

**FREDERICK COUNTY PUBLIC LIBRARIES BOARD OF TRUSTEES
MINUTES OF MEETING
JANUARY 4, 2012**

The Frederick County Public Libraries Board Meeting convened at 7:00 p.m. on January 4, 2012, at the C. Burr Artz Library, Frederick, Maryland.

BOARD MEMBERS PRESENT: C. Greenway, M. Kurtianyk, T Kutz, G. Laugelli, B. Poteat, T Prensky, and C. Smith.

BOARD MEMBERS ABSENT: Commissioner Liaison, D. Gray

STAFF PRESENT: D. Batson, Director; B. Pelle, Associate Director; D. Maminski, Associate Director; E. Cromwell, Community Partnership Manager; S. McCoy, Branch Administrator – C. Burr Artz Library; M. Carlson, Branch Administrator – Brunswick Library; M. Mannix, Maryland Room Manager; B. Atwood, Circulation Supervisor – Thurmont Regional Library; E. Gamertsfelder, Library Associate; and L. Tibbs, Recording Secretary

CITIZEN REMARKS: None.

APPROVAL OF MINUTES: C. Smith made a motion to approve the minutes of the November 2, 2011 meeting; seconded by G. Laugelli. VOTE: Unanimous.

PRESIDENT'S REPORT: Mr Kurtianyk wished everyone a Happy New Year! As we begin a new calendar year, we always consider making resolutions and I thought for a moment and asked why do we make resolutions? Is it because we look back on the year and think about what we could have done better? Probably The most popular phrase at this time of year is "if only" If only I did this or if only I had done that. However, when it came to the Frederick County Public Library System, the phrase "if only" did not come to my mind. I thought about all the accomplishments that we shared - the opening of the Brunswick Branch Library, the fifth year anniversaries of the Urbana and Point of Rocks Libraries and the traveling Library of Congress Exhibit just to name a few So, this year, we may not need to make new resolutions. Maybe all we need to do is to resolve to continue doing the great things that we do and the great things that the staffs do. So, let's resolve to continue doing what we do well. Let's resolve to continue providing great service and great programs. Let's resolve not to say the phrase "if only" at this time next year.

DIRECTOR'S REPORT:

a. **FCPL Update:** Mr Batson stated that he will be providing an overview of not only what has occurred over the past two months but what we will be doing for the next few months.

He thereafter reviewed the statistics and noted that usage is increasing. There is still a minor drop at the C. Burr Artz Library but there is an increase in circulation throughout the entire

system. He noted that this is on purpose. We wanted to spread the collection and services out to where the people are in the County. He thereafter reviewed website visits to www.fcpl.org. The website visits have increased by 92% from 379,000 to 763,000. These visits are not from within the libraries; they are from outside the libraries. In short, it is someone walking into their virtual library and getting service. We will no longer be counting just those individuals walking through the door. We will be counting website visits as visits to the libraries. In the changing evolution of libraries, this is one way a person can visit libraries. He noted that instead of saying we have had 579,000 visitors, we are going to add another 763,000 to that figure. This is a dramatic difference. As we examine the alternative ways people are utilizing public libraries and how we are trying to analyze that and get a better grasp on it, it is simply not going to be the items checked out across a desk but it will also include items checked out online, utilized or downloaded. The statistics from this point forward will change to more accurately reflect the public's usage of the library. Mr. Batson noted that we are very pleased with what we are seeing.

Mr. Batson noted that quite often we state that weekends are the busiest times for circulation at FCPL. An analysis was actually conducted by Emily Gamertsfelder and the analysis has proved that Sunday afternoons are the busiest. During the week, we average approximately 82 items circulated per hour at each branch and Sunday afternoons average approximately 221 items circulated per hour at those branches that are opened on Sundays. The weekend hours are exceptionally busy. This addresses the change in the demographics of people's lifestyles. Sundays are one of the busiest retail times as well in the community.

Mr. Batson also reviewed some of the activities that we have been doing and continue to do. Today we just sent out and finalized four LSTA grants from the Maryland Department of Education totaling \$135,000. He noted that FCPL will receive word in mid-February as to how successful we were in submitting the grants. Staff is also working on a couple of additional on-line products. Some of these on-line products will help staff analyze and get a better grasp on our usage so we can more effectively spend our money and resources. Another product being considered is downloadable music. Currently, FCPL has downloadable books but now FCPL is looking at downloadable music.

Mr. Batson further advised that Superintendent Alban from Frederick County Public Schools will be at the April FCPL Board of Trustees meeting and there will be a formal signing of a partnership between FCPL and FCPS. We are going to try and build a closer relationship between FCPS and FCPL to better utilize each other's resources.

Another leadership class will commence in a month or so for new employees who have just received their MLS to assist them in what they are doing.

Mr. Batson advised that FCPL will be sending staff to the PLA Conference in Philadelphia in March. It is close enough to send staff up during the day to look at the exhibits.

There will be a Legislative Reception on Wednesday, January 25, 2012 for librarians and trustees. If anyone is interested in attending, please let Mr. Batson know so that carpools may be arranged.

Mr. Batson introduced Elizabeth Cromwell. Ms. Cromwell will speak to everyone about something FCPL has been doing for all the wonderful sponsors and partners we have had during the past year. Ms. Cromwell stated that this year FCPL tried to do something a little different. In the past, at the end of the year, a thank you note would be sent out from Mr Batson and Ms. Cromwell to the various sponsors for all the various activities, programs and partnerships. This year, Ms. Cromwell decided that it might be a nice idea to send out something that was a little bit more visually stimulating and would also give all of the other sponsors and partners a chance to see what everyone else was doing. Ms. Cromwell stated that Rene Beaupain who works in the Public Relations Department put together a video which she thereafter played for everyone's viewing. Ms. Cromwell stated that many of our sponsors and partners have thanked us for the video and mentioned how pleased they are about the video.

b. Budget/CIP Update: Mr Batson advised that the budget will be presented to the FCPL Board of Trustees at the next meeting in February

Mr. Batson noted that FCPL has notified the County that it will not be making an appeal or presentation on any capital projects. We have been advised that there will not be any changes to the CIP and FCPL was asked if we wanted to make an appeal, and we have decided that since things will not be changing, it makes no sense to make an appeal or presentation on any future projects.

NEW BUSINESS:

a. Financial Report: Ms. Pelle stated that we are now half way through the year and FCPL is doing very well. It looks like we will be collecting more revenue than we originally budgeted in the collection agency revenue and miscellaneous revenue, however, we will probably collect a little less in revenue for copiers and book sales. If everything holds the same for the last half of the year, we should break even for fines compared to what was budgeted.

Ms. Pelle stated that FCPL's credit card fees have increased by approximately 30% and this is partly due to the fact that more fines are being paid by credit cards and partly due to the increase in fees charged by Bank of America. She further noted that FCPL's postage costs have greatly been reduced and we will budget very differently for this account in Fiscal Year 2013.

Ms. Pelle advised that the processing supplies account does not show much activity at this time, however, there are a couple of high cost items which are purchased towards the end of the year. These items include bar codes and secure cases for DVDS. She noted that the capital equipment account shows a fairly high balance still available, however, we have not yet purchased replacement equipment (bar code scanners, PCs, receipt printers). We did recently purchase three small servers to replace servers that we had that were more than five years old. Discussion followed.

b. Tech Bar/Nooks Update: Ms. Atwood stated that this project launched in late October, 2011. The check-out process is going well, however, it is a little lengthy due to the amount of information that we need to give our patrons about the Nook. Patrons are given basic

information at the time of check-out but if they have additional questions, we refer the patron to the Information Desk. She noted that there has not been a problem so far with patrons returning the Nook via the book drops and we attribute this to the extensive information provided to the patron at the time of check-out and the increased fee charged if a Nook is returned to a book drop. The Tech-Rangers are a group of loyal staff members at the Thurmont Regional Library that look over each device very thoroughly when the Nook is returned. Initially it took staff approximately 20-25 minutes per device, however this procedure has been streamlined and the Nooks are usually inspected and out for delivery to the next patron by the next delivery day. When the project first started, we had approximately 70 holds on the Nooks but as of today there were 35 holds on the Nooks. The feedback that is received from patrons who have checked out the Nooks is passed along to Michael Carlson who compiles the data and he has prepared a report which he has handed out to members of the FCPL Board of Trustees this evening. Ms. Atwood stated that most patrons have indicated that they would like to see a longer than 7 day check-out time limit. When patrons have been asked if FCPL should continue this project, the responses have been very positive. Another question asked patrons if borrowing the Nook made them more likely to purchase an eReader and the comments mainly indicated that they appreciated the fact that they were able to try the eReader in the comfort of their own home even if they may/may not purchase an eReader. The last question on the survey asked patrons if the content (titles) on the Nook met their needs. Even though the responses were 60% positive and 33.33% negative, Ms. Atwood stated that the patrons may not understand the actual scope of this project which is basically to allow people to learn how to use an eReader more than get to read whatever they want if they come into the library and take a book off the shelf. Many patrons want to see their own personal content on the eReader or they would like to download their own content on the eReader that is borrowed from the library. Most of the patrons have noted that they are very happy with this service. We have received some negative comments that tax dollars were spent on this technology, however, she noted that this project was not funded through taxpayer money and was provided by gifts from various sponsors.

Mr. Carlson stated that the Tech Bar is up and running at the C. Burr Artz Library, Urbana Regional Library, Thurmont Regional Library and the Brunswick Library. The Tech Bars have been wildly successful and we have had no security issues so far. Mr. Carlson reviewed the statistics from the Tech Bar Survey and noted that the most shocking number to him is that apparently patrons do not like to fill out surveys. He noted that when he has been at the C. Burr Artz Library, the Tech Bar is extremely busy but we don't get responses from patrons at the C. Burr Artz Library like we do at some of the other branches. Patrons found the iPad as the most interesting device to try on the Tech Bar. When patrons were asked about their experience with the FCPL Tech Bar and if their experience made them more likely to purchase an eReader or Tablet, 87.2% said "yes". Mr. Carlson added that when patrons were surveyed, 95% of the patrons feel that FCPL should continue this service.

c. Thurmont Regional Library Agricultural Room/New Acquisitions: M. Mannix provided an update on the Thurmont Center for Agricultural History. This is a partnership between The Maryland Room and the Thurmont Regional Library. The Thurmont Center for Agricultural History is our local component and we think it is one of its kind in the country which collects the agricultural history of the community. The Thurmont Center for Agricultural History started with 11 collections. The primary collection that started it all was the annual reports of the

Frederick County Extension agent. We actively collect the records of any agricultural group in the County. The New Market Grange quickly joined the collection bringing the total to 12 collections at The Thurmont Center for Agricultural History. In the last three years or so, we have acquired the following collections, all of various sizes: Tuscarora Grange, University of Maryland Homemaker's Records (the largest collection), Frederick County Farm Bureau, Middletown Valley Grange, and Thurmont Grange. She noted that the vast materials noted have not yet made it to Thurmont. The materials are still in process and are being given loving care by the Maryland Room staff and volunteers.

Ms. Mannix mentioned that one of her Thurmont favorites is the Thrasher Farm Day newspapers. These newspapers just came to us through one of our contacts from the Farm Bureau. They are high quality copies of a variety of newspaper front pages relating to the Thrasher Demonstration Farm Day which occurred in 1948. This is very, very important in the agricultural history of Frederick County, the agricultural history of Maryland, and even the agricultural history of this region. It is the first agricultural demonstration day that occurred in this area. About 500 local individuals went to the Thrasher Farm and helped the Thrasher Farm become updated in modern agricultural technology of 1948. This was such an important day in history that it was actually featured prominently in Mrs. Thrasher's obituary. Besides the 500 people that spent the day and updated the farm, thousands of people came to watch the Thrasher Farm get updated.

Ms. Mannix noted that another one of her favorites are the items FCPL received from the Middletown Valley Grange. The Middletown Valley Grange is one of the oldest Granges in Frederick County. This Grange goes back to 1874. She added that most of the Grange collections and the Homemaker's collections are 20th century.

Ms. Mannix advised that she and her staff spend a lot of time rehousing materials – taking them from their hostile environments to a much happier environment to insure that the materials will be available for years to come. We have been receiving some scrapbooks recently that are housed in acid free containers.

Ms. Mannix added that the Maryland Homemaker's Records is a very, very, very large collection and an incredibly important collection which has come to FCPL over a period of years.

In addition, Ms. Mannix advised that this coming semester she will be having a library school intern working with her who desires to become an Information Specialist relating to agriculture and environmental studies. It is hoped that while she is here we will start the processing of the Maryland Homemaker's records and get the second set of Farm Bureau records delivered to Thurmont.

Ms. Mannix stated that the Annual Reports of the County Extension agent and the County Homemaker agent have been chosen by the Maryland Digital Cultural Heritage Project to be digitized. These records are currently at the Pratt Library getting digitized. We are excited that these records were chosen. This shows the important role Frederick County plays in Maryland's farming history.

Ms. Mannix invited everyone to stop by the Thurmont Regional Library for a tour of the

Thurmont Center for Agricultural History or the C. Burr Artz Library for a tour of The Maryland Room.

d. C. Burr Artz Library Update: Ms. McCoy advised that there have been some changes to the C. Burr Artz Library in the last few months with little or no cost. The C. Burr Artz Library has started a concierge service. This is a greeter-type service. Staff meets/greets patrons near the television near the Circulation Desk approximately 2 hours per day/7 days per week. Staff does not answer reference questions but, if needed, patrons are directed to the Information Desk. Mainly the greeter answers general questions and assists patrons with validating their parking tickets. She stated that this has been a successful program and she has not received any negative comments about this new service. One of the reasons we started the concierge service is due to the fact that the C. Burr Artz Library now has two less circulation staff at the check-out desk and added two self check-out machines. The new self check-out machines can be monitored by staff from behind the desk and are very reliable and easy to use.

Ms. McCoy stated that the self-service holds are now available for the public. Patrons have responded favorably to the availability of self-service holds.

On Veteran's Day, some major shifting took place at the C. Burr Artz Library. The holds are now where the new books used to be and the new books have been relocated. She displayed photos of the new book area. The major shift that was done on Veteran's Day was the entire books-on CD collection was moved from the first floor to the second floor near the terrace. The play-a-ways are also in this same area along with all audio books and college courses. She displayed some additional photos of this area as well as the available seating. The magazines were also moved to another area to accommodate the books-on CD collection. She added that she has received nothing but compliments on this new area.

Ms. McCoy displayed a photo of the Tech Bar at the C. Burr Artz Library. She stated that the Tech Bar is used quite a bit by teens and other patrons that want to try out the various devices. A chair has been moved to the Tech Bar because there are times when patrons are at the Tech Bar for quite awhile. Many patrons have stated that they like the Tech Bar but they want to see more devices like the Kindle Fire and the Nook Color.

One of the older self check-out machines that was on the first floor was moved to the second floor. The Information Desk staff received numerous inquiries per day asking if patrons could check out books at the Information Desk. While in the past, staff had to direct the patrons to the first floor, staff is now able to direct staff to the self check-out machine that is on the second floor.

Ms. McCoy stated that she would like to extend the concierge service. This service is very helpful and staff is able to pull a lot of people out of the circulation line that do not need to be there. However, in order to extend this service, we would need to pull staff from somewhere else and this is something we are working on. New signage is in the works for the new book area and holds area.

G Laugelli stated that he noticed the new concierge service and he believes it sets a positive tone

to everyone walking in the library

e. **Revised Holiday Schedule:** Mr Kurtianyik advised that members of the FCPL Board of Trustees recently received the proposed, revised holiday schedule for 2012. Mr Batson stated that FCPL has, in the past and on a continual basis, attempts to mimic the County holidays. The Board of County Commissioners recently made some changes to the County holiday schedule by eliminating President's Day, Good Friday and Primary Election Day Mr Batson recommended that the proposed changes be adopted to coincide with the holidays provided to other County governmental workers. Mr Kutz inquired whether any of the library facilities are used as polling places. Mr Batson stated that none of the library facilities are currently used as polling places.

G Laugelli made a motion to approve the proposed holiday schedule as submitted; seconded by B. Poteat. VOTE: Unanimous.

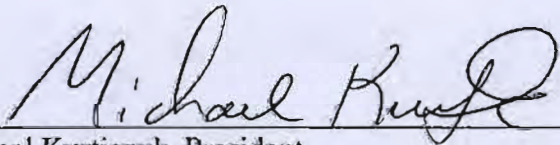
BOARD QUESTIONS AND COMMENTS: None.

OTHER CITIZEN REMARKS: None.

The next meeting will be held on Wednesday, February 1, 2012 at 7:00 p.m. at the C. Burr Artz Library 110 E. Patrick Street, Frederick, MD.

M.Kurtianyik made a motion to adjourn the public meeting and go into a closed session for a personnel matter pursuant to State Government §§10-508(a)(1); seconded by B. Poteat. VOTE: Unanimous.

The meeting adjourned at 8.10 p.m.



Michael Kurtianyik, President
Frederick County Public Libraries Board of Trustees