

Meeting of the Prince George's County Memorial Library System

Board of Trustees

Minutes

The meeting of the Board of Library Trustees was held on Tuesday, September 9, 2014 at the Fairmount Heights Branch Library.

Board Members Present

Sylvia Bolivar, President
Christy Wright, Vice-President
Mark Polk
Wanda Arrington

Absent: Samuel Epps, Rey Robles, Cormekki Whitley

The Board Meeting was called to order at 7:40pm by Ms. Bolivar, Board President.

Minutes

Dr. Wright made a motion to approve the July 8, 2014 Board meeting minutes. The motion was seconded by Ms. Arrington. The minutes were approved with a unanimous vote.

Financial Statements

Ms. Bolivar acknowledged receipt of the financial information for July 2014.

Chief Financial Officer Report

YTD Revenues Through the month of July were \$2.5M, which was \$376K favorable compared to budget due to:

- County CIP reimbursement was \$387K.
- Branch Revenue had an overall variance of (\$8K), which was caused largely by overdue fines being lower than anticipated. The variance in overdue fines was slightly offset by the meeting room rental fees and other branch revenues.
- Total Other Revenue was also a negative variance of (\$2K) due to E-rate rebates being under projection.

YTD Expenditures Through the month of July were \$2.5M, which was \$260K favorable compared to budget due to:

- Total salaries and fringe was favorable by \$82K due to open positions and some positions that were filled, the applicant that filled the position took a lower salary than the previous employee.
- The library materials, supplies, and repairs had a favorable variance of \$6K but this was offset due to an increase in the purchase of electronic library materials.
- Operating Services and Supplies had an overall variance of \$8K and this was due to less spending in the areas of auditing, professional consulting, insurance, and uniforms. However, the cost savings in those areas were slightly offset by increased spending in the areas of temporary staff, bank and finance charges, supplies – furniture and fixtures, supplies/equipment – office, as well as supplies – printer cartridges.

- Computer, software, & support had a favorable variance of \$2K, which was due to decreased spending in ILS support and computer equipment but was marginally offset by increased spending in computer repair & maintenance as well as software licensing & support.
- Public relations and programs as well as travel, training, & membership were unfavorable. PR and Programs increased spending in the areas of materials and supplies as well as PR special programs. There was also an increase in local travel and dues/subscriptions.
- Building and equipment was favorable by \$23K due to decreased costs associated with building repair and maintenance but was slightly offset by an increase in cleaning supplies.
- Utilities were favorable by \$23K due to lessened expenses primarily under electricity and natural gas. Those savings were slightly offset by increased spending in pest control, tenant fees, and refuse removal.
- Vehicles expenditures were higher than anticipated for the month of July resulting in an unfavorable variance of (\$1,600), which is primarily due to higher costs of parts & accessories.
- YTD expenses were \$2.5M under by \$260K. Mostly due to open positions or hiring less than anticipated.
- Ms. Arrington questioned what the “Outsourced Customer Service” expenditure is under Operating, Services, and Supplies. Lamont and Kathleen explained that these fees were for Unique Management’s services.

Director’s Report

Ms. Teaze reported:

Personnel

- Introduced Jessica Freeman as the Executive Assistant to the Director’s Office.
- Library Associates Kelley Falk and Robert Thomas from the Greenbelt branch were introduced as they are currently in the Library Associate Training Institute –LATI for 90 hours of training required for Maryland certification for Library Associates.

Reorganization

- In an effort to realign with other surrounding counties it has been decided to rename the Director and Associate Directors to Chief Executive Officer (CEO), Chief Operating Officer (COO) for Public Services, and Chief Operating Office for Support Services.
- The IT department has a Director of Information Technology, Carla Moore who reports directly to the CEO.
- Public Relations and Marketing will report to the COO for Support Services.
- The Senior Administrator of HR has been retitled Director of Human Resources.
- Robin Jacobsen’s title of Outreach Manager has been renamed Director of Community Engagement and will take on the responsibilities of Public Relations and Marketing in addition to the Homebound Program and Digital Services.
- Ms. Arrington noted that the Director of Community Engagement position is shown on the Organization Chart as reporting to the COO for Support Services when the Director of Community Engagement reports to the COO for Public Services. This will be corrected on the Organization Chart.

Summer Youth Employment Program

- PGCMLS partnered with Prince George’s County on this program where we employed 26 students over the summer.
- The program ended on August 8th and was overall favorable.

Bi-Lingual Work Team

- August 18th was the first meeting of the work team to study how to implement the pay differential for staff who utilize their language skills on the job.
- The team is also distinguishing the needs of the branches.
- Implementation is set for in 2015.

- Dr. Wright would like to know how many of the current staff members are bi-lingual. Mr. Roundtree responded that part of the purpose of the Bi-Lingual work team is to determine how many of the staff are bi-lingual and get those individuals certified as bi-lingual.
- Mr. Polk mentioned we should align with other counties.

Classification and Compensation Study RFP

- A contract for a classification and compensation study has been awarded to Compensation Resources, Inc. PGCMLS' salary scale was last updated (except for increased maximum salaries due to Cost of Living Adjustments) in about 2000. This study should result in a more competitive salary scale. The deadline for completion of the study is December 31, 2014.

Boys Read Program

- PGCMLS has partnered with 100 Black Men of Prince George's County Inc. to help with this long-standing PGCMLS program for boys who are reluctant readers or view reading as a chore to provide a positive reading experience. The club will meet at the Spauldings and Hillcrest Heights branches with transportation provided by the 100 Black Men.
- The club will begin in the upcoming week once the background checks of the 100 Black Men volunteers are received.

Gazette Article – "Prince George's County Libraries Encourage Student Card Sign-Up"

- The article described the September PGCMLS drive to register students, specifically, 9th grade students to offer the library as an avenue for research.
- 9th graders that register receive a wallet and earbuds for signing up and are entered to win an Xbox One.

Correspondence

- Dr. Wright requested a summary of the Memorandum from the office of William A. Snoddy, Deputy County Attorney.
- Ms. Teaze provided a summary. The claimant has filed a claim against PGCMLS regarding alleged discrimination and harassment that she experienced at the Hyattsville Branch. The Memorandum indicated that because there is a claim, PGCMLS has a duty to retain all documents and correspondence regarding this case.
- Mr. Polk questioned if this claimant is representing themselves.
- Ms. Teaze indicated that this claimant is representing themselves pro se.
- Regarding the Ms. Bolivar inquired if a representative from PGCMLS would be attending the Prince George's County NAACP Branch's 26th Anniversary of the Annual Hester V. King Freedom Fund Gala on October 19th.
- Ms. Teaze replied that she had sent a letter to the Prince George's County NAACP Branch's President, Robert E. Ross, in order to decline sponsorship due to the amount requested for sponsorship.

Associate Director's Reports

Associate Director Michelle Hamiel reported:

- Ms. Hamiel provided the Board members with the wallet and earbuds that the 9th grade students will receive for signing up for a new library card.
- The Bowie Branch has received a grant for \$3,200 from the City of Bowie. These funds will be used for the Girls Who Code program for girls in grades 6-12, which will begin in January.
- The South Bowie branch has partnered with Abrakadoodle Art.
- Prince George's County Detention center library is now a responsibility of Public Services.
 - 1,637 questions were answered by the librarians and 325 books delivered to inmates
- Graphic Novel Mini-Con was held at the Spauldings Branch and was a large success. The publishers involved in the convention reported that they would be happy to return.
- The Oxon Hill branch has Former Mayor of the District of Columbia, Marion Barry, to promote his new book Mayor for Life September 30th from 7-9PM.

Fizz Boom Read – Summer @ your Library

- Summer @ your library was a success in PGCMLS.
- There were a total of 9,931 participants. Children enrolled received 35,337 badges to represent their progress. Adult participants' progress was counted in number of books read.
- There was an overall 35% increase in the program over last year, with the Teens group having a 170% increase in participation. The adult participants had the highest completion rate.

Summer Meals

- The Summer Meals Program began on June 16th and ended August 22nd.
- PGCMLS partnered with No Kid Hungry, Share Our Strength and Partnership to End Childhood Hunger in Maryland, to provide free lunch for children 18 years old and younger at six of our branches:
 - Bladensburg
 - Glenarden
 - Hillcrest Heights
 - Hyattsville
 - Oxon Hill
 - Spauldings
- We served lunch to 4,794 children, which is approximately 10% of the children in Prince George's County who rely on school meals.
- The Arby's Foundation provided a hot meal on the final day of the program.

Support Services:

Associate Director Michael Gannon reported:

- A new data analyst position has been created. This position is utilizing metrics in order to make better decisions within PGCMLS
 - The employee in the position realized that we were incorrectly calculating self-checkout usage, which allowed us to realize that many branches are now around 50% usage. Our target is 80% usage.
- Overdrive service (electronic books, audiobooks and video) is now incorporated in the catalog so that you don't leave the library's website to check out the materials

Fairmount Heights Branch Renovation

- The renovation has been completed and the Grand Re-opening Celebration is scheduled for Wednesday, September 10, 2014 at 10:00.
- The branch received a top to bottom renovation.
- We were able to upgrade to LED lighting from a Pepco Grant for small businesses.
- There are now triple the amount of computers that were previously in the branch for customer use.

Beltsville Branch Renovation

- A state capital grant was received.
- Beltsville is currently scheduled to re-open to the public toward the end of September and a grand re-opening will be scheduled in October.
- Ms. Bolivar requested more information on the details of the Beltsville renovation.
- Mr. Gannon explicated that it will be an all-inclusive renovation, much like Fairmount Heights.
 - Study rooms
 - A conference room
 - An expanded and enhanced children's area
 - Adding children-specific computers
 - New HVAC
 - New staff restrooms

Homebound Program

Senior Homebound Outreach Coordinator – Guy Charity

- The library outreach services the senior and homebound customers through the following services:
 - Large print books and recorded books
 - Deposit collections of 50 – 100 books throughout nursing homes and assisted living facilities
 - 13 volunteer visitors who deliver library materials to those that cannot make it to a library branch.
 - Books by mail
- Mr. Charity remarked that PGCMLS currently sends between three to five bags per week at a cost of about \$6 - \$10 round trip per bag. Shipping is paid by PGCMLS and customers just flip the mailing label to return the materials to us.
- Mr. Charity described the procedure for the books by mail program and that it takes five days from when the homebound customer orders the book and when they receive their order.
- Ms. Bolivar questioned how the customer can get designated as a homebound person.
- Mr. Charity responded that there is an application process in place for customers to apply for the homebound status. He is working with area managers to work on the applications to correct the delay in returning the application to us.
- Dr. Wright requested more information as to the ceiling of the budget for the book by mail program.
- Mr. Charity relayed that the program is in its infancy and that it has not outgrown its budget as of yet since there hasn't been an overwhelming demand. The goal is to reach 300 registrants for the books by mail program.

Committee Reports

None

Unfinished Business

- Ms. Bolivar proposed that the Board retreat be held on Saturday, November 22nd. Ms. Bolivar will email the Board members in order to determine their availability.

New Business

- A motion to dispose of the following vehicles was made by Ms. Arrington and seconded by Mr. Polk. The motion passed unanimously.
 - Vehicle #46 1994 Chevy P-300 Step Van
 - Vehicle #51 1995 Chevy Van G-2500
 - Vehicle #52 1997 Ford Crew Cab
- Ms. Teaze provided background on the request for approval that \$1,292,850 of the Restricted fund balance be authorized to be spent on infrastructure upgrades in November 2014. These upgrades consist of:
 - Replacement of end-of-life equipment (Wireless Access Points, 4 Servers, 3 Firewall replacements, Wi-Fi Management Device, Wi-Fi Controller, Datacenter KVM, Switches, Color printers for branches for public use.
 - Total \$197,048.00
 - Replace 2 library vehicles (end-of-life).
 - Total \$70,000.00
 - Purchase Ready2Read early literacy stations for each branch
 - Furnishings for Administrative Offices at Largo-Kettering location
 - Proposed cost provided by Ms. Teaze to the Board
- Ms. Hamiel then described the Plan to create early literacy centers in branches to enhance our early learning, roughly \$130K.
 - Ready 2 Read Centers (early literacy centers) are interactive play areas that help children enter schools ready to learn. They will be age appropriate for ages 0-4 and have manipulatives for the children.

- Early literacy information/parenting tips will be available for the adults.
 - Accokeek will be the pilot branch.
 - Dr. Wright questioned if the ultimate plan is to put these centers into each branch and Mr. Gannon replied that the goal would be to have a Ready 2 Read center in each branch but that Accokeek is going to be the test pilot for now.
- Bylaws amendment
 - Mr. Corprew relayed to the Board that during the past few years of audits, it was recommended by the auditors that the Bylaws be updated to include the proposed language.
 - It was suggested that a thorough review of the bylaws be conducted and other possible changes be proposed either at the next meeting or at the next Board retreat.

Agenda for Next Board meeting

- Foundation donation for calendar year 2015 at the request of Mr. Polk
- Audit update
- Finalize the Board retreat date
- Bylaws review
- Outreach to customers to make the library accessible to all; better assistance to non-English speakers.

Request to address the Board

Nancy Saxon

- Expressed a concern for the non-English speaking patrons and that more assistance should be provided to those that are in need of translation.
- Ms. Teaze relayed that there is now a translation button on the PGCMLS website to translate the website into other languages.

Adjournment: 8:40PM

Prepared by the Executive Assistant

Respectfully Submitted By

Kathleen Teaze
Director