

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, October 14, 2014 at the Beltsville Branch Library.

Board Members Present

Sylvia Bolivar, President
Christy Wright, Vice-President
Wanda Arrington
Samuel Epps
Rey Robles
Cormekki Whitley

Prince George's County Memorial Library Attendees

Kathleen Teaze, CEO
Lamont Corprew, CFO
Michael Gannon, COO for Support Services
Michelle Hamiel, COO for Public Services
Koven Roundtree, Director of Human Resources
Blane Halliday, North Area Manager
Jessica Freeman, Executive Assistant

Absent: Mark Polk

The Board Meeting was called to order at 7:38pm by Ms. Bolivar, Board President.

Minutes

Ms. Whitley made a motion to approve the September 9, 2014 Board meeting minutes. The motion was seconded by Dr. Wright. The minutes were approved with a unanimous vote.

Financial Statements

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

Chief Financial Officer Report

YTD Revenues Through the month of August were \$5.4M, which was \$516K favorable compared to budget due to:

- County Support, State Appropriation, and County Correctional Center Reimbursement were all flat to the budget.
- The County CIP Reimbursement was approximately \$542K.
- Branch revenues had a negative variance of \$23K, which was primarily due to overdue fines being lower than projected.
- Other revenues also had a negative variance of \$3K. This was due to a lack of the E-Rate rebate but was slightly offset by lower Loss Recovery and Interest Revenue.

YTD Expenditures Through the month of August were \$4.8M, which was \$418K unfavorable compared to budget due to:

- Salaries and Fringe benefits having a favorable variance of \$161K, which is due to a number of open positions and new hires accepting lower salaries.

- Library Materials, Supplies, & Repairs had a favorable variance of \$47K with less expenditures on books, serials, and processing.
- Operating Services & Supplies was favorable by \$18K due to decreased costs in auditing, collections service, legal counsel, and postage. These savings were, to some extent, offset by increased costs in the areas of temporary staffing, outsourced customer service, bank & finance charges, payroll outsource fees, and supplies/equipment – office.
- Computer, Software & Support was favorable by \$7K because of lessened expenditures in computer equipment and ILS support but was marginally offset by higher than expected costs in computer repair & maintenance as well as software licensing & support.
- Public Relations & Programs was favorable by \$1K due to a decrease in costs of advertising but was offset by the cost of PR specialty programs.
- Travel, Training, & Membership was unfavorable by \$4K, which is due to increases in the areas of local travel, recruitment, as well as dues & subscriptions.
- Vehicles had a negative variance of \$5K due to increased fuel and oils costs but were slightly offset by lower parts & accessories costs.
- Building & Equipment was favorable by \$22K, primarily because of decreased spending in building repair & maintenance, carpet & drapery cleaning, and equipment rental & maintenance. These savings were slightly offset by increased spending on uniforms.
- Utilities were favorable by \$49K due to decreased spending in both natural gas and electricity but were marginally offset by increased spending on tenant fees, alarm service, and telephone/telecommunications.
- Dr. Wright questioned the higher travel costs.
 - Ms. Teaze explained local travel costs are due to staff traveling to training or other library supported events. Higher costs in August would even out over the fiscal year.
- Dr. Wright questioned the vehicle costs.
 - CFO Corprew explained that some of the cost is seasonal.
- Ms. Whitley questioned why there is a decrease in spending on books but an increase in spending on electronic materials.
 - The CFO indicated that the electronic materials is the future direction of the library
 - COO Michael Gannon indicated that many electronic database dues are invoiced at the beginning of the fiscal year, which in part explains the higher costs. Furthermore, this time of year reflects a lull in publication of hardback books but that towards the holidays there will be an increase in hardback book purchases.

Audit Report

- Ms. Arrington relayed that the FY2014 audit report draft was received Tuesday, October 14, 2014.

Correspondence

- Ms. Bolivar requested more detailed information on Item 4 on the Correspondence Log.
 - CEO Teaze indicated that the letter was a solicitation for business and no further action was needed.
- Dr. Wright requested more detailed information on Item 1 on the Correspondence Log.
 - CEO Teaze indicated that it is in reference to a charge of discrimination for an hourly employee not receiving a position that was applied and interviewed for.
- Ms. Bolivar requested more detailed information on Item 6 on the Correspondence Log.
 - CEO Teaze read the letter in reference to the FY 2015 County Council's Budget Adjustments moving capital projects for Bladensburg, District 7 and Langley Park to FY 2015.
- Ms. Whitley requested more detailed information on Item 3 and 6 on the Correspondence Log.
 - CEO Teaze read both customer complimentary letters to the Board.

Chief Executive Officer's Report

CEO Teaze reported:

Hyattsville Branch Replacement

- Final community meeting, of three, was held on September 17th from 7:00PM – 9:30PM. The purpose was to get community input for the new Hyattsville Branch. All input can be found on the PGCMLS website.

Fairmount Heights Re-opening

- The grand re-opening was held on September 10th.
- Customers were excited to have the library back and impressed with the improvements to the branch. There was much enthusiasm about the DREAM Lab for digital and media, which is the first of its kind in Prince George's County Memorial Library System.

Outreach to Non-English Speakers

- Provided an overview of the services PGCMLS offers to non-English speakers.
 - Welcome Brochure in Spanish-*¡ Bienvenudos!*
 - All flyers advertising Homework Help services are in Spanish as well as English
 - Bilingual (Spanish) storytime at County Multi-Service Center in Langley Park
 - Weekly Spanish Conversation Club- Hyattsville and Spauldings Branches
 - Weekly English Conversation Club – Hyattsville and Spauldings Branches
 - Beginning Computer Class in Spanish – New Carrollton Branch
 - Press releases sent to Spanish Language media outlets
 - Bilingual Storytimes –French/English, Spanish/English, Chinese/English
- There is a great need for bilingual staff. As an incentive for those staff that are bilingual and utilize this skill on the job, there is a pay differential.

1st Quarter Statistics Comparison FY14 & FY15

- CEO Teaze provided the comparison chart to the Board
- Surpassed the 500K mark in borrowers in the system
- Online registrations have increased from 261 to 600.
- The downward trends in total circulation and total programs have a lot to do with the closed branches for reconstruction.

Committee Reports

Budget & Audit

- The FY 2014 audit report draft was received Tuesday, October 14th.

Chief Operating Officer's Reports

COO Michelle Hamiel deferred to Blane Halliday, the North Area Manager:

Bowie Branch:

- Mr. Halliday showed a news report on the Bowie Branch's new Teen Zone, which opened on the first day of school. Joslyn Jones helped to create the Teen Zone to allow teenagers to have a place all their own for after school to "hang out" and be comfortable. As many as 100 teens come to the Teen Zone each day.
- The Teen Focus Group took place on September 24th and will be held quarterly moving forward. The purpose is to provide PGCMLS with the needs of the teenaged customers and what PGCMLS can do to better serve this population.
- The Innovation Expo, recently held at the Enoch Pratt Free Library, was attended by Joslyn Jones and Vanessa Chandler. They came away with a number of innovative ideas to incorporate at PGCMLS and will be implemented over the next several months.
 - Girls Who Code Club:
 - The PGCMLS Girls Who Code Club is the first in the state of Maryland. This program was first piloted in 2012 in Chicago, New York City, Boston, Detroit, and San Francisco and

has expanded nationally to offer computer science education and technology industry exposure to 6th – 12th grade girls.

- PGCMLS/Bowie Branch was awarded \$3,200 from the City of Bowie Outreach Grant.
- The program will begin in January 2015.
- The grant funding will be used to purchase Google Chromebooks, a Smart TV, and a small stipend for instructors.
- Story time attendance has been heavily increased with the Toddler Story time on Tuesday mornings being especially popular at the Bowie Branch.
- In September two Adult/Family Programming events were hosted at the Bowie Branch commemorating the 75th Anniversary of the start of World War II.
- Also in September, a largely attended Star Spangled Banner Bicentennial Concert was held, which featured performers on period instruments.

North Area

- The North Area branches of the PGCMLS continue to be the busiest overall with Circulation numbers that lead the system.
- Self-checkout rates continue to remain high with many of the branches being consistently over 60%. It is anticipated that Beltsville numbers will recover once the public makes its way back to the branch.

Beltsville Branch

- Soft opening on October 6th started off well with close to 500 customers in attendance. The public was very obviously happy to see the branch re-opened and the staff.
- The grand opening is scheduled for October 22, 2014.
- In response to community requests, the Beltsville branch will be inaugurating its Monday Family Fun Night on October 20th and each third Monday following.
- The full line-up of story time will be resumed by the end of October.

Greenbelt Branch

- In response to considerable customer demand, this branch has increased the offerings of story times, which includes more age specific offerings and monthly bilingual English/Chinese story times.
- Bilingual English/Spanish story times are to be added in January 2015.
- The ongoing “African American History & Culture Lecture Series” with C.R. Gibbs continues to attract a loyal audience at the branch.

Laurel Branch

- The Adult Services Staff have begun an outreach relationship with ARC of Prince George’s County, which is an organization committed to the welfare of people with developmental disabilities and their families.
 - Programs for adults with developmental disabilities are held at the branch twice a month.
- Arlene Ogurick participated in Laurel Regional Hospital’s Health Fair on September 10th where contact was made with about 45 people and they were able to apply for library cards.

Chief Operating Officer Michael Gannon reported:

Construction Update

- New AO/Largo 2nd Floor
 - The 2nd floor of the building has been demolished. Partitions for new offices and cubicles have been marked out on the now empty space.
- Laurel
 - PGCMLS is waiting to receive the final signed contracts for the Laurel Branch rebuild project between the County and the contractor.
 - COO Gannon is concerned that the project may begin too late in the year, which could lead to higher costs later to adapt to weather conditions.
- New Carrollton
 - 50% construction documents prepared/completed. The goal is to have 100% construction documents prepared by the end of this calendar year. Best case scenario, construction to begin in June 2015.

- Hyattsville
 - COO of Support Services and CEO will be meeting with the architects on the Hyattsville project on Wednesday, October 15, 2014. The architects have three designs to show.
- Surratts-Clinton
 - COO Gannon will be holding a meeting on October 16th with the Surratts-Clinton staff members to get a better understanding of their needs for a renovation.
 - Funding is in place for a complete renovation and a small addition to the children's area.
- Bladensburg, Langley Park, District 7
 - GWWO has done an assessment to determine the most feasible locations of these branches.
- Bowie
 - COO Gannon applied for a state capital grant for the Bowie Library renovation. It takes 1 year for the Board of Education to either approve or deny the application. It is anticipated that a decision will be made by the end of this calendar year.

Robin Jacobsen, Director of Community Services Reported

- September was Library Card Sign-Up month. Prince George's County Memorial Library System participated by having a ninth grade student library card campaign.
 - 2,000 students registered in September and over 500 of those were 9th graders. The 9th graders received a small gift with their applications and were entered in a drawing to win an Xbox One.
- PGCMLS has begun partnerships with the PGCC, DSS, and One-Stop-Shop.
- PR has started a new initiative in which staff is interviewed on varying initiatives, which is called Momen(tum).
 - James Neal from the Hyattsville Branch was the first to be interviewed and discussed the 9th grade student library card campaign. The video is available on YouTube.

Committee Reports

None

Unfinished Business:

Request approval of supplemental spending request to access restricted fund balance to be utilized for infrastructure upgrades in November 2014. – Action Requested

The Board had asked the following questions and CEO Teaze reported on the answers:

- What is the policy for the use of restricted funds? What is considered a capital emergency? Are these IT upgrades/purchases considered a capital emergency?
 - The restricted fund spending policy was voted on and decided at the June 18, 2009 Board meeting when the Board voted to establish a restricted fund equivalent to 5% of the previous fiscal year's approved budget for purposes of funding capital improvements.
 - The Board voted to move funds within the budget to ensure sufficient funds for unanticipated projects.
 - A capital emergency is not required in order to utilize the funding in the restricted fund. However, CEO Teaze noted that the IT infrastructure upgrades constitute a capital emergency as the equipment-servers and wireless access points-have been at end-of-life since 2009. Wi-Fi Access Point capacity is currently 25 users and this is not adequate to the demand. The proposal will allow for access points with capacities of over 100 users.
- The request mentions no service/maintenance costs. Does the Library IT staff plan to handle all support or use a sparing strategy?
 - The pricing provided in the CEO Report for funding from the restricted fund includes the cost of service contracts for either 2 or 3 years. Maintenance can be handled, in part, by the PGCMLS IT staff but service contract will be necessary.

- Ms. Teaze noted that from 2008 until 2014 PGCMLS was not able to follow the Technology plan due to massive budget cuts.
- The IT Director is planning to do an assessment to see what PGCMLS needs are and how to solve the problems that are found.
- A 3-5 year technology plan will be developed by the new IT Director.
- The IT Director has been doing a number of upgrades at the same time as solving infrastructure issues.
- Why purchase 18 color printers?
 - The lease has run out on the copiers in the branches. It has since been decided to implement a network system where customers can use printers and pay for them with their credit cards. This causes need for updates and new equipment.
 - Black & white printers have been in use for cost savings reasons but PGCMLS has received a great deal of feedback from the public to have color printing as an option.
- The supplemental spending request includes funding for the Ready2Read Centers and furnishings for the renovated space at Largo-Kettering for 55 staff. COO Gannon reported that:
 - Cost overruns on the mechanicals have maxed out the renovation budget, before furnishings and casework have been purchased.
 - Systems furniture is required for the new AO. Current AO furnishings will be recycled for staff who will be moving to the basement of New Carrollton.
 - Funding for the Accokeek pilot Ready2Read center came from a gift account. Additional funding is being requested to fund Ready2Read centers at 12 more branches.
- Ms. Whitley requested more information to speak to a plan to rebuild the restricted fund.
 - The CEO had explained that there isn't currently a set plan but that the Board could vote to restrict a further amount.
 - CEO Teaze and COO Gannon explained the historical perspective of how the County views the PGCMLS budget as well as the restricted fund.

Ms. Whitley made a motion to assign \$776,177.89 for IT infrastructure, Ready2Read centers, and Support Service needs as proposed. Mr. Epps seconded the motion. The motion was then unanimously approved by the Board.

Due to the time, Ms. Bolivar requested that the Addition to the Board of Library Trustees By-Laws – Information Only be tabled until the next Board meeting

New Business

Due to the time, Ms. Bolivar requested that the Foundation donation for calendar year 2015 at the request of Mr. Polk – Information Only be tabled until the next Board meeting.

Approval of increased rates for meeting room rentals – Information Only

- The CEO indicated that the proposal is to increase the current fee from \$150 to \$225 to rent a large meeting room. Additionally, there will be a change to decrease the time requirement for rental, from four hours to two hours, allowing for more rentals. PGCMLS last increased meeting room rental fees in 2012.
- This increase in meeting room rentals fees will help bolster PGCMLS income. The Fines and Fees income is projected to steadily decrease with increases of customers utilizing electronic resources.
- Ms. Bolivar and Dr. Wright requested pricing for meeting room rentals from neighboring county libraries.
 - Ms. Jacobsen will provide this information for the next meeting.

Agenda for Next Board meeting

- Tabled items
- Other items deemed by the Board

Request to address the Board
None

Adjournment: 9:30 PM

Prepared by the Executive Assistant

Respectfully Submitted By



Kathleen Teaze
Chief Executive Officer