



**BOARD OF LIBRARY TRUSTEES MEETING**  
**April 9, 2020 – 12:00 p.m.**  
**Conference Call**

**Minutes**

**Board Members Present**

Brett Crawford, President  
Dr. Arthuree Wright  
Dr. Hiram Larew  
Sylvia Bolivar

**Prince George's County Memorial Library Attendees**

Roberta Phillips, Chief Executive Officer  
Michael Gannon, Chief Operating Officer of Support Services  
Michelle Hamiel, Chief Operating Office of Public Services  
Nicholas Brown, Chief Operating Office of Communication & Outreach  
Dereje Salehudres, Director of Finance  
Jessica Freeman, Executive Assistant

**Absent:** Samuel Epps, IV

Welcome and Call to Order by President Brett Crawford: 12:04 PM

- Mr. Crawford invited community members on the call to ask any questions via the Board's email address; boardoftrustess@pgcmls.info.
- Dr. Wright moved to approve the minutes from the January 16, 2020 and March 20, 2020 Board of Trustees Board meeting minutes with revisions as requested. Ms. Bolivar seconded the motion. When put to a vote the revised minutes were unanimously approved.
- **Board of Trustees Committee Reports**

Budget & Planning Committee – Brett Crawford, Chair

Mr. Crawford has been in communication with CEO Phillips regarding the budget but otherwise the Committee has not met.

Community Engagement Committee – Dr. Hiram Larew, Member

The Committee itself has not met since the January 13<sup>th</sup> meeting with the CEO and the COO for Communication and Outreach. Dr. Larew reported that he was able to meet with Council Member Sydney Harrison's Chief of Staff, Eric Bowman prior to the outbreak and it went favorably. Ms. Smith also reported that she attended the Bowie Branch staff meeting on March 12<sup>th</sup>. It is Ms. Smith plan to resume attending staff meetings after the Library reopens.

- **New Business: Library closure plan (including community impact and staff impact) – Information Only/Discussion**

CEO Phillips reported that the Library has been providing a host of electronic resources and programming for the community while the buildings are closed. In doing so, the Library is seeing customers get involved that haven't previously been involved with the Library.

Communications and Outreach – Nicholas Brown, COO for Communication & Outreach

Mr. Brown thanked his COO counter parts for their efforts during the closure to help make essential staff available to help with programming. The Communication and Outreach team has currently 5 member of the team working, when there are usually about 14 team members. The primary goal is to keep the Library visible as a trusted resource. Promotions and marketing have been successful in that the Library has been featured nationally in *The Library Journal*, *The Atlantic*, and *Reader's Digest*. Aside from the digital programs being offered, the Library has also kept in touch with the community with social media and email. There has been a significant spike in the Library's reach using social media. Initially the Library coordinated with trusted partners to provide digital programming but has since created a significant amount of original programming. Programming is varied in that it is offered in Spanish and American Sign Language as well as for adults, children, and teens. Given the security concerns with Zoom, the Library is piloting Crowd Cast to host digital events, which has been successful and has allowed simultaneous streaming on Facebook, YouTube, and Twitter, which has caused a sizable increase in live views. In some cases live streams have reached 500 live views. A number of community partners have been featured to perform read-alouds; which includes the Prince George's County Police Department, the City of Bowie, Joe's Movement Emporium, and the Prince George's County Human Relations Commission. The Program Services team is looking into adding more adult and teen programming. The Boston Public Library is successfully hosting gaming programming for teens and PGCMLS is learning from this to try a similar program once the security of the program can be evaluated. The Area Managers have been instrumental in bringing branch specific groups online; for example the Laurel Branch book discussion group will be using the Library's Zoom account to facilitate their book discussion meetings. There are two surveys; online library questionnaire and strategic framework survey. The online library questionnaire seeks to find out what community members need from the Library during the closure. Although the questionnaire closes on Friday, April 10<sup>th</sup>, there have been well over 1,600 responses and preliminarily the Library is in line with the needs of the respondents. The strategic framework survey was posted at the request of the Board to give community members the opportunity to provide feedback on the new strategic plan. Many of the Foundation's events have been moved to a digital platform.

Mr. Crawford gave accolades to the Communication and Outreach team which has been so short handed to provide such a hearty amount of programs.

Dr. Larew inquired as to if the team has considered that customers may have heightened expectations for continued digital programming following the pandemic. Mr. Brown responded that the closure has provided a catalyst for the team to escalate plans to enhance digital engagement and the team believes that there will be a

need for this type of engagement when Libraries reopen but it must be evaluated how the team can provide increased digital programming while supporting branch operations and live events.

Mr. Crawford inquired about collaboration efforts during the closure with other local Library systems to lighten the load and not duplicate efforts to provide services. Mr. Brown provided that collaborative efforts are currently underway and PGCMLS is interested in sharing resources to increase accessibility.

#### Public Services – Michelle Hamiel, COO for Public Services

Virtual programming has been so successful that it must be considered how to continue to offer similar programming upon reopening. The Library is interested in bringing back staff to work virtually but will need to do so mindfully consider the stressful circumstances and potential responsibilities that staff will have at home.

Human Resources will be on-boarding a new staff member virtually who has moved to the area to join PGCMLS.

Ms. Hamiel is consulting with the Area Managers and Department Heads to develop paths for employees to work remotely and when they return to the branches. A telephonic reference desk is also being explored. The Circulation Services Specialist is also developing sanitization procedures for materials upon return once the system reopens.

#### Support Services – Michael Gannon, COO for Support Services

All of the buildings have been cleaned and sanitized. Mr. Gannon reviews the cameras regularly to ensure that materials aren't being returned and collecting since the book drops are closed. Central Maintenance staff check the branches weekly to check for vandalism and ensure building integrity. Construction projects are continuing as long as the governor allows.

Baden Branch: Waiting for the County to have the intended building for relocation to be surplus to the Library from the Board of Education. The building is being evaluated for hazmat.

Hyattsville Branch: The contractor has reported that they are still 42 days behind schedule so the COO requested an updated schedule. The plan to open the new building in March or April of 2021 is still on track.

Surratts-Clinton Branch: The County has issued a purchase order to the contractor for the project. There are bi-weekly progress meetings conducted on this project and the Hyattsville project.

Spauldings Branch: Both shelving and carpeting have been replaced at the branch.

Bladensburg Branch: A storefront rental space is being considered for the temporary site.

Staff Restroom Refresh Project – Several branches staff restrooms that were not renovated during previous renovation projects have been demolished and will be renovated during the closure.

Collection Strategies – The closure has necessitated that the Library shift focus from physical materials to electronic resources and many new resources have been added to the Library’s platform. Some resources that were previously only available in the branches, will now be made available from home. Virtual cardholders previously not able to access Kanopy and Hoopla, will now be able to. The Library has also increased the amount of downloads per month.

Information Technology – The Department is supporting essential staff working remotely and are reclaiming laptops from the branch computer labs so that they can be converted to expand the remote staffing capabilities.

Dr. Larew inquired if materials can be sanitized. Mr. Gannon responded that all materials being returned to the branches will be placed in the meeting rooms. Ms. Hamiel also indicated that hard covered materials like DVDs and Blu-rays can be sanitized. Other materials will remain in the meeting rooms for 72 hours prior to re-shelving in order for them to be decontaminated.

Mr. Gannon gave accolades to the Buildings and Ground staff who were brought in and sanitized the buildings.

- **New Business: Budget – Information Only/Discussion**

CEO Phillips reported that there is a budget meeting scheduled for May that is going to be virtual. Projections looked positive for the Library’s budget and budget cuts were not substantial. There is talk about a stimulus package that would assist Libraries that should also help. The Library has seemingly proven it’s value to the County and potentially to state officials.

CEO Phillips and MCGEO Local 1994 President, Gino Renne, have collaborated to create a Memorandum of Agreement in order to bring staff back to work from their homes during the closure. As far as expenses during the closure, primarily the Library has been reallocating funds into digital materials rather than physical materials so there aren’t instances where the budget is being overspent. Kajeet hot spots are ordered and will be over what was budgeted but will be used to provide internet access to those staff members that do not have internet access at home but will be working from home. CEO Phillips also reported that there is a County initiative to reimburse COVID-19 related expenses.

- **New Business: Proposal to Add Nicholas Brown, COO for Communication & Outreach to Legally Bind PGCMLS – Action Requested**

CEO Phillips indicated that both of the COOs for Support Services and Public Services have signing authority and it would be prudent for COO for Communication & Outreach to also be able to enter the Library into contracts. Dr. Wright moved to grant the Chief Operating Officer for Communication & Outreach to enter the Library into contracts. Dr. Larew seconded the motion and the motion was unanimously approved by the Board of Trustees.

- **New Business: Proposal for Auditor Selection for FY2020 – FY 2022 – Action Requested**

The Director of Finance provided an overview of the proposal. Five auditing companies responded to the request for proposal, which closed in February. After a team reviewed the RFPs, Murphy & Murphy was selected

for recommendation by the team. There was some discussion between the Board and Mr. Salehudres as to the viability of selecting the same auditor rather than a new auditor who might offer a fresh perspective for the next three year audit cycle. Ultimately, Mr. Salehudres indicated that this was a consideration by the selection team and that it would be advisable for the Library to select a new auditor in the next audit cycle. There was discussion regarding if it is standard practice for the Library to retain an auditing firm for a three-year period. The Board members were satisfied that as long as there is a termination clause that the contract with Murphy & Murphy would be sufficient. Ms. Smith moved to accept the proposal to select Murphy & Murphy as the auditor for FY 2020 – FY 2022 provided that the contract has a termination clause that allows the Library to terminate the contract if warranted. Dr. Wright seconded the motion. When put to a vote, the Board unanimously approved the motion.

- **Closing statements:** Mrs. Phillips thanked the Board for their support during the closure and appreciates the engagement. Dr. Larew has been heartened by the efforts made by the Executive Team and their teams. President Crawford indicated that a meeting will be scheduled prior to the next scheduled Board meeting for the Board to receive another update on the Library's closure.
- Dr. Larew made a motion to close the meeting, which was seconded by Dr. Wright. The Board unanimously voted to close the meeting. The motion was unanimously approved.
- **Adjourn:** 1:23 PM