

BOARD OF LIBRARY TRUSTEES MEETING
May 10, 2016 – 7:30 p.m.
Spaldings Branch

Minutes

Board Members Present

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

Prince George's County Memorial Library Attendees

Kathleen Teaze, CEO
Michelle Hamiel, COO of Public Services
Dereje Salehudres, Controller
Robin Jacobsen, Director of Community Engagement
Jessica Freeman, Executive Assistant
Vicki Johnson, Central Area Manager
Macolin Khem, Business Intelligence Analyst
Rachel Zukowski, Youth Services Coordinator
Joseph Dickson, Circulation Supervisor II
Steve Valentich, Central Maintenance

Absent: Michael Gannon – COO of Support Services, Koven Roundtree – Director of Human Resources

- Welcome and Call to Order: 7:40PM
- Due to the lack of quorum, the minutes from the March 8, 2015 Board of Library Trustees Meeting could not be voted upon.
- **Nomination Committee – Samuel Epps, Chair**

The Board of Trustees received a letter of resignation from Board member Rey Robles effective immediately on Monday, May 9, 2016. Including Mr. Robles resignation, there are four vacancies now on the Board of Trustees; however, the Nomination Committee has submitted five applicants to the County Executive for his consideration to fill the vacancies on the Board. Additionally, the Nomination Committee also submitted Dr. Wright, Mr. Epps, and Ms. Bolivar's names for consideration to be reappointed to the Board. The County Council will appoint Board members into the remaining vacancies and will reappoint the current Board members by recess of County Council.

- **Financial Status Report – Kathleen Teaze, CEO**

President Wright acknowledged receipt of the financial statements.

Mr. Salehudres 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 March 2016, about 75% through the fiscal year, and year over year comparison.

Year-to-date operating revenues were \$20.3M which is 76% of the budgeted amount, and almost flat compared to actual a year ago due to:

- Revenues from Public Support were at 76.4%, and flat compared to 76.4% of actual a year ago.

- Branch revenue was lower than budget due to a significant decrease in overdue fines but this is moderately offset by meeting room revenue, and other branch revenues, including passport application fees. Overdue fines were much lower than budgeted, mainly because the Library implemented automatic renewal and the fact that more and more people are using electronic resources that don't have late fees. In FY 2017 PGCMLS will budget even less for overdue fines.
- Other revenue, for the most part are related to higher than expected e-rate rebate revenues including WiFi.

Year-to-date operating expenditures were \$19.7M which is 74.4% of the budgeted amount, and flat compared to 74.3% of actual a year ago.

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

Partnership with Prince George’s County Public Schools

As a result of participating in the White House ConnectEd challenge, beginning in May, all Prince George’s County Public School students will be issued virtual library cards. PGCPs has agreed to transfer limited data to PGCMLS that we will use to create a virtual library card for each student; the program is called LINK. It is estimated that 126,000 – 129,000 students will have a library card with the new LINK initiative. The students will be able to use their school ID number to check out up to three physical materials and have unlimited access to online resources.

FY 2017 Budget

Operating

The PGCMLS FY 2017 budget was presented to the Health, Education and Human Services committee of the County Council on April 27th. The Committee expressed appreciation for what the Library does and mentioned they want to make sure the Library receives funding from MGM taxes as they intend.

CIP

A hearing on the Capital Improvements Plan budget before HEHS will be on Monday, May 16 at 1:30 p.m.

Strategic Planning 2016 – 2021

Business Plans completed by Area Managers as part of the Strategic Planning process are being analyzed by Orange Boy. Results of the Area business plans will help guide the next step, which is that departments begin work on their business plans, in accordance with the strategic design. New elements to provide metrics for the finished plans will be added to the Savannah Dashboard.

Book Clubs

In response to complaints, administration has clarified the information regarding staff participation in and with book clubs being held at the library. There were a number of book clubs, or book discussion groups, being held at the library monthly with very low attendance. In recognition of the low attendance and the need to conserve staff time, the library has stopped reserving large meeting rooms for free for any group with attendance of less than 10 people. Library staff will no longer sit in on the club to facilitate, but will continue to provide assistance with recommending and reserving books, providing background information and help in selecting appropriate materials for whatever book group requests it. Library staff will also help book discussion groups find appropriately sized spaces in the Library to conduct book club meetings. The primary complaints had more to do with the logistics of finding materials and meeting space rather than with the attendance at the program by a librarian.

FY 2016 Quarters 1-3 Metrics

CEO Teaze reported that total circulation for the fiscal year is up 8.57% over the previous year despite a decrease in library visits by - 3.60%. Libraries across the country are seeing a decrease in library visits. For PGCMLS, library visits have likely decreased due to the temporary closures due to construction. It is predicted that library visits will increase significantly once the Laurel Branch is opened in the fall.

Overall, attendance at programs has increased by 33.75% over the previous year with children's programming seeing a 40.52% increase in attendance. Wi-Fi sessions have also seen a significant increase by 35.08%.

Laurel Branch Stanley Family Memorial

CEO Teaze provided architectural renderings to the Board of Trustees that depicts the memorial site for the Stanley family, who initially donated the land that the Laurel Library Branch stands on.

Letter from a Customer of the Bowie Branch

CEO Teaze read a letter that the Bowie Branch received for excellent customer service.

- **Correspondence Log**

Dr. Wright requested more information regarding Item # 6 on the Correspondence Log. CEO Teaze provided that the claim is for \$16,000 which is for two invoices received after the contract had been severed.

Mr. Epps requested more information regarding the letter in Item # 12 on the Correspondence Log. CEO Teaze indicated that the Library was CC'd on the letter from Councilwoman Glaros and that the letter was addressed to the CEO of the Washington Metropolitan Area Transit Authority. The letter indicated that there were no locations within the County for seniors to procure Senior SmarTrip Cards. The Library sells them in Hyattsville, Greenbelt, Spauldings, South Bowie and Oxon Hill. CEO responded to the Councilwoman's letter and informed her of this. Additionally, this information will be announced on the PGCMLS website.

Dr. Wright congratulated CEO Teaze on her being elected President of the Maryland Library Association. With gratitude CEO Teaze also recognized that Michelle Hamiel will be Assistant Conference Chair and that Michael Gannon has been appointed head of the Membership & Marketing Committee.

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

Summer Meals

The Hyattsville, Oxon Hill, Surratts-Clinton, Beltsville, and Spauldings Branches will host summer meals this year, which is a slight change from last where whereas the Fairmount Heights Branch also hosted the Summer Meals program. Refrigerators will be purchased for two of the five branches that will be offering Summer Meals this year due to a change in vendors for the meal delivery. Service of meals will begin on June 27th and conclude on August 5th.

Outreach to New Carrollton

In order to still provide service to the New Carrollton community while the branch is being renovated, PGCMLS will be conducting Pop-up outreach throughout this community. PGCMLS has seven locations where pop-up outreach will be open to the community.

- As of April 14th, pop-up storytime will occur once a month at the Farmer's Market, which is in part supported by Hyattsville staff.
- Storytime at 3:00pm on Thursdays at Robert Harper books in Riverdale Park. (Set up in cooperation with the NC Friends)
- St. Christopher's Episcopal Church in New Carrollton will open on Thursdays beginning in early April and will provide 2 storytimes in the morning, computer instruction, as well as an after school program. Books will also be available to check out and customers can receive a library card.

Elimination of Passport Photos at Hyattsville

Passport service has been in high demand at this branch in addition to all of the other services that are popular at the branch. Unable to keep up with demand and provide customer service to library patrons, it was decided to no longer offer passport photographs at the Hyattsville branch.

- **New Business – Summer @ Your Library, Rachel Zukowski**

Ms. Zukowski provided the Board members with a Summer @ Your Library t-shirt. The summer reading program runs from May 15th – August 15th. Outreach will be done at schools throughout the county before school is let out for summer. Advertising has been done in both English and Spanish. Registration can be done online and this year will be the first year that PGCMLS has partnered with Beanstack to run the online summer reading program. While the program is primarily online, there is also a paper-based board for participants to use instead, if needed.

- **Unfinished Business – Revision of By-Laws**

Tabled until July Board meeting or when full Board is able to meet next.

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

Rebecca Bishophall – New Carrollton Book Club

Ms. Bishophall attended the Board meeting to discuss the changes that PGCMLS has made to Librarian involvement with book clubs held throughout the branches in the system. According to Ms. Bishophall, the Librarian involvement in leading the book club has proven instrumental in developing discussion and Ms. Bishophall believes that it is imperative to the book club's survival to keep the Librarian as the leader of the book club.

Barbara Julius – New Carrollton Book Club

Ms. Julius attended the Board meeting to discuss the changes that PGCMLS has made to Librarian involvement with book clubs held throughout the branches in the system. Ms. Julius feels strongly that Librarian leadership is needed for the book club to continue and fears that it will disband without the leadership of a Librarian. She also expressed concern about paying for a space at the Library to conduct the discussion.

CEO Teaze reiterated that Librarians at any of the branches will provide support for book clubs; assist with book selection, research on the author, and reserving small meeting rooms for the discussions to be held. The only change is the removal of the Librarian from participating in the book club discussions.

Vice President Epps, took the opportunity to address the book club members in attendance. While the intention is not to cut services it is important to remember that the Library system serves 800,000 residents of the County. High level service is being provided with one of the lowest per capita budgets in the state of Maryland. Mr. Epps encouraged the members of the Book Club to share their passion with the County

Council to address budget constraints. The Library must provide as much service to as many residents as possible under a restrictive budget and must realign or refocus some efforts in order to do that.

Gilda Beauzile – New Carrollton Book Club

Ms. Beauzile attended the Board meeting to discuss the changes that PGCMLS has made to Librarian involvement with book clubs held throughout the branches in the system. Ms. Beauzile expressed that not only is the book club receiving immense benefit from the leadership of a Librarian but so is the Librarian. The discussion will wain and the group will likely disband in Ms. Beauzile’s opinion.

Jaqueline A. Campbell - Customer

Ms. Campbell is an avid reader and comes to the Library specifically to read. Her concern is that the Library becoming loud and that patrons who come to the Library for quiet study/work space are getting left behind. Ms. Campbell suggests having a segregated space for those customers who need/want to use their cell phones to give consideration for those studying/reading/working. She has also noticed deviant behavior that is making Library visits unpleasant for the rest of customers.

- Adjournment 8:51 PM

Prepared by the Executive Assistant

Respectfully Submitted By

Kathleen Teaze

Chief Executive Officer