

BOARD OF LIBRARY TRUSTEES FOR BALTIMORE COUNTY
MINUTES OF THE MEETING
September 29, 2020

A meeting of the Board of Library Trustees was held via Zoom on Tuesday, September 29, 2020. The meeting was called to order at 8:01 am by Board President Maureen Walsh David, and a notification of recording was given and those wishing to speak during Public Comment were asked to sign-up. Other Board members present were: Yara Cheikh, Jane Eickhoff, Michael Netzer, and Paul Schwab. Absent: Aaron Slater and Anne West.

Staff in attendance: Paula Miller, Director; James Cooke, Interim Co-Director; Natalie Edington, Interim Co-Director; Julie Brophy, Adult and Community Engagement Coordinator; Jen Evans, Administrative Assistant; Emily Gamertsfelder, Planning, Projects and Data Coordinator; Ann McElroy, Staff Association President; Helen Rowe, Fiscal Services Manager; Julie Saxenmeyer, Marketing and Development Supervisor; Liz Sundermann, Virtual Services and Media Creation Manager.

Guests of the Board, Baltimore County Executive John A. Olszewski, Jr; Councilman Julian Jones, District 4; Councilman David Marks, District 5.

Ms. Walsh David marked this meeting as Director Miller's last before her retirement.

The County Executive, Councilman Jones, and Councilman Marks, made remarks on the occasion of the retirement of Library Director Paula Miller. They commended her tremendous efforts for the residents of Baltimore County and cited numerous new services and programs made available during her tenure as Library Director. Ms. Walsh David expressed the Board's thanks to Director Miller and read a citation from the Senate of Maryland. Director Miller expressed her thanks and appreciation to the Board, County and Staff. After these remarks the Board's guests left the meeting.

COMMUNICATION

Changes to the Agenda

The acceptance of the FY 20 Audit will move to the October Agenda.

Minutes

The Board approved minutes for the August 18, 2020 (**Schwab/Eickhoff**).

Correspondence

None.

Public Comments

None.

REPORTS

Director's Report (Cooke/Edington)

Mr. Cooke shared highlights from the written Director's Report which will be filed with the minutes. BCPL's expanded virtual programs included the first of the planned Baltimore County Dialogs on Race, and a partnership with the Maryland Lynching Memorial Project for a monthly Anti-Racism Book Discussion. Library services have expanded with lobby delivery service to some senior communities, expanded curbside pick-up hours, curbside printing service, and the

resumption of Central 3D printing services. Mr. Cooke also shared that BCPL has received a grant of \$300,000 (\$100,000 per year for three years) from the Osprey Foundation Inc. of Towson to fund a social worker in the library program.

Statistical Dashboards (Gamertsfelder)

Ms. Gamertsfelder reviewed the August statistical highlights. August circulation of e-materials increased only slightly as curbside service is allowing customers to borrow print materials. Ms. Gamertsfelder will continue to adjust the dashboards as more materials and services become available to customers in the coming weeks.

Facilities Update (Cooke)

Mr. Cooke reported on current projects. The Loch Raven HVAC replacement has been completed and the branch is open for curbside service. The Reisterstown renovation continues to make progress. Drawings for the Catonsville renovation will be completed soon. The Rosedale bathroom/meeting room refresh is scheduled to begin in late October.

Staff Reports

Finance Report (Rowe)

Ms. Walsh David thanked Ms. Rowe and her team for their work with the auditors. Ms. Rowe reported that revenues continue to be below budgeted numbers, and this is offset by a reduction in expenses.

Staff Association (McElroy)

Ms. McElroy thanked Director Miller on behalf of Staff Association for her work with the Staff Association Concerns Committee. She then shared dates for upcoming social events for the staff.

Board Reports (Walsh David)

Ms. Walsh David commended Interim Co-Directors Cooke and Edington for their work during the transition. Applications will be taken for the Director position until October 4. The search firm is confident that there are a number of well qualified candidates.

OLD BUSINESS

FY 21 Budget (Rowe)

The final FY 21 Budget will be printed and distributed shortly.

Towson Mural Update (Cooke)

Mr. Cooke shared that artist Ryan Adams has been selected to paint a large scale, geometric mural on the York Road side to the Towson Library. Funding for the mural comes from a Community Legacy grant received by the Towson Chamber of Commerce, supplemented by a generous donation of \$3,500 from the Friends of the Towson Library. Work on the project should begin in mid-October and be completed by the end of November.

Ms. Walsh David thanked Mr. Schwab for his coordinating for the Board with the Chamber on this project.

Pandemic Impact on BCPL (Brophy, Cooke, Edington, Sundermann)

Mr. Cooke updated the Board on the planning that continues for the next portion of BCPL's Reopening plan and preparing our buildings and staff for limited direct service to customers in our buildings. This phase will focus on re-entry by customers by appointment for computer use. Property Management has been custom cutting Plexiglas shields for the service desk areas and it is anticipated that this service would begin in mid-to-late-October.

Interim Co-Director Edington reported that virtual service and programming continues. Upcoming programming includes support for learning at home, Your Vote 2020, ESOL Conversations, Narcan Training, One Maryland One Book, and the next Baltimore County Dialogue on Race event.

Ms. Brophy, Adult and Community Engagement Coordinator, discussed the new "lobby delivery" service being provided to senior communities that have opted-in to the service. This service consist of delivery bins of holds to these communities. Of the 51 regular senior community stops, 17 have opted-in for the service and staff regularly check in with those who have not opted-in to see if they can add them in to the service. Community residents are very pleased to be receiving new materials for the first time since libraries closed in March.

Ms. Sundermann, Virtual and Media Services Manager, reported on the new printing service that was recently launched. Request for printing have increased each week the service has been available. Ms. Sundermann thanked her staff for their creative thinking and hard work during the pandemic. VAMS staff worked diligently to make the software products, services, and Apps the library already owned work in our new service model. This limited the expenditure of funds on new programs to serve the same needs. Additionally, the Baltimore County Office of Information Technology has purchased a large number of new Chromebooks and Hotspots to be loaned to customers. These new devices should help customers who do not currently have internet access.

Ms. Walsh David thanked the VAMS staff for their flexibility in providing cost effective service. She also complimented the lobby service and remarked that our customers would be very happy to have it.

NEW BUSINESS

Policies

Circulation Policy Revision: Chromebook & Hotspot Loan Periods

The Board was asked to increase the loan period for Chromebooks and hotspots from seven days to twenty-one days. After brief discussion of the rate of loss of these materials in the past, which has decreased, the Board approved the policy revision (Cheikh/Schwab).

Circulation Policy Revision: Extension of Temporary Suspension of Fees Charged & Collected (Edington)

After brief discussion why customers were allowed to borrow up to two books when in collection, the Board voted unanimously to continue the temporary suspension of fees until Phase 4 of BCPL's Reopening Plan, including:

- Fees charged for extended loans.

- Fees charged for hold materials that are not picked up.
- Payment requirements to borrow materials.
- Limits on borrowing for customers with fees owed.

Exception: Customer accounts that have been referred to the collection agency still require a partial payment to borrow up to two (2) items **(Netzer/Eickhoff)**.

Circulation Policy Revision: Extension of Temporary Expansion of Borrowing Privileges for E-Cards (Edington)

The Board approved the expansion of borrowing privileges for e-cards through Phase 3 of BCPL's Reopening Plan as follows:

- E-Cards are granted full borrowing privileges, including all borrowing limits and fees, with the following exceptions:
 - E-cards may not be used to borrow Chromebooks or any items in the Library of Things or other special collections.
 - E-cards may not be used to borrow Marina or OCLC World Cat (Interlibrary Loan) materials.

(Netzer/Schwab)

Grant Applications

Baltimore County Foundation COVID-19 Evolving Needs Fund (Saxenmeyer)

With Board approval, BCPL will apply for a grant of \$7,000 to provide free books to children who currently participate in meal pickup at select branches. These books will then be followed up with a virtual author visit. The Board approved this grant application **(Schwab/Netzer)**.

PNC Bank – Mobile Law Library (Saxenmeyer)

PNC Bank has invited BCPL to apply for a grant of \$20,000 towards the final costs of the Mobile Law Library. The Board approved this grant application (Eickhoff/Cheikh).

Maryland State Library –Virtual Programming Grant (Sundermann)

The Maryland State Library will be amending the existing Tech Ed grant to add \$50,000 for statewide virtual programming equipment.

ADJOURNMENT

With final words of thanks to Director Miller, the meeting adjourned at 9:13 am **(Cheikh/Schwab)**.

Submitted by

Anne West

Secretary to the Board of Library Trustees