



BOARD OF LIBRARY TRUSTEES MEETING

March 8, 2016 – 7:30 p.m.

Largo-Kettering Branch

Minutes

Board Members Present

Dr. Christy Wright, President
Samuel Epps, IV, Vice President
Rey Robles
Sylvia Bolivar

Prince George's County Memorial Library Attendees

Kathleen Teaze, CEO
Michael Gannon, COO of Support Services
Michelle Hamiel, COO of Public Services
Koven Roundtree, Director of Human Resources
Robin Jacobsen, Director of Community Engagement
Jessica Freeman, Executive Assistant
Macolin Khem, Business Intelligence Analyst
Elizabeth Larson - Librarian III
Steve Valentich – Central Maintenance

Absent:

- Welcome and Call to Order: 7:40PM
- **Financial Status Report – Kathleen Teaze, CEO**

President Wright acknowledged receipt of the financial statements.

CEO Teaze provided a summary of the financial status of the Library system. An overview of the Library's financial activities and budget status for fiscal year-to-date January 2016, about 59% through the fiscal year, and year over year comparison.

Year-to-date operating revenues were \$16.1M which is 61% of the budgeted amount, compared to 60% of actual a year ago due to:

- Branch revenue was at 49.7%, compared to 57.9% of actual a year ago. Branch revenue was lower than budget due to significant decrease in overdue fines moderately offset by meeting room revenue, running at 73.2% of the budget, and other branch revenues. Overdue fines were much lower than budget, mainly because, the Library adopted automatic renewal policy in order to provide better customer service. An increase in electronic materials borrowing has also contributed to a loss of revenue in the collection of fines.
- Other revenue was at 91.1%, for the most part related to higher than expected e-rate rebate revenue negatively offset by interest revenue. A year ago this line was at 34.5% of actual. This will allow for our wi-fi upgrades to qualify for reimbursement.

Year-to-Date Capital Improvement Revenue and Expenditures:

- The Library has incurred \$955K in CIP & CIG expenditures, and recognized the same amount as revenue.

- **Chief Executive Officer Report – Kathleen Teaze, CEO**

FY 2017 Budget

Meetings with County administration and staff have been held on both the operating and capital budgets. The meeting with OMB was attended by library administration and Trustee Mark Polk. The operating budget meeting with the County Executive was attended by library administration and Trustees Christy Wright (President), Sam Epps (Vice-President) and Sylvia Bolivar. On Thursday, March 10, 2016 the County Executive will be submitting his budget to the County Council.

Operating:

The result of these meetings is essentially a flat budget over FY16, with the exception that OMB and the County Exec allowed a wage increase of 3.5%, and an additional \$60,000 to be used for the Gale Cengage Career Online High School. Career Online High School is an AdvancED/SACS accredited program that enables students to earn their high school diplomas while gaining real-world career skills. The program will be offered at no cost to PGCMLS Library cardholders.

CIP

The CIP proposed budget was approved as proposed by PGCMLS.

Strategic Planning 2016 – 2021

On March 3rd Clark Swanson, Chairman & Founder of Orange Boy Inc., held a strategic planning session with the supervisory staff of PGCMLS to review the data, discuss planning and the goals that have been established. The next step will be for Orange Boy to facilitate building business plans for each branch but the framework to do so is in place.

Human Resources

The search for a Director of Finance & Budget is underway and interviews are scheduled for this week.

Compensation Study

MCGEO notified PGCMLS that they reject the results of the compensation study completed in December, 2014. Prior to the most recently study, the most recent study of compensation was done in 2006. The Union did not respond before the drastic budget cuts for 2008 and 2009 and so there was no money available to implement a new compensation plan. Therefore, the salary scale and compensation plan being used was adopted in the year 2000, and actually completed in 1999, making the salary scale 17 years out of date.

- **Correspondence Log**

The Correspondence Log was reviewed by the Board members but they did not have any questions regarding any of the items.

- **Chief Operating Officer Report – Michael Gannon, COO of Support Services**

Surratts-Clinton Branch Renovation

COO Gannon attended a kick-off meeting with the architects of the renovation project on Tuesday, March 8th. A community meeting will be conducted next month so that community members can meet the architect, receive information of the design planning that has been done so far, as well as to share their thoughts with the architects & PGCMLS. While the existing structure will stay, the entire interior will be redesigned. The design process will take 12 months and construction will take roughly 14 months.

Laurel Branch Construction

COO Gannon reported that the Laurel Branch is supposed to come under its own power by the middle of April. Once that occurs, installation of drywall can begin. At this time, the contractors are on schedule for a late October grand opening to the public. Shelving and furniture will be ordered shortly. The Materials Management department has been meeting with a vendor to replace the Laurel collection so that it is brand new when the branch is re-opened.

Ms. Bolivar asked if the rendering of the plaque honoring Charles H. Stanley has been provided to Councilmember Mary Lehman. COO Gannon indicated that the architect has not yet finished the rendering but that upon completion it will be provided to the Councilmember as well as the Board.

Bladensburg Branch Construction

The County is ready to receive proposals from architects, which will take a few months. The design process will take another year.

A feasibility study was completed to determine the best location for the branch. Results showed that the current location is the best location. The land adjacent to the property was sought after to build a larger one level Bladensburg Branch; however, the land acquisition did not occur. The branch will be designed as a two-story branch which will be 20,000 square feet. A temporary site will be rented when this branch is closed.

Dr. Wright asked if the parking situation at the Bladensburg branch would be addressed in a new construction project. Mr. Gannon indicated that the City of Bladensburg has designed their development plan to only allow 40 – 50 parking spaces intentionally to promote usage of public transportation rather than personal vehicles.

New Brandywine Branch

The County has approved a new branch to be added to the PGCMLS system. In FY 2018 the County has approved CIP funding for land acquisition for the branch to be constructed on.

- **Chief Operating Officer Report – Michelle Hamiel, COO of Public Services**

Black History Month Programming

Nearly 2,000 customers attended the 40 programs that the Library offered during February, Black History Month.

Mobile Wi-Fi Project

Leadership of PGCMLS is working with Kajeet to determine the feasibility of lending mobile Wi-Fi devices to Library cardholders in underserved communities. They will also be used by branch staff during outreach events to allow them to access online resources.

President Wright asked what, if any, technical support will be provided for the mobile Wi-Fi hot spots. COO Hamiel indicated that instructions will be posted on the PGCMLS website and the device will be Bluetooth so it will connect fairly smoothly to customer's devices.

Transition to Kindergarten Committee

PGCPS Early Childhood Office asked Pam Hamlin, PGCMLS family literacy specialist, to be on the Transition to Kindergarten Committee and we are awaiting further information.

Passport Services

The total revenue for January and February will exceed \$25,000.00. This revenue is being used to offset the loss in revenue from fines and fees.

Data Sharing with PGCPS

CEO Teaze reported that an agreement with the Prince George’s County Public Schools is nearly complete to allow data sharing between PGCMLS & PGCPS of student contact information in order to sign all PGCPS students up for a PGCMLS card.

- **Unfinished Business – Strategic Plan Update: Clark Swanson, Chairman & Founder OrangeBoy, Inc.**

In order help develop a strategic plan that best fits community needs, Orange Boy and the Leadership Team of PGCMLS have considered cardholder, stakeholder, and staff survey results in addition to customer trends, service area analysis, and key market performance indicators. Based on this data, the strategic planning has focused on three services that the Library offers:

1. Reading Skills
2. Technology Access
3. Workforce Development

Measuring Success in Achieving the Strategic Plan	
<i>System Goals</i> What the entire system will accomplish as a means to achieve its Brand Promise; the “what,” not the “how.”	<ol style="list-style-type: none">1. Technology investments provide easy access for our customers.2. Centralized experience development creates consistent, productive customer relationships.3. Alignment with county outcomes and assets increases organizational impact.
<i>System Measurements</i> The specific data sources and measurement techniques that will be deployed to track the System Goals.	<ol style="list-style-type: none">1. Market Penetration increases to 55 percent2. Maintain a Retention Index of .83 or higher3. Consistently positive net promoter scores (65 or above)4. Increase circulation of children’s materials in areas with a high risk index5. Increase Ready 2 Read program attendance in areas with a high risk index6. Reduce cost of servicing target clusters by 10 percent annually

The next steps in the process will be to develop business plans for each of the branches.

- **Approval of meeting minutes of January 12, 2016 Board of Library Trustees Meeting**

Mr. Epps made a motion to approve the January 12, 2016 minutes pending requested modifications to be made once received from Ms. Bolivar & Mr. Epps. The motion was seconded by Mr. Robles. The minutes were approved, pending edits, with a unanimous vote.

- **Nomination Committee – Sam Epps, Nominations Chair**

Mr. Epps has drafted a letter to the Honorable Rushern Baker, III, Prince George’s County’s County Executive with the nomination committee’s recommendations to fill the three open chairs on the Board of Library Trustees. The nomination committee highly recommends:

- Derrick Allen
- Brett Crawford
- Jonathan Haskett
- Toni Smith
- Arthuree Wright

President Wright reported that Mark Polk has given his resignation to the Board of Trustees.

- **New Business: By-laws Revision**

In order to better align with the Annotated Code of Maryland Laws Relating to Public Libraries subsection 23-404, which states that each Library Board must meet at least once every three months. The current by-laws Section II A was read aloud by President Wright, and states:

“The Library Board shall hold monthly meetings the second Thursday of each month from September through June, and on the first Thursday of August at 8p.m.”

President Wright proposed that Section II A. of the Board of Trustees By-laws be updated to say:

“The Library Board shall hold meetings no less frequent than four times a year as stated in the Annotated Code of Maryland. The scheduled meetings shall be determined and agreed upon by the current members of the Board and made public for the specified period or entire calendar year.”

After deliberation by the Board, Ms. Bolivar made a motion to approve the proposed change to Section II A of the Board of Trustees By-laws as stated by the chair. Vice-President Epps seconded the motion and it was approved by a unanimous vote.

- **New Business: 2016 Board Meeting Schedule**

Proposed Library Board of Trustees Meeting Schedule		
Date	Time	Location
Tuesday, May 10, 2016	7:30 PM	Spauldings Branch
Tuesday, July 14, 2016	7:30 PM	Largo-Kettering Branch
Tuesday, September 13, 2016	7:30 PM	Laurel Branch (alternate is South Bowie Branch)
Tuesday, November 8, 2016	7:30 PM	Largo-Kettering Branch

Mr. Epps moved to accept the proposed 2016 Board of Library Trustees meeting schedule with the September Board of Trustees meeting being conducted at the South Bowie branch instead of the Laurel branch as it is not anticipated that the construction will be completed at that time. The motion was seconded by Mr. Robles and was approved by a unanimous vote.

- **Unfinished Business – Revised PGCMLS Policies & Procedures**

There was some discussion and questioning of the previously approved Library policy of not employing or considering for employment any close relative of the Board of Library Trustees.

Mr. Epps asked what the lengths of time that a banning can be given in. Ms. Teaze read aloud:

The length of a suspension may vary depending on the severity of the misconduct, from no less than 30 days to no more than one year. It is important to provide consistency among branches and for that purpose listed below are some suggested lengths of suspensions for various offenses.

30 days

- Accessing pornographic Internet sites after a warning.
- Continued misbehavior, e.g. loud talking and socializing.
- Failure to obey a directive from the staff. Unauthorized use of a library card.
- Abusive language

6 months

- Repeat of a 30-day offense. Malicious mutilation of materials.
- Tampering with library equipment

1 year

- Repeat of a 6-month offense
- Verbal threats to staff or customers
- Theft of materials
- Vandalism of library property
- Fighting and other physically threatening behavior
- Sexual harassment of staff or customers
- Indecent exposure

Permanent Suspension

Can be instituted by the CEO or a Law Enforcement Agency only.

After deliberation and discussion amongst the Board and CEO, Teaze Mr. Robles moved to approve the revised PGCMLS Policies & Procedures. Mr. Epps seconds the motion and the Board unanimously approved the PGCMLS Policies & Procedures.

Ms. Bolivar inquired if the policies and procedures will be posted online, to which CEO Teaze indicated that they would.

President Wight apologized on behalf of the Board for the delay in approving the policies and procedures.

- **Requests to Address the Board of Library Trustees**

- Greenbelt Adult Book Club

- Marsha Lucas, Terry Kucersa, and Becky Gribb – members of the Greenbelt Adult Book Club, attended the Board meeting to express their appreciation for the book club and the Librarian Leader of the book club. However, they expressed concerns and dissatisfaction that over the next few months, the Library will be pulling the Librarians that lead the adult book club discussions throughout the Library System. They urged PGCMLS Leadership to reconsider.

- CEO Teaze explained that the Librarians who lead adult book clubs are being pulled due to budgetary constraints and that the planning for book club discussions takes up a significant amount of time for the Librarian leading the discussion. The current market and environment creates quite a bit of competition when PGCMLS is looking to hire qualified staff. This contributes to the system being understaffed in addition to not having increased funding to pay for supplementary staff.

- CEO Teaze further explained that Librarians can still provide suggested reading, reserve books, provide logistical assistance, and find good discussion questions for the groups. The only thing that will change is the Librarian leading the discussion when the book groups meet.

- Fred Grimes

- Mr. Grimes attended the Board of Trustees meeting to express his concerns with service received at a branch of PGCMLS and that he is no longer able to place holds on materials indefinitely.

- Lenita Walker - Outreach Coordinator, Adolescent Single Parent Program

- Ms. Walker attended this evening's Board of Trustees Meeting to thank the Board and PGCMLS for its support in allowing the "Baby Stores" to be held at differing branches of the Library. Expectant mothers or young mothers with children are awarded points for doctor's appointments, and taking their children to their local library branches, especially to story-times. The points are then used to purchase goods at the "Baby Store."

- Adjournment 9:33 PM

Prepared by the Executive Assistant

Respectfully Submitted By

Kathleen Teaze

Chief Executive Officer