Corporation. As an example of this is, on Friday, January 22nd the Library is hosting Senator Ben Cardin to discuss Human Trafficking Awareness Month. This will be hosted in conjunction with the Human Relations Commission.

Mr. Fitzgerald also provided that the Digital Services Department has recently launched some updates to the PGCMLS website. The primary changes are the menu structure, expanded "About Us," go to top feature, reworked alerts to increase availability, new homepage hero, new search bar, each page has the home button

in the menu, and kids and teens has been moved into the online library menu. Mr. Fitzgerald thanked everyone who participated in the beta testing of the new site. Data points will be evaluated once the site has been active for a longer period of time.

Mr. Brown continued that the focus of the past year has been to create a consistent visual identity, narrative, and voice for the Library as well as determining what systems need to be put in place to make that unification possible. There has been increased staff capacity to edit video and video production, which has greatly increased the capacity to produce new and innovative programming content.

A brand new team has been developed to represent all of the branches and departments; the communications and visual identity working group. The working group is tasked with shaping the internal and external communications goals through FY 2022. The group has developed a short style guide that is going out shortly so that anyone in a branch can author a flyer to announce a closure, for example, but still meet design standards and without having to go through the Communications Office.

The Communications Office is looking to increase capacity on non-English language access. An example of this work is the Su Biblioteca website. Unfortunately the Intercultural Services team has reached its limit on being able to provide translations given other duties and is now shifting towards branch teams to assist as well as provide services for the top six languages spoken in the county.

A new government relations strategy has been developed to capture the Library's approach to government relations. There is also focus on state advocacy given that the virtual Maryland Library Legislative Day is right around the corner. Shelley O'Brien, Director of Development & Donor Engagement, Megan Sutherland, East Area Manager, and Mellanie Townsend-Diggs, South Area Manager and have been leading the advocacy charge for PGCMLS. They have focused on the Library facing a 5% budget cut for FY 2022 so state support will be needed to maintain the Library's budget and three main priorities:

1. Veto override HB 1000/ SB 524. The Senate has already voted to override the veto.
2. Vote in favor in HB 97/ SB 66, formalizes a new structure for the statewide coordination of digital equity.
3. Vote in favor of HB 518/ SB 432, any license terms may not include a limitation on the number of electronic book licenses a public library may purchase on the same date the electronic book is made available to the public.

Mr. Crawford requested access to view the government relations plan and the Community Engagement committee to review.

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

Ms. Pinnock reported that the main focus of the department is maintaining the safety of the Library staff. Despite an increase in the county's COVID cases since Thanksgiving, the Library has only had eight confirmed cases since reopening in Phase I in July 2020. There have been no cases where an employee has transmitted the virus to a coworker. On the whole, locations are closed within two hours of notification. A new site will be added to the internal intranet to show how many branches have been closed due to COVID cases. Overall the B&G team has been working diligently to provide sanitization at the branches and keeping everyone safe. A survey went out recently to get a feel for how many staff members are interested in receiving the vaccination when they are able to. 85% responded positively to wanting to get the vaccine.

There has not been many staffing changes to report recently but there has been an uptick in inquiries for retirement. The Maryland minimum wage increased on January 1st. This impacted 21 hourly employees, (Paiges) who received an increase of \$.25/hour to meet the minimum wage requirement.

Ms. Phillips gave accolades to Ms. Pinnock for her efforts and with how much juggling she has to do. Mr. Epps inquired if PGCMLS performs the contract tracing when there is a case within the system or if the County provides contact tracing services. Ms. Pinnock indicated that while she provides the County with some initial information on staff that may have been present at the branch at the time of exposure, the County then provides contact tracing services.

Foundation Report: Shelley O'Brien, Director of Development & Donor Engagement

Ms. O'Brien reported that December fundraising totalled a little over \$18K, of which most was unrestricted funds. For FY 2021, so far roughly \$108K has been raised.

Fundraising by the Foundation to renovate the D.R.E.A.M lab at the Fairmount Heights Branch is nearly wrapped up and the Foundation Board met last week and picked a new funding priority project. The expansion project should begin this summer. Ms. O'Brien is turning focus to corporate fundraising and grants as well as continuing with individual fundraising as that has been doing well.

Dr. Larew provided that there have been four additional members added to the Foundation Board recently and indicated has been impressed with the group.

Spotlight:Equity, Diversity, Inclusion, & Antiracism Work (EDIA): COO for Public Services, Michelle Hamiel & Director for Collection Strategies, Blane Halliday

Ms. Hamiel reported that the EDIA team is made up of a group of staff that are committed to dismantling institutional and systemic racism. The team has established a mission and vision to ensure that they stay

within scope and then developed a shared vocabulary as a living document. Despite being a diverse library there are still diversity issues within this Library. In February, the EDIA team will be providing a training to the Leadership Team and then begin to roll out training for staff. The team is also going to attend a statewide training for all EDIA teams on April 16th to learn how to conduct institutional audits to find out exactly where we need to make changes within the organization. Once the team is trained, a system-wide audit will be embarked upon. Mr. Crawford commended Ms. Hamiel and the team for their commendable work. Ms. Hamiel has been invited to work with Anne Arundel Co. Public Library's EDIA team and has worked in the past with Baltimore County Public Library's team in addition to other libraries across the state.

Mr. Halliday reported that there has been a renewed emphasis on EDIA throughout the system. In the collections aspect, it was discovered that the right terminology was not in place in order to look at those items properly. Better tags needed to be developed for the cataloging records that are already on hand. Materials Management is working with the EDIA and LGBTQ+ groups to help develop the tags. This will make it more accessible for customers who want to use these materials. Mr. Crawford indicated that these are a much needed effort and applauds it.

New Business: Holiday Closure Proposal

Currently an employee whose normal day off falls on a holiday will be given personal leave to be used within the calendar year; provided that those whose normal day off falls on Thanksgiving Day, Christmas Eve, and/or New Year's Eve may use their personal leave day(s) within the next calendar year. It was requested that the need to provide the "floating" personal leave day and close the system an additional day on the following Saturday when the Library is closed for a Friday holiday be eliminated. Additionally, the System would also close the Sunday following a Friday/Saturday closure. This will not have an impact on staff but provide greater administrative efficiency and ease of administration for management and Talent & Culture. After minimal discussion Mr. Epps moved to approve the holiday schedule for 2021. Dr. Wright seconded the motion. The motion passed unanimously.

Mr. Epps inquired about the possibility of the Board needing to approve another extension of the maximum hours of annual leave able to be accrued and rolled over to the next year depending on the duration of the pandemic. Ms. Pinnock indicated that this could be evaluated and reported on at a later time in the year depending on the vaccination roll out.

Requests to Address the Board

There were no requests to address the Board.

Closing Statements: Ms. Freeman confirmed the next meeting date for the Board, which is March 18th at 7:00pm and relayed that calendar invites have been sent to each Board member. Dr. Larew moved to adjourn the Board of Trustees meeting, which was seconded by Mr. Epps. The motion passed unanimously.

- **Adjourn:** 8:55PM