

BOARD OF LIBRARY TRUSTEES FOR BALTIMORE COUNTY
MINUTES OF THE MEETING
January 19, 2021

A meeting of the Board of Library Trustees was held via Zoom on Tuesday, January 19, 2021. The meeting was called to order at 8:02 am by Board President Maureen Walsh David, and a notification of recording was given. Those wishing to speak during public comment were asked to sign-up using the Q&A tool on Zoom. Other Board members present were: Yara Cheikh, Jane Eickhoff, Paul Schwab, Aaron Slater, and Anne West. Mr. Netzer joined the meeting at 8:04.

Staff in attendance: James Cooke, Interim Co-Director; Natalie Edington, Interim Co-Director; Jen Evans, Administrative Assistant; Linda Frederick, Marketing & Development Manager; Emily Gamertsfelder, Planning, Projects and Data Coordinator; Laura George, Rosedale Manager; Joey Schenning, Staff Association President; Helen Rowe, Fiscal Services Manager; Julie Saxenmeyer, Marketing & Development Supervisor; Liz Sundermann, Virtual Services and Media Creation Manager; Mary Wilson, Human Resources Manager.

COMMUNICATION

Minutes

The Board approved the minutes of the December 15, 2020 meeting (**Schwab/West**).

Correspondence

None.

Public Comments

None.

Upcoming Events

The Board was reminded of the upcoming virtual ALA Midwinter sessions.

Mr. Netzer joined the meeting.

REPORTS

Director's Report (Cooke)

Mr. Cooke introduced Ms. Laura George, new manager of the Rosedale Library. Ms. George has previously worked in a number of BCPL branches, most recently as Assistant Library Manager at Pikesville. She expressed her excitement to join the Rosedale staff and be part of the wonderful work they do for the community.

Mr. Cooke then focused his report on curbside service and public service and facilities updates. BCPL has been offering by appointment computer sessions for two months, but demand has not been as high as anticipated. As of January 4, the hours of service have been scaled back due to lack of demand from 3-6 pm. BCPL continues to explore ways to promote this service.

Curbside printing continues to be popular as does curbside pickup of materials with Cockeysville, one of the busiest branches, having 629 visits on a single day in November. Be Surprised Book bundles also launched this month. This service provides customers with 5 handpicked selections based on their interests.

The Re-Opening Team continues to monitor state and county COVID-19 issues, and the plans of other libraries in Maryland and nationally. BCPL has been open more than many other libraries and remained open this holiday season when many systems closed for a period of time.

Facilities projects continue to progress. The Reisterstown Renovation is 65% complete and remains on schedule. Completion is still scheduled for this summer with staff returning in May/June. Photos of the project can be seen on the webpage for the branch: [Reisterstown Branch - Baltimore County Public Library \(bcpl.info\)](https://www.bcpl.info). The Rosedale meeting room/bathroom refresh has started with demolition beginning on January 5th. Staff are working to preserve operations and service during the project. The Catonsville renovation has reached the 100% design phase and Mr. Cooke hopes to present the final design to the Board next month. BCPL is working with the Office of Information Technology to upgrade AV equipment in branch meeting rooms across the system with Lansdowne and Arbutus being done first.

Unexpected issues ushered out the year with a ruptured sprinkler line in the second floor ceiling at Owings Mills which caused significant flooding of two floors. This is the fourth time there has been a major leak at the site since opening. Quick work by BCPL and CCBC staff prevented any real damage from occurring and the branch reopened the next day. A small electrical fire in a service panel at Pikesville led to the building closing while the cause was investigated and repaired.

Mr. Schwab asked if BCPL staff were in a COVID-19 vaccine priority group. At this time staff are not. Administration continues to work with the County Health Department on this issue. The Board is very much in favor of library staff being added to a priority group, perhaps with educators.

Ms. Walsh David was very complimentary of branch curbside service and was pleased to hear our projects remain on schedule.

Statistical Report (Gamertsfelder)

Ms. Gamertsfelder shared the newly reformatted Statistical Dashboard. The new format was created as part of the library's move from the Tableau platform to PowerBI. The dashboard will continue to be refined as work is finalized on how to include details like meals served.

Mr. Schwab asked if it was possible to see a breakdown of the types of materials checked out on cards like children's items on adult cards. Ms. Gamertsfelder will work to provide this information. Mr. Schwab also complimented all the virtual programs being done at the branches. Ms. Cheikh asked if there have been changes to the activity levels at branches when compared to the pre-COVID-19 service model. Ms. Gamertsfelder shared that the busiest branches Cockeysville, Pikesville and Towson continue to see the most customers with small

branches still seeing the fewest. However, there has been quite a lot of fluctuation in the number of people served by the medium size branches, with Parkville in particular seeing a boost in activity.

Facilities Report (Cooke)

Reporting for this item was included in the Director's Report.

Finance Report (Rowe)

Expenses remain below revenues. Ms. Rowe called the Board's attention to grant funding which now includes the State Capital Grant for the Reisterstown renovation project. BCPL receives invoices from Baltimore County Property Management and submits them for reimbursement by the Maryland State Library. The received funds are then remitted to Baltimore County.

Fiscal services is now able to make Electronic Funds Transfers. Ms. Rowe thanked her team for their hard work on this project.

Ms. Walsh David asked for clarification that the renovation funds are shown in both revenues and expenditures and that was correct.

Staff Association (Schenning)

Ms. Walsh David welcomed Mr. Joey Schenning, Staff Association President, to his first Board meeting.

Mr. Schenning has been a member of the Staff Association for 10 years and has previously served as Treasure. He will be President for 2021. Mr. Schenning will share the wrap-up report for 2020 at the February meeting. In January open enrollment began for the Sick Leave Bank. Staff wishing to participate must be Association members for 30 days and make a buy in contribution to the Sick Leave Bank. The Wellness Challenge continues around the system with 162 staff participating in 2020. Upcoming events and offers can be found on the Staff Association website. Elections will be held this year for the Staff Association Concerns Committee (SACC) and for officers for 2022.

Ms. Walsh David thanked Mr. Schenning for the update and was glad to see the participation in the Wellness Challenge. The Board looks forward to working with the SACC Committee as appropriate.

Foundation Quarterly Report (Frederick)

The Foundation Annual report is now available on the Foundation website: Foundationforbcpl.org. The Foundation was please to support more than \$200,000 of library projects in FY 2020. The Foundation's audit has been completed and staff work to file Form 990 with an extension to May 15, 2021.

The Frost & Bite Cookie Party was very successful, netting \$12,000. Ms. Frederick thanked supporters and those who assisted in the event. The Be All In shop has been selling branded

merchandise this winter and has grossed \$8,500. The winter direct marketing appeal generated \$37,810 in unrestricted gifts, which set a record for winter fundraising. Corporate gifts this quarter included a PNC Foundation Grant of \$20,000 for the mobile legal vehicle, \$100,000 from the Osprey Foundation for the Social Worker in the Library program, and BGE sponsored Take-Home Craft Kits for \$1,500.

The Foundation Board welcomed new members Staci Torok and Scott Brown. Updated Conflict of Interest, Whistleblower, and Travel policies are now in place and signed by all Foundation Board members.

Fiscal year 2021 support for the library will include a commitment to making up the difference of funds still needed for the Mobile Library Legal Center with a contribution of \$20,836, as well as \$35,000 for the Preservation Station at Reisterstown.

Upcoming fundraising projects will include Summer Reading Challenge, a cupcake fundraiser in the spring, and a donor wall for Reisterstown. In FY 21 Library Micro-grant funding will be on hold while staff work to finish FY 20 projects as service restrictions are eased.

Ms. Walsh David expressed her appreciation of the work of the Foundation and thanked them for their ongoing support of the Library. She asked if the Be All In shop had performed as expected. Ms. Frederick was pleased with our results. Currently, the library maintains no inventory of pre-made items. All purchases are print-on-demand and direct shipped via Etsy. Staff will investigate the feasibility of BCPL maintaining a stock of pre-made items.

Board Report

Ms. Walsh David extended the appreciation of the Board to Mr. Cooke and Ms. Edington for their taking on the demanding role of Co-Interim Director for the last few months. She commended both for rising to the occasion and the hard work they put in to make the transition easy for Ms. Alcántara-Antoine.

OLD BUSINESS

FY 2022 Budget (Rowe)

Ms. Rowe anticipates having a draft of the FY 2022 Budget available for Board review in February. The FY 22 budget request will ask that funding be maintained at the FY 21 level.

Mobile Library Legal Center Update (Saxenmeyer)

This project has experienced some delays due to COVID-19 but is nearing completion. Ms. Saxenmeyer was pleased to reaffirm that the Foundation for Baltimore County Public Library will award the final \$20,800 needed for this project. There is a great deal of excitement about this project in the legal community and BCPL is working to get the vehicle on the road as quickly and safely as possible.

NEW BUSINESS

Quality of Worklife Survey (Wilson)

Ms. Wilson provided the Board with an overview of the system level results of the 2020 Quality of Worklife Survey. The survey provides an opportunity for staff to share their opinions and ideas with supervisors, administration, and the Board about the organization and their satisfaction with BCPL as an employer. The survey, taken by 69% of staff, measured staff satisfaction in four areas: Communication, Compensation and Benefits, Recognition and Reward, and Overall Satisfaction. The responses of the staff are compared to a benchmark survey done on a three-year rotation. This year's responses were compared to the 2017 survey. In the 2020 survey, 77.2% of BCPL staff are satisfied with BCPL as an employer. BCPL staff will be provided with summarized results and administration will work to identify areas where work can be done to increase staff satisfaction. Ms. Wilson thanked Ms. Gamertsfelder and the Planning and Projects Department for their work compiling the survey and making it available for staff participation.

ADJOURNMENT

The Board meeting adjourned at 8:55 am (**Schwab/Slater**).

Submitted by

Anne West
Secretary to the Board of Library Trustees