

BOARD OF LIBRARY TRUSTEES FOR BALTIMORE COUNTY
MINUTES OF THE MEETING
November 17, 2020

A meeting of the Board of Library Trustees was held via Zoom on Tuesday, November 17, 2020. The meeting was called to order at 8:03 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 using the Q&A tool on Zoom. Other Board members present were: Yara Cheikh, Jane Eickhoff, Michael Netzer, Paul Schwab, Aaron Slater, and Anne West.

Staff in attendance: James Cooke, Interim Co-Director; Natalie Edington, Interim Co-Director; Jen Evans, Administrative Assistant; Emily Gamertsfelder, Planning, Projects and Data Coordinator; Ann McElroy, Staff Association President; Helen Rowe, Fiscal Services Manager; Liz Sundermann, Virtual Services and Media Creation Manager; Mary Wilson, Human Resources Manager.

COMMUNICATION

Minutes

The Board approved minutes for the October 20, 2020 regular meeting and the special meetings held on November 11 and 12, 2020. **(West/Eickhoff).**

Correspondence

None.

Public Comments

Upcoming Events

Ms. Cheikh complimented Mr. Cooke on the ribbon cutting for the mural at Towson. Ms. Eickhoff was pleased with the attendance at the event, which took place outdoors.

REPORTS

Director's Report (Cooke)

Mr. Cooke shared highlights from the written Director's Report which will be filed with the minutes. BCPL continues to develop virtual programming. Over 3,000 people attended 145 programs in October. Those programs included the second session of Dialogs on Race and Your Vote 2020 with keynote speaker Donna Brazile. The system saw over 38,000 curbside visits in October and circulated over 291,000 items via this service. Recommendations for all Maryland libraries from the State Health Department have allowed a reduction in the materials quarantine time to 48 hours (from seven days).

Ms. West asked if materials placed on hold were available for more than the normal seven days. Ms. Edington assured her that customers needing more than seven days could ask for an extension.

Branches began limited in-branch computer use by appointment on November 4. In the first seven days 581 customers used this restored access. Regular phone service also resumed, with branches answering calls in real time, rather than using the voicemail call-back model from

earlier in our partial reopening. The Owings Mills Branch served as a polling site for early voting and Election Day while maintain library and meal services.

Mr. Cooke also congratulated the recipients of Staff Merit Awards for 2020.

Mr. Schwab inquired about the additional Chromebooks that were intended for circulation. Ms. Sundermann reported that they are on backordered with the vendor and County OIT is keeping up to date on their status.

Ms. Walsh David added the Board's congratulations to the Staff Merit Award winners.

Statistical Dashboards (Gamertsfelder)

Ms. Gamertsfelder reviewed the October statistical highlights. October circulation has increased slightly but that is accounted for by renewal of materials which was 43% of circulation. There was an increase in program attendance from an increase in the number of virtual programs last month. Under the heading of statistics tracked during the pandemic period, the number of questions answered by staff, and the number of phone calls received was up over last month. Ms. West inquired about the types of questions asked and Ms. Cheikh asked about the number of homework help calls. Ms. Gamertsfelder did not have details about those categories and will report them at another meeting. Many of the questions received by staff are for help with eBooks and access. Virtual circulation remained steady. Other services like 3D printing and pickup of printed materials has just resumed. Since service began on November 4, 600 computer appointments have been booked.

Ms. Cheikh asked if the number of virtual programs had increased over last year. While BCPL did some informational videos, our current style of virtual program began in response to the pandemic.

Ms. Eickhoff asked how many computer appointments were available. System-wide, 110 appointments per hour are available at socially distanced computer stations. Currently promotion is via word-of-mouth as those who most need the service do not have access. Ms. Cheikh suggested a flyer that could be distributed. Ms. Edington assured the Board that branches are reaching out to local partners to get the word out about the service.

Facilities Report (Cooke)

Mr. Cooke reported on the progress of recent building projects. The mural at Towson has been completed. Signage with the name of the mural and information about the artist will be installed shortly. The Reisterstown renovation is progressing slightly ahead of schedule. The planning of the Catonsville renovation continues with HVAC and plumbing issues being discussed. Rosedale's meeting room/bathroom refresh is still on schedule to begin in December. Mr. Cooke met with the head of Baltimore County Property Management to discuss priorities for next year which would include bathroom/meeting room updates at White Marsh and Woodlawn, and a possible renovation of Lansdowne.

Finance Report (Rowe)

Ms. Rowe reported that revenues and expenditure remained below previous levels.

Staff Association (McElroy)

Ms. McElroy updated the Board on event being held by the Staff Association including work on participation in the Festival of Trees. Details can be found on the association website. Ms. McElroy's service on the Staff Association Board will end in December when Mr. Joey Schenning becomes Staff Association President.

Ms. Walsh David expressed her thanks and appreciation of the work Ms. McElroy has done.

Annual Report (Gamertsfelder)

The FY 2020 Annual report is being finalized and will be available for the next Board meeting.

Board Reports (Walsh David)

Ms. Walsh David thanked everyone who participated and gave feedback as part of the director search process. The Board hopes to make an announcement on their selection soon. She also thanked staff who worked on the logistics of all the pieces of the process behind the scenes including Mr. Cooke, Ms. Edington, Ms. Evans, Ms. Gamertsfelder, Ms. Sundermann, and Ms. Wilson.

Mr. Schwab asked about bookmobile service. Ms. Edington gave an update on both Adult and Youth Services efforts with drop off collections to senior center and daycare provider who had opted-in for those services.

Ms. West asked if there was any information on how recent employee COVID-19 positivity happened. Ms. Wilson responded that there is no way for BCPL to know for sure, and our positive cases have been extremely low and spread out among the branches. This means that BCPL has not had enough cases in one location to be defined an "outbreak" by Baltimore County Health and Human Services.

OLD BUSINESS

None.

NEW BUSINESS

None.

ADJOURNMENT

Ms. Walsh David wished everyone a safe and healthy Thanksgiving and the meeting adjourned at 8:35 am **(West/Schwab)**.

Submitted by

Anne West
Secretary to the Board of Library Trustees