

**FREDERICK COUNTY PUBLIC LIBRARIES BOARD OF TRUSTEES  
MINUTES OF MEETING  
JANUARY 8, 2014**

The Frederick County Public Libraries Board of Trustees Meeting convened at 7:00 p.m. on January 8, 2014, at the C. Burr Artz Library, Frederick, Maryland.

**BOARD MEMBERS PRESENT:** D. Kiser, T. Kutz, G. Laugelli, and C. Smith

**BOARD MEMBERS ABSENT:** C. Greenway, B. Poteat and Commissioner Liaison, D. Gray

**STAFF PRESENT:** D. Batson, Director; D. Maminski, Associate Director; K. Lewns, Financial Business Office Manager; E. Cromwell, Community Partnership Manager; S. Lauchner, Coordinator of Library Collections; D. Buker, Virtual Branch Administrator; S. McCoy, Branch Administrator – C. Burr Artz Library; A. Whitney, Branch Administrator – Urbana Regional Library; R. Bowers, Branch Administrator – Walkersville/Middletown Libraries; T. Croft, Technician – Systems Department; and L. Tibbs, Recording Secretary.

**CITIZEN REMARKS:** None.

**APPROVAL OF MINUTES:** G. Laugelli made a motion to approve the minutes of the November 6, 2013 board meeting; seconded by D. Kiser. No discussion. VOTE: Unanimous

**VICE-CHAIR'S REPORT:** Ms. Smith noted that she is sitting in tonight for B. Poteat, who was unable to attend tonight's meeting. She further noted that the FCPL Board of Trustees is now recruiting for the vacancy created by M. Kurtianyik. If anyone is interested in applying for this vacancy, it will be advertised in The Frederick News-Post on Sunday, January 19, 2014 and Sunday, January 26, 2014. The deadline for applications is Friday, February 7, 2014.

**DIRECTOR'S REPORT:**

**a. FCPL – Update:** Mr. Batson noted that the recent cold weather will have an effect on the statistics for the next few months. With the extreme coldness that we have been experiencing,

people just stay home and do not go out to libraries or anywhere else unless they absolutely have to.

Thereafter, Mr. Batson provided an update on the Impact Growth Task Force. Mr. Batson noted that he is a member of this Task Force and this group has not only been looking at impact fees but they are looking at transfer fees, excise taxes, recording fees and a broad range of things. There are representatives from throughout the community on this Task Force. A report will be issued in a few weeks. As of right now, Mr. Batson advised that he cannot let everyone know what the report will state until it is presented to the Board of County Commissioners. He did state that he feels quite heartened as to what is coming out of it but once the report is released, he will discuss this further with members of the FCPL Board of Trustees.

Mr. Batson then reviewed monthly and annual statistics. During the month of November, circulation went up 22% and year-to-date circulation went up 19%. He noted that there is a huge drop in patron visits and the reason for that is the way that we accounted for on-line visits. We want to be very detailed oriented on the way we report these statistics. D. Buker, Virtual Branch Administrator, has been great at finding better accounting methods so that we have an accurate count as to what is going on. As a result, for this year you will see a lot of variations in that area and next year when we go back and look at it again, the comparison will be more apples to apples instead of two entirely different systems. New patron registrations have dropped slightly recently but at the beginning of the school year, registrations usually rise dramatically. We will keep an eye on this and see how this pans out. Programming is doing pretty good. We are seeing increases but we are also seeing the changes that libraries are going through. Libraries are serving a lot of people not only in a physical facility but also electronically. Over the years we will see this adjustment take place.

Mr. Batson provided an update on the Strategic Planning Committee. Staff has completed their surveys (both patrons and staff) and they are working quite hard on working out all of the results from the surveys. Staff will make a presentation to the Library Board in the Spring on their findings. Some of the work of the Strategic Planning Committee will be reflected in the budget that will be presented next month as well.

In addition, Mr. Batson advised that representatives from the Burgeon Group (consultants for the Children's Discovery Center) will be at the C. Burr Artz Library most of the day on Monday, January 13, 2014 working with staff to finalize everything.

**b. Budget/CIP – Update:** Mr. Batson noted that there will be a budget presentation at the February meeting. Staff will be meeting with the budget sub-committee prior to the February meeting to review the budget with them. As far as construction requests are concerned, we did send in some modifications but the County has notified us that we do not have to go before the review committee this year. The panel understands our requests from last year so at the present time we do not have to go before the panel again this year.

## **NEW BUSINESS:**

**a . Financial Report:** Ms. Lewns pointed out that expenditures in the Artz Capital Grant increased from \$900 to almost \$54,000. This is an encumbrance. The work is scheduled for the 20<sup>th</sup> of January and once we get the invoice, she noted that she will apply for reimbursement from the State. She also noted that in September, Janet Vogel made a presentation on the Children's Discovery Zone. As part of her presentation, she provided a budget breakdown of the funds that will be used for the Children's Discovery Zone. FCPL was suppose to receive some Trust fund money and our understanding was that FCPL was to receive \$58,000, however, we didn't realize there were other beneficiaries, so FCPL's portion was actually just under \$25,000. Our grant analyst has brought in some money already so we hope to make up the difference without any problem. We do have some extra operating funds to cover the difference as well.

She thereafter reminded members of the Finance Committee that a review of the budget will be held on Monday, January 27, 2014 at 2:00 p.m. in the Administrative Offices. The formal presentation of the budget will be presented to the FCPL Board of Trustees at the February meeting.

**b. PIN Reset Link on Website:** As a result of the Board's request in the past to keep them informed as to when we make enhancements to the catalog and FCPL's website, he advised that recently some quality of life changes have been made to the catalog that our patrons have been asking for. He noted that these changes are due to the hard work of William Kirk and other members of the FCPL Systems Department. A patch was initially applied to our catalog software and some changes were made as a result of the patch that our patrons were not too happy about. Mainly when a patron went to look at their account online, they had to look at "my account" first and then if they wanted to renew, the patron had to back out and go back in to renew. This took two steps and patrons used to be able to do it in one step. This was changed so that a renewal can now be done all on one page once a patron reviews their account.

FCPL patrons have been asking for years to be able to reset their PIN. Previously a patron could not reset their pin remotely. The patron would have to come into the library to have their PIN reset. A link has been added to the website and a patron can click on "Forgot Your PIN". At that time, the system will ask the patron to put in their full library card number and click reset PIN. An e-mail will then be sent to the e-mail that is on record at the library with instructions to reset the PIN. If a patron does not have an e-mail on file with the library, the patron still has to come into the library to have the PIN reset.

**c. New Directional Touch Screen at C. Burr Artz Library:** T. Croft advised that he and the staff from the Systems Department have been working on an interactive digital map on a 32" touch screen monitor that will make it easier for patrons to find where things are in the library.

He thereafter displayed what the touch screen will look like but he explained that the layouts have not been finalized yet. He further noted that staff from the Systems Department has been checking around and it looks like there is a pretty good chance that FCPL may be the first library in the country to have a system like this up and running. He added that library staff will be testing the digital map to see how it works once it is completed. It is hoped that the digital map will be up and running by the February board meeting.

D. Kiser inquired where the monitor will be located. Mr. Croft advised that it will be directly across from the circulation desk. Mr. Kutz inquired whether the information will be bilingual. Mr. Croft stated that it will not be bilingual due to the fact that there are a number of diverse groups in the County and we would not be able to accommodate all of them. Mr. Kutz thereafter inquired whether the interactive monitor will be mouse driven or touch screen. Mr. Croft advised that it is a touch screen monitor.

Mr. Batson added that this is just the beginning. Later on we want to use this same type of technology to let patrons know how to sign up for a library card as well as other things.

Mr. Croft also did some research on some display software and found one that was free. He stated that staff downloaded the software and started playing around with it and they have been making videos and animations on the screens over the circulation desk. There is another screen in the Children's Department with other animation on it and we have been able to come up with some interesting videos and animations that are entertaining to the people in line. One of the things we are trying to get patrons to do is utilize the self check-out system. This way a patron standing in line can watch the movie on how to use the self check-out system and will possibly move over to the self check-out machine and go ahead and check out their materials.

Mr. Laugelli inquired whether this is being done just at the C. Burr Artz Library. Mr. Batson stated that the C. Burr Artz Library always acts as the pilot program and then we would decide whether to expand to our other library branches. Mr. Laugelli further inquired how hard the interactive map will be to update. Mr. Croft stated that updating is a little difficult but it is not impossible. Updating would take about a couple of weeks because there are so many steps involved.

**d. Electronic Material Usage Update:** S. Lauchner stated that e-content is a growing and evolving service. She noted that FCPL just received another e-book product as of yesterday afternoon that she will be discussing in a few minutes. Ms. Lauchner displayed a graph of e-content usage from the first quarter of the last three fiscal years. As can be seen, the usage grew each fiscal year and we expect this trend to continue. E-content usage has grown so much that it is now 13% of FCPL's entire circulation. She added that print and audio-visual materials are still very popular and FCPL's goal is to serve all the residents of Frederick County in whatever format they want. Some people prefer only printed material, some like digital and some like both and we are doing what we can to meet the needs of everyone.

The 3M Cloud e-book was a recent addition in August. 3M Cloud was added in addition to Overdrive because it is very easy to use and it gave us additional access to publishers. Some

publishers will work with one vendor and not the other. We do know that there is still a large segment of our residents who aren't aware that they can get their e-books from the library so we are trying to get the word out. Patrons can go to FCPL's website and that content is free 24 hours per day/7 days per week. All anyone needs is their library card. She noted that in addition to e-books, FCPL has e-audio books, Freegal music, and video magazines. All of these are easy to use. Staff is always happy to help.

Ms. Lauchner distributed a hand-out that was put out in December, 2013 by Douglas County Libraries in Colorado which shows the 25 best-selling titles. They put this information together each month. The hand-out shows the difference in price between books and e-books for libraries and consumers. As can be seen from the hand-out, the library pricing is significantly more than the consumer pricing. Publishers are trying to protect their bottom line. With some publishers we may pay \$84.00 for a particular title but then we have it forever. Some prices will be lower with other publishers, but the catch is that after 26 check-outs, we have to purchase that title again. Every publisher is doing things differently but things are getting much better. A few months ago some of the big publishers were not even working with libraries and now they are so that is a significant improvement. The availability of titles will keep improving.

She then advised that FCPL's new e-book is Sesame Street. There has been a demand for more children's e-books. FCPL does have children's e-books through Overdrive, 3M Cloud, Tumble Books, etc., but Sesame Street is another addition. It is very well respected and they emphasize literacy so we are thrilled to offer this. The link for Sesame Street went up yesterday afternoon on FCPL's website. More information will be forthcoming in the next few days. There will be information on our website on the front page publicizing Sesame Street. Information is being publicized also through social media. Sesame Street can be accessed under e-books for kids. The patron will need their library card number to access e-books. If anyone needs help, our library staff is willing to help with your questions. She encouraged everyone to take advantage of FCPL's e-content and spread the word.

Ms. Kiser is very pleased with 3M. She noted that yesterday she was trying to find a book and she found a third source, One Click. Ms. Lauchner stated that One Click is a service that we use for e-audio books primarily. In just the last couple of months, they have added e-books. We are not purchasing any e-books from them. All of the e-books that are available at One Click are being added for free. We are considering this as a trial with them and have not publicized it. It is in the catalog and those items are free and accessible. We will keep exploring One Click as we go along and she noted that she knows that FCPL will continue the e-audio books with One Click.

Ms. Kiser further inquired whether there is an overlap of materials between 3M and Overdrive or are they mutually exclusive. Ms. Lauchner stated that there are titles that are available from both vendors and then there are titles that are available from one or the other. They are competitors. Ms. Kiser also asked if the \$84.00 listed on the spreadsheet is for one copy or multiple copies. Ms. Lauchner stated that the \$84.00 is for one copy. She noted that FCPL will buy more copies based on demands. Publishers look at it as if we were buying print copies. FCPL would purchase "x" number of copies and a certain number of copies as replacement copies over a period of time. This is why there is such a large cost for libraries.

C. Smith inquired whether the Sesame Street e-books are exclusively Sesame Street themed materials. Ms. Lauchner stated that the materials are strictly Sesame Street themes (counting, letters, etc.).

**BOARD QUESTIONS AND COMMENTS:** None.

**OTHER CITIZEN REMARKS:** None.

The next meeting will be held on Wednesday, February 5, 2014 at 7:00 p.m. at the C. Burr Artz Library – 110 E. Patrick Street, Frederick, MD.

G. Laugelli made a motion to adjourn the meeting; seconded by D. Kiser. No Discussion.  
VOTE: Unanimous.

The meeting adjourned at 7:45 p.m.

*Blanca Poteat*

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Blanca Poteat, President  
Frederick County Public Libraries Board of Trustees