



**Board of Library Trustees Meeting
September 17, 2020 - 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
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
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
Steve Fitzgerald, Director of Dynamic Content and Engagement
Jessica Freeman, Executive Assistant

Absent:

Welcome and Call to Order by President Brett Crawford: 7:04 PM

- Mr. Crawford relayed that Angela Smith had been sworn into her role earlier this week in addition to Dr. Larew, Mr. Crawford, and Ms. Toni Smith.
- Dr. Larew moved to approve the minutes from the July 16, 2020 Board of Library Trustees as presented. Ms. Angela Smith seconded the motion and the motion was passed unanimously.

Board of Trustees Committee Reports

Personnel & Governance Committee - Toni A. Smith, Chair

The committee met last month several times to finalize the CEO's evaluation. A brief executive session will be held following the Board meeting to discuss the evaluation further.

Finance & Planning Committee - Brett Crawford, Chair

The Committee has been in discussion with the CEO and Director of Finance to discuss budget reduction scenarios. The Committee will be involved with the submission for the FY 2022 budget which will be due



sometime in November. It has been asked that Library staff investigate how other Library systems in the state and across the country are utilizing their budgets and how they are handling budget reductions.

Community Engagement Committee - Hiram Larew, Member

This committee has not met since the previous Board meeting but a meeting will be scheduled prior to the November meeting.

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

FY2022 Budget Planning

While the Library has gone through the FY2021 budget cycle relatively unscathed, there is a very real likelihood that there will be budget cuts facing the Library in FY2022. To prepare for that likelihood the Executive Team is working on contingency plans depending on how impactful the budget cuts could be. Those plans will be shared with the Finance & Planning Committee to review and discussion prior full board review.

Staff Development

The Library is working on a cross-system team approach and the Workforce Development Team is a great example of that. A new staff intranet platform has been rolled out and it is much more robust than what has been utilized in the past.

Public & Community Relations

August and September have been busy for the Communication and Outreach team, as staff shift focus to make virtual engagement service models more sustainable. Ms. Phillips thanked the Board members who are participating in new virtual programming and Ms. Freeman for her efforts to expand the Library's partnership with Maryland Legal Aid. Digital Services has worked to create a featured resources page to support learning from home that has been reposted by the County Executive. Curbside service is continuing to do well and the Library has recently launched mobile printing. 3D printing will soon be added. Ms. Phillips recognized the Library staff for their efforts and thanked them. Mr. Crawford applauded the efforts of his fellow Board members in their participation in virtual programming.

Dr. Larew inquired about the Baden Branch and on behalf of a Foundation Board Member, Dottie Crecelius. Mrs. Phillips indicated that the Library has been given access to the branch and that the Public Services Department is working to bring curbside service to the branch.

Financial Information and Report - Dereje Salehudres, Director of FinanceFY2020 Audit

The audit has been completed but cannot be finalized until the Risk Management and OPEB liability figures are received from the County. Mr. Crawford inquired as to whether Mr. Salehudres expects that the audit can be finalized and presented at the November meeting. Mr. Salehudres reported that since the figures have not been received yet, he is assuming they will be late despite the audit deadline of October 1, 2020 that was set by the County.

FY2020 Highlights

Total operating revenue for the fiscal year was \$32.9M, which was approximately 5.4% higher than the previous year. This was due to higher county appropriations and state aid. It was negatively offset by branch and other revenue. Operating expenditures were 4.5% higher in FY2020 than in FY2019 at \$32.5M, which was due to salary & fringe benefits, capital outlay for vehicles, and spending on computer software. This was moderately offset by reductions in spending on utilities, lower than budgeted building & equipment, and library materials. The Library's net surplus before the use of the fund balance was \$372,000. The Library saw savings in library material operating services, supplies, building equipment, and utilities but this was negatively offset by lower than expected revenues from branches, which was due to having to close during the quarantine phase of the pandemic. The Library's fund balance was reduced by \$28,000 to \$5.74M. CIP projects received \$3.2M but the same amount was received in reimbursements from the County. Finally, the Library received \$394K in grant related funds and expended \$400K.

Mr. Crawford applauded the efforts of the Finance Department to stick reasonably close to a breakeven financial position, especially with the difficult past 6 months and new expenditures. Mr. Crawford inquired if the reduction in the materials purchasing will pose a long term issue to the customer access. Mr. Salehudres explained that the reduction in the materials budget was a short term measure to ensure that salary requirements would be fulfilled. Mr. Gannon added that orders of physical materials were delayed due to the Library being closed. Funds that would typically be utilized for physical materials were also diverted to the purchase of digital materials during the closure. Since reopening for curbside service, ordering of physical materials has resumed.

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

A developer has purchased the entire parcel of land that had previously been established for the site of the Langley Park branch. The Library is still in negotiations with the developer to determine a location for the Library. The Library remains hopeful that this project will be a go.

Surratts-Clinton Branch

Mr. Crawford inquired about the drainage issues discovered at the branch. Mr. Gannon provided that the entire property will need to be regraded since, when it was originally designed, rain water has been able to erode the edges of the building and get underneath of it allowing it to sink. Additionally, there is a collapse of the sewage pipes that run underneath the concrete slab. The sewer pipes will need to be repaired and re-routed outside of the building to avoid future need to cut into the slab to access the sewage pipes should a repair need to be made. Both Mr. Gannon and the Project Manager, Sarah Hayes, have been out to the site to meet with civil engineers and geo-technical engineers. It is believed that there will be a plan to correct the issues by the end of the month. Mr. Gannon is going to request additional funding as a significant change order since there isn't sufficient contingency money available for these developments. Other structural work is at a stand-still but other work like piping for the HVAC system and electrical work are being done so that progress is still being made. The project is about 75 days behind to date. Dr. Larew inquired about alternative sights for Surratts-Clinton Branch patrons. Mr. Gannon reported that most of the Library's partner organizations that allowed the Library space for pop-ups, are closed. Unfortunately, customers that utilize this branch will need to go to an alternative branch. Signage will be placed to provide the information for the surrounding branches.

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

In some branches staff are on A,B, and even C schedules to keep everyone safe. The department has been able to recruit for seven positions since the Library reopened in July, of which four were internal promotions.

Despite the option being provided from the President of the United States, the Library did not opt to stop Social Security payroll tax withholdings. Ms. Pinnock has received positive feedback from staff on the decision.

Michelle Hamiel, COO for Public Services is chairing the Equity, Diversity, Inclusion, and Antiracism Committee, of which Ms. Pinnock is a member. The committee has met a few times since August and are early in their work. The Committee has reviewed and updated the Equity & Diversity statement for recruiting thus far.



The Workforce Development Committee has identified the Beltsville Branch to create a Workforce Development center when the Library is able to reopen its facilities to the public.

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

Brick sales are going well and the deadline of October 30th is approaching rapidly. The bricks will be placed so that they pave the way to the saucer at the Hyattsville branch.

The Foundation Board has met a few times over the past few months and Dr. Larew attended the last meeting as an ex-officio member. Mr. Crawford congratulated the Foundation in crossing the \$100K milestone. Dr. Larew asked if the Chair of the Foundation could join an upcoming Board meeting and encouraged Mr. Crawford to also attend an upcoming Foundation Board meeting. Mr. Crawford indicated that he would be happy to do so and also invited the Foundation Board to attend the January 2021 Board of Library Trustees meeting and perhaps present what they have been working on.

Spotlight on New Partnership with the Housing Authority: Roberta Phillips, Chief Executive Officer

Due to the efforts of Carla Moore, Director of Information Technology and her team, the Library is now in partnership with the housing authority. The Library is utilizing its surplus computer equipment in the housing authority's community centers at Kimberly Gardens in Laurel to provide computer and internet access to this community. While this location will serve as a pilot, there will be more locations to come. It is a great way to share resources and help close the digital divide. Dr. Larew recommended that the CCC be included as a highlight in the coming months.

Mr. Brown, COO for Communication & Outreach, also highlighted that Ms. Moore has been serving on a national level as well to close the gap created by the digital divide. She is serving on the Urban Library Council's Action Team: Digital Equity that is dedicated to digital equity work. The team produced a [leadership brief](#) to shine light on how the pandemic has both intensified the digital divide and created a window for action by raising awareness and visibility.

Mr. Brown also spotlighted Zach Jones, Library Associate II at Largo-Kettering and Shannon Crooks, Librarian III at Hillcrest Heights are on the Workforce Development Team. They are presenting to the State on their career kickstart series which they have converted to a virtual platform.

Mr. Crawford highlighted a letter that was received from the Human Relations Commission complimenting Mr. Brown on his contributions in enhancing the relationship between the Human Relations Commission and the Prince George's County Memorial Library System.

New Business: Proposal for MOU with MCGEO 1994

Ms. Phillips thanked the Union Shop Stewards, MCGEO leadership, the PGCMLS team, and Mr. Crawford who contributed to the MOU. Ms. Pinnock provided that many discussions and negotiations were held regarding the differential for staff on site and additional annual leave for those who are working on site. Ms. Phillips also pointed out there is a bi-weekly meeting that will take place every other week between Union representation and Ms. Pinnock to keep the lines of communication open and allow for issues to be worked out. The agreement has been agreed upon by both Mr. Renne and Mrs. Phillips and the Board was asked to approve the MOU as well.

Mr. Crawford inquired about the notification of exposure should a staff member contract the virus and if this stipulation is in accordance with federal regulations. Ms. Pinnock provided that the protocols outlined will not provide specifics on the employee who contracted COVID-19. Notification would be to the Union that a staff member on that schedule where potentially exposed, staff working at that location that week would be notified, and the branch would be closed for cleaning. Ms. Phillips indicated that Ms. Pinnock and Mr. Brown had worked on a protocol and will be distributing it to staff.

Mr. Epps moved to approved the MOU as signed by both Mr. Renne and Mrs. Phillips. Ms. Bolivar seconded the motion and when put to a vote the motion carried.

Mr. Epps also read aloud a comment made by Amy Millar where she thanked Ms. Phillips and her team for their collaboration on reaching this agreement that protects the health and safety of members and allows the library to continue to provide services to the public.

New Business: Communications Policy Creation - Info. Only

Mr. Brown indicated that the Communication and Outreach team, in dealing with communications on multiple levels and platforms, would like to re-solidify the Library's approach to communications and how the Library staff supports the Library's differing stakeholder groups. The goal of creating the policy is also to provide guidance to staff who are participating in social media content development as the Library has been opening access to which staff members have access to managing social media and creating content for the Library's different social media platforms.

Mr. Brown also asked for the Board's council on how they would like to be involved in reviewing the policy, refining it, and moving the new policy forward. Mr. Crawford requested to know more about the policy creation process. Mr. Brown conveyed that the policy creation would not be to include the Board in daily operations or approval process but to help define the policy to help provide consistent messaging from an

operational standpoint. Mr. Crawford indicated that Mr. Brown should begin with the Community Engagement Committee for review. Mr. Epps inquired about if the policy will include stakeholders such as Board members. Mr. Brown indicated that it would not be the plan of the committee to do so. Dr. Larew provided that the Community Engagement Committee will meet and hopefully have a first draft to review prior to the November Board meeting.

Unfinished Business: Proposal for Strategic Framework 2021 - 2024

Mr. Crawford relayed that there was a good faith effort to try to incorporate as much of everyone's input as was possible in making revisions to the strategic framework, while still making it coherent and consistent following the Board's workshops regarding the strategic framework.

Ms. Phillips thanked the Board for their input, the Strategic Planning Working Group, and Community members who provided their feedback via survey or having a staff member interview them. Mrs. Phillips also provided the proposed mission, vision, values, and strategic focus areas.

Mission: We build relationships that spark and support discovery by providing equal access to opportunities and experiences.

Vision: We provide a collaborative foundation within the community for all Prince Georgians to create the world they want to see.

Values: We are Prince George's Proud and put community first by being:

- Welcoming
- Curious
- Accessible
- Kind
- Collaborative
- Resilient

Strategic Focus Areas:

- Literacy and Learning
- Inclusion
- Healthy Living
- Personal Achievement
- Creativity

While Dr. Larew respects the work that has been done to create the strategic framework, he said that he would be unable to vote for it as it has not been accepted that a key function of the Library is to nurture a love of reading. Dr. Wright moved to approve the framework as presented and Mr. Epps seconded Dr. Wright's motion. When put to a vote, the motion carried with one vote against.

Unfinished Business: Proposal for Internal Budget Reallocation for FY2021

Mr. Salehudres provided that only the operating budget is being reallocated which is \$8.8M or 27.5% of the whole budget and that not all of the operating budget is being reallocated; only \$735,160, which is roughly 8.4% of the operating budget. An aggregate \$64,000 is being requested to be moved from one line item to another, which is less than a 1% change. The proposed internal reallocation is to better align the funds with the actual needs of the Library today rather than the budget that was submitted nearly a year ago that was approved by the County. The reallocation will also allow the Library to better fund the strategic focus areas.

Mr. Crawford questioned if the shift in the materials budget to favor electronic materials rather than physical materials is a short term or more long term shift. Blane Halliday, Director of Collection Strategies, was invited to provide further analysis. Mr. Halliday explained that the Library is trending more towards digital versus print and that it is likely to continue moving forward. Mr. Crawford indicated that while there are many community members who are shifting towards digital media, there are another group of community members that are not. It will be important to maintain a balance between electronic and physical materials. Ms. Phillips provided that the Library is providing both types of materials and will continue to do so for a long time to come. The pandemic provided a unique challenge that the Library had to respond to by providing more electronic materials. Dr. Larew agreed with Mr. Crawford's sentiments. After discussion Mr. Epps moved that the Board accept the reallocation of the funds with Dr. Wright seconding the motion. The motion carried unanimously.

Requests to Address the Board

Prior to moving to any requests to address the Board Dr. Larew mentioned how many attendees there were at the meeting and indicated that based on this and other higher attendance numbers, the Board may want to consider maintaining a virtual presence once the world is able to move past COVID. He suggested a hybrid approach to Board meetings in the future. Dr. Wright also pointed out that making the meetings accessible online will also make them accessible to interested parties who have mobility challenges. Mr. Crawford



encouraged a discussion of hybrid meetings for the future at the next Community Engagement Committee meeting.

Nancy Love, Library Associate II, Beltsville Branch

Is there a date for going into Phase II? Also when we do move into Phase II, can we open by appointment?

Ms. Phillips explained that there is a task force that is being formed to lay out a plan for Phase II as well as a joint health and safety committee. There will be an open call for staff who would like to be involved. Ms. Phillips indicated that she has been on calls with many of the state's library directors and hopes to learn from any mistakes and successes that they've had. There are no definitive dates and the Library is in the planning phase to consider moving to another phase.

Anonymous

Indicated that a continued virtual presence for Board meetings would be helpful and appreciated for staff since they previously might not have been able to attend.

Kelsey Hughes, Librarian III, Bowie Branch

Is the new MOU with the union retroactive or just moving forward? Particularly with regards to the annual leave accrual during in person weeks.

Ms. Phillips provided that the leave accrual is moving forward following formal signing and approval. Mr. Crawford indicated that this was completed as of tonight and will continue through Phase II of the reopening plan. There is also a provision for review in 6 months if the Library is still in Phase I or II.

Anonymous

Under the new MOU, is 1 hr of leave received for every hour at the branch, or for every day at the branch?

Ms. Phillips provided that 1 hour of leave is received for every 8 hours worked onsite, whether worked in one work day or over several work days.

Closing Statements: Mr. Crawford noted a separate link for Board members to join the executive session.

Ms. Bolivar moved to adjourn the public meeting to discuss personnel matters. Ms. Toni Smith seconded the motion and it was unanimously approved.

- **Adjourn:** 8:47PM