



PRINCE GEORGE'S COUNTY
MEMORIAL LIBRARY SYSTEM

BOARD OF LIBRARY TRUSTEES MEETING

September 15, 2015 – 7:30 p.m.

Beltsville Branch

Minutes

The meeting of the Board of Library Trustees was held on Tuesday, September 15, 2015 at the Beltsville Branch.

Board Members Present

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

Prince George's County Memorial Library Attendees

Kathleen Teaze, CEO
Michael Gannon, COO of Support Services
Jim McGill, Interim CFO
Koven Roundtree, Director of Human Resources
Jessica Freeman, Executive Assistant
Steve Valentich, Central Maintenance

Absent: Rey Robles, Michelle Hamiel, COO Public Services

- Welcome and Call to Order: 7:30PM
- The Board of Library Trustees tabled approval of the minutes from July 14, 2015's Board of Library Trustees meeting due to requested corrections to the minutes. The board will vote on the July Board minutes in October.
- **PGCMLS Foundation Update – Mark Polk, Chair**

The Foundation Board did not have a quorum for the September 2nd meeting. However, plans for a joint event with the National Organization of Black Law Enforcement Executives and the American Bar Association in October are underway.

Suntrust Bank is providing \$3,000 to the PGCMLS Foundation for financial literacy programming.

- **Financial Status Report – Jim McGill, Interim CFO**

In summary, the actual result is about \$363,000 favorable to budget. That amount compares with a favorable result of \$1,283,000 a year ago. As noted below, the primary driver of the difference in the surplus amounts is primarily attributable to compensation expenses this year vs. a year ago.

1. Revenues were about \$28.3 million, including receipt of the state aid on behalf of retirees. Total revenue was within \$45,000 of budget, a difference of less than 0.2%.
 - County Support, State Appropriations, County Correctional Center and retiree related revenues were as expected.
 - Branch revenues were lower than budgeted and lower than a year ago because overdue fines did not meet expected levels, offset in part by better than budgeted receipts for fees related to meeting rooms, parking spaces and passport fees.

- Other revenues were significantly higher than budget due to higher E-Rate rebates, interest income and non-budgeted loss recovery.
- 2. Expenses were about \$27.9 million. They were at 98.6% of budget and above last year's expenditures by about \$900,000.
 - Salary costs, after adjusting for the state aid on behalf of retirees, were at 96.3% of budget with an increase over last year's salary expenditure which had run substantially below budget. Several vacancies in needed positions were filled during the year. However, there was still underspending on salaries of about \$850,000 relative to budget, attributable to open positions and new hires at lower salaries.
 - Fringe benefits costs are slightly unfavorable to budget due to higher hospitalization, prescription and retirement costs and pension expenses, moderately offset by lower workers compensation and FICA expenditures.
 - Overall non-compensation expenses exceed budget by about \$400,000 attributable mostly to capital related expenditures for information technology and building and equipment.
 - Library materials were essentially at their budgeted level.
 - Computer software and support includes a general upgrade of systems and supporting licenses and hardware.
 - Building and equipment costs were necessary for the upkeep of the Library's significant facilities holdings. Particular expenses running over budget were repair and maintenance, cleaning supplies, and equipment rental.
 - Utilities are favorable due to a significantly drop in electricity use because of the use of power saving LED light systems in some branches.
 - Other expenses are running higher than a year ago, attributable to increases in training and dues and subscriptions.

- **Audit Report – Jim McGill, Interim CFO**

PGCMLS is required to submit the audited financial statements to the County on October 1, 2015. The draft statements follow the Generally Accepted Accounting Principles (GAAP) for governmental entities, prescribed by the Governmental Auditing Standards (GAS). As such, they vary somewhat from the cash budgets used to manage the Library's operations.

The audit work has been completed with the exception of two outstanding items:

1. The first is the Library's insurance cost for FY2015. It participates in the County insurance programs and is charged by the County based on its actual experience. The allocation of cost from the County has not been made yet, but the Library expects to receive the number in the next two weeks. There is about \$300 thousand in the preliminary numbers for this expense. This amount will be adjusted up or down when the actual expense is known.
2. The second is a new requirement for entities like the Library wherein the accounting standards now require the inclusion of future retirement obligations on the books of the Library. The actual figure depends upon an actuarial study and subsequent computation. The State is completing these tasks, and has yet to convey the amount to the Library. This number is not a cash figure, but is recorded as a future liability.

Ms. Bolivar requested to meet with the Interim CFO to make sure that the audit work has been completed and all outstanding items.

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

Summer @ Your Library

PGCMLS staff registered an unprecedented 19,010 children, which is more than a 106.7% increase over last year's participation. Data regarding participation in the Summer @ Your Library reading program was collected by Orange Boy. Data on who registered, the branch they used and the schools they attend was tracked. The data has provided the ability to see where additional outreach effort is needed.

Key Performance Indicator Results for FY 2015

Key performance indicators show growth in almost all areas, the exceptions being in the number of materials and the number of visits to the branches, down by 2%. There are 2 likely reasons for this: 1) Laurel Branch is operating out of a much smaller temporary site; 2) 56% increase in downloads of materials that is done remotely. Additionally, several branches had to be closed for a day or two during the summer due to malfunctioning HVAC systems. Electronic resources are becoming more popular with customers so although there has been a decrease in the number of materials borrowed and the number of visits to the Library, there are still a high number of active customers. With an increase in popularity of electronic resources, PGCMLS has seen and will continue to see a decrease in revenue from fines. Electronic resources cannot be fined as they cannot be renewed and are automatically withdrawn from a customer's account once the item is due.

Human Resources Dashboard

CEO Teaze shared the PGCMLS Human Resources Dashboard regarding the demographics of PGCMLS staff with the Board. Since changing vendors of Human Resources Information Systems, PGCMLS is better able to retrieve reports on the staff. For example, at 52.02%, staff that have been with PGCMLS five years or less, make up the majority of current staff. Prior to 2015, the number of staff that had been with PGCMLS for five years or less was only 20%.

There were 75 staff members that attended training in the month of April. Dr. Wright requested information on what types of training this included. CEO Teaze indicated that training includes both internal and external training for staff.

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

Laurel Branch Construction

The slab has been poured for the foundation of the Laurel Branch and erection of the steel framing has begun. Steel framing is roughly 60% completed. According to the contractor the roof should be in place in mid-late winter. Every two weeks COO Gannon attends construction meetings on the Laurel site and takes photos, which are then put on PGCMLS's Flickr account.

System Initiatives

Hispanic Heritage Month, Black History Month, and National Library week are being celebrated and honored system-wide. All of the Areas will host programs surrounding the initiatives.

Lynda.com

As of October 1, 2015, PGCMLS will be offering those with a Library card access to Lynda.com. Lynda.com is a leading online learning company that helps users learn business, software, technology and creative skills to achieve personal and professional goals.

Mobile Application

At the end of September, PGCMLS will be launching a mobile application to nearly mirror the full-website. The new app will geo-locate users, which will then provide users with the closest PGCMLS branch with the material that they have looked up. In an effort to advertise the mobile app in the area with the lowest market penetration, the South Area, PGCMLS will be erecting billboards.

- **Correspondence Log**

There was a discussion regarding items # 1, 2, and 5 on the Correspondence Log. The complaint in item #1, Hyattsville elevator, has been addressed and fixed. A plan is in place should the equipment fail again, prior to renovations.

A customer inquired if the Library could supply video games for customers to borrow in item #2. COO Gannon indicated that PGCMLS is currently looking into a downloadable product in which customers could download games to their computers or smart phones.

CEO Teaze provided background information regarding item #5 and President Bolivar indicated that she would respond to the sender.

- **Strategic Planning Timeline**

Work has begun on the strategic plan with Orange Boy. The stakeholders survey has been distributed and data from the stakeholder's responses is starting to be compiled. The PGCMLS staff at large and customers will receive the survey towards the end of September to help determine how people use the Library, what they see for the further of the Library, and what the needs of the community are. President Bolivar reminded the Board to take the survey, if they have not done so already. She would like for the Board to meet after the data from the staff and customers has been compiled to review the data with Orange Boy.

- **Staff Day – October 12, 2015**

Staff Day will be held on October 12, 2015 and will be held offsite. All 295 salaried staff is required to attend this day of training. A grant received by the state library will, in part, pay for this training.

- **Meeting Rooms**

President Bolivar requested an update on the change in meeting room fees. COO Gannon reported that the meeting room fees and the minimum time required to book were changed in response to the feedback from the public. Previously, PGCMLS had received complaints regarding the four hour timeslots for meeting room reservations. Many customers found they did not need four hours and others found it wasteful that they could not book a meeting room although it was empty following a meeting that did not utilize all four hours. There has been an uptick in room reservations and a decrease in complaints from customers unable to find a room.

- **U.S. Passport Service**

CEO Teaze reported that passport services at the Largo-Kettering and Accokeek branches have been successful and popular with customers. In response to customer demand, PGCMLS is expanding passport services to the Hyattsville branch in early October. The Hyattsville branch will expand the service to include taking the pictures for the passports. The income received from accepting passports is somewhat offsetting the reduction in fines. Year-to-date PGCMLS has received \$41,794.74 in revenue from the passport services.

- **Summer Meals**

CEO Teaze reported to the Board that this year 6,086 meals were served. It was the second year of offering summer meals and it went more smoothly than last years' service where PGCMLS experienced some issues with timeliness of the vendor.

- **Nominations Committee Update – Samuel Epps, IV, Committee Chair**

The Nominations Committee conducted five interviews on August 20th and August 24th to fill two vacancies on the Board. The committee would like to advertise for new applicants.

The Nominations Committee has received a letter from the County Executive's Office requesting five candidates for the Board of Library Trustees.

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

Theresa Held – Friends of the Laurel Library & Joe Hourcle – Friends of the Upper Marlboro Library

Theresa Held attended the Board of Library Trustees meeting to represent herself, the Friends of the Laurel Library, and Jane Michalek of the Friends of the New Carrollton Library. Jane and Theresa met with CEO Teaze and were informed of the PGCMLS policy that only books that are donated by the public can be sold at Friends' book sales and that the policy has not been changed but rather enforced.

Ms. Held indicated that at the Laurel bookstore, they have sold withdrawn PGCMLS books within the past five years that Ms. Held has been associated with the Friends of the Laurel Library. Mr. Hourcle also indicated that withdrawn books have been set aside for the Friends to review and select to sell. Ms. Held expressed concerns that although the Friends groups are not permitted to sell withdrawn materials from the Library, the Library is providing their materials to other companies that are permitted to sell those items online and that the Library receives a small percentage from the book sales. Ms. Held requested that the Board consider the Library's policy on withdrawn materials and allow for Friends groups to sell those items rather than to the online vendors and the ability for the Friends to sell withdrawn items at the Friends annual book sales.

President Bolivar requested information regarding the policy on withdrawn materials from the Library system. CEO Teaze reported that discarded materials are typically withdrawn from the collection due to them being in poor condition. It is also necessary to weed the collection as there is a finite amount of space at each branch to house the collection. Materials Management makes the decision to discard materials currently. Children's books that are in good condition and are recent enough to be of value, are given to the Prince George's County Public School System.

Different branches had made arrangements with their Friends regarding withdrawn materials in the past. The Library is enforcing the policy not to allow Friends to have access to withdrawn materials as it became clear that staff time was being burdened by the Friends trying to get the discarded books and other materials. According to the Library's policy, "no books that are withdrawn from the library's collection may be sold at a Friends of the Library book sale. Books that are weeded from the Library's collection should continue to be sent to the Storage Facility at New Carrollton or distributed according to current Library System procedures. All donated books should first be examined by the Library staff to determine if any can be used in the Library's collection. Any donated books that are not placed in the Library's collection can be turned over to the Friends organization to be sold." This policy has been in-force for roughly 20 years. The Library works with Discover Books to handle discarded books for efficiency. It can also create undue concern within the community if large quantities of materials with PGCMLS markings are sold within the community. The PGCMLS policy on withdrawn items is in-line with other Library systems.

Ms. Held proposed that the Friends groups be able to sell materials with PGCMLS markings online as Discover Books are permitted to do. CEO Teaze is willing to negotiate that in an MOU with the Friends.

President Bolivar suggested that the Friends of the Library meet with the Library System to finalize the Memorandum of Understanding (MOU) that has been outstanding for two years. The MOU is an opportunity to come to a consensus on the policy regarding materials and how the Friends Groups and the Library System can partner together.

Mr. Hourcle offered a new set of the television series *Reading Rainbow* to the Library to add to the collection.

- Mark Polk reported to the Board that the Citizens for the Maryland Library will be hosting an event for Board members across the state at the Arbutus branch of the Baltimore County Public Library on Saturday, September 19th.
- Adjournment 8:45 PM

Prepared by the Executive Assistant

Respectfully Submitted By

Kathleen Teaze

Chief Executive Officer