

**FREDERICK COUNTY PUBLIC LIBRARIES BOARD OF TRUSTEES  
MINUTES OF MEETING  
FEBRUARY 5, 2020**

The Frederick County Public Libraries Board of Trustees Meeting convened at 7:00 p.m. on February 5, 2020 at the C. Burr Artz Library, Frederick, Maryland.

**BOARD MEMBERS PRESENT:** J. D'Agostino, C. Greenway, G. Laugelli, M. O'Leary, and C. Smith.

**BOARD MEMBERS ABSENT:** K. Spertzel and S. White

**STAFF PRESENT:** J. Kelly, Director; S. McDuff, Associate Director; C. Hall, Associate Director; J. Vogel, Youth Services Coordinator; B. Hissong, Community Services Coordinator; J. El-Zeftawy, Development Officer; S. Lauchner, Manager – Library Collections; J. Marshall, Manager-Systems; B. McDermott, Finance Manager; S. Jones, Communications Manager; T. Vorce, Materials Manager; B. Heltebridle, Branch Administrator – C. Burr Artz Library; T. Leberherz, Branch Administrator – Urbana Library/Point of Rocks Library; J. Diaz, Branch Administrator – Brunswick Library; M. Currens, Branch Administrator, Myersville Library; A. Whitney, Branch Administrator – Thurmont Regional Library/Emmitsburg Library; R. Frecker, Branch Administrator – Walkersville Library; B. Bradley, Branch Administrator – Middletown Library; S. Pietrzak, Library Associate – C. Burr Artz Library; S. Rosen, Library Technician - Urbana Regional Library; S. Dorsey, Library Technician – Thurmont Regional Library; and L. Tibbs, Recording Secretary.

**CITIZEN REMARKS:** None.

**APPROVAL OF MINUTES:** C. Greenway made a motion to approve the Minutes from January 8, 2020; seconded by G. Laugelli. No further discussion. VOTE: Unanimous.

**CHAIR'S REPORT:** Ms. Smith advised that S. White, an FCPL Board of Trustees member, suffered a nasty fall in her home so she is incapacitated for several weeks and Ms. Smith asked everyone to keep Suzette in their thoughts and prayers for a healthy, speedy recovery.

She further noted she received an e-mail from Joyce Grossnickle advising that she will be posting for a vacancy on the Library Board since G. Laugelli will be leaving at the end of June. Ms. Smith extended an invitation to everyone to share information about the posting of the vacancy for the FCPL Board of Trustees with friends, colleagues, neighbors, etc., who may be interested in participating in serving the library in this capacity, and tell them to look for the

announcements in The Frederick News Post or contact any member of the FCPL Board of Trustees for information and advise them that Joyce Grossnickle in the County Executive's Office will be collecting letters of interest and resumes. The announcement will be in the paper within the next week or so. Ms. Smith also noted that in the past, FCPL posted the vacancy on the library's website and inquired whether this can be done again once the announcement has been made public. Mr. Kelly advised that this certainly can be done on the website and on FCPL's social media accounts.

## **DIRECTOR'S REPORT:**

**a. FCPL – Update:** Mr. Kelly noted that the February FCPL Board of Trustees meeting is one of the most important meetings as we share details on our proposed operating budget for the next fiscal year. Later tonight you will hear the budget presentation as well as a recommendation from members of the Finance Committee to accept and vote on the budget. Mr. Kelly added that as he noted during the most recent onboarding session, voting on the operating budget is one of the biggest responsibilities you have as members of the FCPL Board of Trustees.

Mr. Kelly stated that he will try to keep his report brief this month so that we can get to the budget presentation and address any concerns or questions you might have. On this evening's agenda, you will note that our Materials Manager, Sharon Lauchner, will provide an overview of trends in digital circulation. The report is, in part, based on questions from members of the FCPL Board of Trustees about trends and will provide some insight into some of the choices we made with regard to the proposed Fiscal Year 2021 budget.

Thereafter, Mr. Kelly advised that today was Library Legislative Day in Annapolis. It is a time when we visit with members of our delegation to thank them for their support of the State library Capital Grant Program, which FCPL has benefitted from in our Walkersville, Myersville and forthcoming Middletown projects. We also thank them for the per capita funding they provide which you will see reflected in the revenue lines in our budget presentation.

Mr. Kelly advised that he has had conversations with both C. Smith, Chair, and M. O'Leary of the FCPL Board of Trustees regarding efforts to update the Board's By-Laws and the need for open meetings training for both members of the FCPL Board of Trustees and library staff. To that end, Mr. Kelly said he did some investigating as far as training options are concerned. The Maryland Attorney General points to an online series of trainings provided by University of Maryland's Institute for Governmental Service and Research. Mr. Kelly advised that he will share the link to the online training with members of the FCPL Board of Trustees. He noted that he prefers face-to-face training which allows you to ask questions and, if any members of the FCPL Board of Trustees feels that way too and would like to have face-to-face training, the Attorney General advises that the Maryland Municipal League and Maryland Association of Counties have, in the past, provided training at their annual conferences. Those conferences are in June and August respectively but neither group has posted their conference schedule for this

year yet. Mr. Kelly advised that he will continue to check for dates and let everyone know when they become available..

Thereafter, Mr. Kelly reviewed statistics. December's circulation and visits were up slightly compared to our record numbers last December. He noted that this is positive news as it helps us gain some ground on the year-to-date totals. We are keeping pace with those totals but we are slightly behind in the annual year-to-date numbers at this time. Wi-fi usage continues to climb. Program attendance year-to-date numbers are also up seeing an increase of 20% when compared with the three year average. Mr. Kelly pointed out that there were two programs that just occurred within the past few weeks that he wanted to highlight. For the second year, the C. Burr Artz Library took part in downtown Frederick's Fire and Ice activities. The C. Burr Artz Library's ice sculpture was sponsored by the C. Burr Artz Trust and staff organized a family Frozen-party with games, crafts and face painting. Even with the rain, the team welcomed over 650 guests and FCPL's participation continues to strengthen our partnership with the Downtown Frederick Partnership. He further noted that this past Sunday, the Urbana Regional Library hosted a Lunar New Year celebration as part of their Discover and Explore series. Thanks to a collaboration with many partners including the Asian-American Center of Frederick, it was a day full of crafts, activities and music.

Mr. Kelly noted that these are great examples of how our team continues to build bridges and spark excitement in the communities that we serve.

Ms. Greenway wanted to let everyone know that her two year old granddaughter almost had a heart attack when she walked into the C. Burr Artz Library and saw Elsa. Mr. Kelly said from what he hears the photo opportunities were plentiful at that event.

Mr. O'Leary inquired if the usage of public computers continues to decline, would there be a point when the numbers of computers would be reduced. Mr. Kelly stated the reduction of computers would be a consequence of that. Wi-fi usage continues to increase because patrons are bringing their own devices to the library. We look at the trends with regard to future planning.

Mr. O'Leary noted that he does not believe that any member of the FCPL Board of Trustees has had the open meetings training. He noted that the training should be available to members of the FCPL Board of Trustees as well as staff. He further noted that when he was looking at revising the By-Laws, he discovered that if members of the FCPL Board of Trustees want to have a closed meeting, there must be someone from the FCPL Board of Trustees present at the closed session who has had the training.

Ms. Smith inquired whether there are situations where public computers are sitting vacant or is there just no waiting list to use the computers. Mr. Kelly stated that it depends on the particular branch and time of day but you may see some vacant computers.

**b. CIP/Budget – Update:** Mr. Kelly advised that there has been no news since our last meeting on the CIP front, however, the operating budget will be the main focus of tonight’s meeting. He advised that once the budget is presented this evening, members of the FCPL Board of Trustees will vote on it. Once approved, the budget will be forwarded to the County. The County Executive will have a public hearing on the County’s draft budget on March 23, 2020 and, thereafter, she will present the County’s budget to the County Council in mid-April, 2020. The Council will hold their own public hearing on the budget in April/May (no specific date yet) and then the budget will be approved in May. Mr. Kelly added that depending on what the draft budget looks like, there may be some conversations with members of the FCPL Board of Trustees about attending the public hearing on March 23, 2020 and advocating on our behalf.

**NEW BUSINESS:**

**a. Financial Report:** B. McDermott provided a review of the February, 2020 financial statement which includes data tentative as of December 31, 2019. She noted that revenues are at 49% and that is a good place to be as we end the second quarter of the fiscal year. The library received a significant transfer from the County General Fund and In-Kind Account. Expenditures are at 44%. As far as expenditures go, they are steadily increasing based on all of the line items. She added that at this time we are half way through the fiscal year and revenues are exactly where they need them to be and are within budget.

Mr. Laugelli noted that fines appear to be running behind what was projected. Ms. McDermott noted that fines are trending down.

Ms. Smith inquired about the equipment line being at 21% and asked if there is some major purchase planned that will be coming up or is it because not as much equipment has had to be replaced. Ms. McDermott stated that there are no big purchases planned. The equipment line on the report reflects actual items that have been purchased. She added that FCPL is looking at purchasing some new personal computers. In addition, she noted that there may be some purchase orders out there that may not be reflected in tonight’s report.

Ms. McDermott noted that the total for grants awarded is at \$29,000. FCPL received two grants that were awarded – the Ausherman Family Foundation Grant and the Community Arts Development Grant. At this time, no new grants have been submitted this month, therefore, the total amount for grant applications is at \$300,000. She thereafter reviewed donations. There was a 2% increase in donations compared to the previous month – an increase of \$62,000 over the previous month. \$16,000 came from The Thomas Foundation which will go towards children’s materials, \$15,000 was received by The Maryland Room from the restrictive investment accounts and all of the branches received generous donations in the month of December. She also noted that \$72.00 was earned from the Nallin Certificate of Deposit which is used to purchase large print items. The total contributions for the month of December total \$258,000.

Ms. McDermott noted that at last month’s meeting, C. Smith inquired about the amount FCPL received from #GivingTuesday. Ms. McDermott advised that \$3,430 was received by FCPL as a

result of #GivingTuesday on December 3, 2019.

**b. Budget Presentation:** Mr. Kelly noted that library staff had the opportunity to present the proposed budget to members of the FCPL Board of Trustees Finance Committee a few weeks ago and based on some feedback we received at that meeting, there have been some additions made. Thereafter, Mr. Kelly reviewed revenue sources for Fiscal Year 2021. He added that today was Library Legislative Day in Annapolis and we thanked our delegates for the \$2.4 million contribution that FCPL receives from the State. The bulk of FCPL's revenue comes from the County at a tune of 64% of FCPL's revenue. The County fully funds FCPL salaries. FCPL also receives County In-Kind revenue. The County provides services for FCPL and they tell us what the cost is for those services and that number is just plugged into the budget as part of FCPL's revenue, as we are required to do by County standards. The ending fund balance is the result of turn-overs in staff. Since it may take a month or so to hire someone for a particular job opening, that salary savings builds up and that becomes the ending fund balance. The \$730,000 is the highest it has been in the last few years now that our salaries are fully funded. Thereafter, Mr. Kelly reviewed fines, gifts and miscellaneous revenue. The revenue of \$515,700 from fines, gifts and miscellaneous makes up 3% of FCPL's total revenue budget. Mr. Kelly noted that library fines have been trending downward over the past few years so we conservatively estimated fine revenue at \$180,000 for next year anticipating that this will continue to decrease over last year's \$200,000 expected fine revenue.

Ms. D'Agostino inquired whether the \$200,000 that was budgeted for fine revenue last year was before the reduction of fines on children's materials. Mr. Kelly stated that the \$200,000 that was proposed for Fiscal Year 2020 did not include the reduction of fines on children's materials because that was done before a decision had been made about amending fines collected on children's materials. Mr. Kelly further noted that at last month's meeting there was an inquiry on the impact to FCPL regarding the reduction of collecting fines on children's materials and he advised that we will provide this information at our next strategic plan update at the end of this fiscal year. We should, at that point, have approximately ten months of data to share with members of the FCPL Board of Trustees. Ms. D'Agostino further inquired whether a \$20,000 reduction is enough. Mr. Kelly stated that it may/may not be but we have a group looking at some of the implications as a result of the reduction in fines on children's materials.

Mr. Kelly thereafter reviewed contributions and donations. He noted that many times FCPL is told how the endowments are to be used. The numbers reflected on this slide are projections based on what FCPL anticipates receiving. He added that based on what FCPL received last year, we are projecting that FCPL will receive \$127,000 in contributions and donations in the next fiscal year.

Next, Mr. Kelly reviewed expenditures. He noted that staff met with members of the FCPL Board of Trustees and reviewed expenditures line-by-line. The bulk of expenditures that were discussed were level changes or changes that were set by the County or changes that FCPL staff made as a result of fiscal year trends. He pointed out the three expenditures that had the biggest fluctuations from the previous year. The travel/training budget was increased due to the fact that

we have more staff and we still have the mandate that librarians and library associates have to be certified every few years. We would like to commit more funds to the travel/training budget as a result. FCPL may also receive funding, as we have in the past, from the State Library to support staff development so we may have funds to spend in addition to the proposed \$85,700. As far as system-wide programs, we are requesting an increase to \$163,000 and as far as non-capital equipment is concerned, we have requested an increase of approximately \$50,000 due to replacement cycles for staff and public computers as well as other equipment needs that FCPL may have. He further noted that when branch renovations happen, this is where we get that money from.

Mr. Kelly noted that members of the FCPL Board of Trustees Finance Committee had requested a pie chart that broke out salaries, general operating expenditures and collection expenditures. He noted that the pie chart displayed reflects 66% of FCPL's total budget goes to salaries. The collection budget is at 12% at \$1.9 million and the rest is general operating expenses at \$3.6 million or 22%.

Mr. Laugelli inquired whether the percentages reflected on the pie chart are typical. Mr. Kelly noted that when he was in library school, the numbers should be 70%, 20% and 10% so FCPL is pretty close. He further noted that he would like to see more money spent on collections but that is something we are working on.

Mr. O'Leary inquired whether, by some miracle, the collections budget would increase by 50%, where would that money go to – would it be distributed amongst the different parts of the collection or one type of material over another. Mr. Kelly stated that he would like to see some of that money go to our digital collection. Right now FCPL is imposing its own artificial caps on how many items can be borrowed digitally because we cannot meet demand. He noted that if FCPL's collection budget would increase significantly, a big portion would go to digital content because of the trends.

Mr. Kelly thereafter reviewed a fund comparison for library collections from Fiscal Year 2018 through the proposed Fiscal Year budget of 2021. He noted that e-content has grown tremendously. In Fiscal Year 2018, FCPL's collection budget was \$324,000 and in the proposed budget, it amounts to \$703,000. The budget for other collections such as books, audio-visual and databases are seeing modest increases while periodicals are flat-lined. This is due to the fact that more and more print publications are going out of business so there are fewer periodicals for FCPL to purchase. Mr. Kelly noted that as far as databases are concerned, every year a State group meets and the State funds a certain pool of databases. Sometimes the State may drop a database that FCPL really likes and we end up having to take on that cost and other times some databases just go away because they were not being used. In summary, Mr. Kelly noted that the collections budget was at \$1.7 million in Fiscal Year 2020 but the proposed budget for Fiscal Year 2021 reflects the collections budget at \$1.9 million. He added that this is just a proposal but we are working with the County on a formula whereby they would contribute more on a per capita calculation. It was noted that although we have proposed the figure of \$1.9 million for collections, it is hoped that FCPL might, in the next fiscal year, see even more money that we can

commit directly to collections.

Mr. O’Leary further inquired whether the money designated for e-content will be divided among the various collections or will some get bigger portions than others. Mr. Kelly stated that we are reviewing that now. He noted that we would like to see digital content across the board increase but he said that he can’t say that each category will get 10%; it depends on the usage of the various platforms or whether we would drop a particular platform and sink more money into the ones that are left. There were times when each platform had a higher number of exclusives so it was necessary to have multiple platforms but now all platforms, with a few exceptions, have access to the same content. One reason we would keep a particular platform is because we have some customers who prefer one platform over the other and not necessarily due to the fact that a particular platform has different content.

Mr. Laugelli noted that there was a decrease in the amount budgeted for audio-visual from Fiscal Year 2019 to Fiscal Year 2020 and now there is an increase proposed for Fiscal Year 2021. He inquired whether there is a large demand for audio-visual materials. Mr. Kelly stated that audio-visual covers a lot. The fact that many cars don’t have CD players in them, we may see a reduction in the amount of money spent on books on CD but then as you were informed at last month’s meeting, we now have Wonderbooks (audio books for children). There are always new formats that are being introduced so we will always see some sort of fluctuation with the audio-visual line because it accounts for so much. Audio-visual is pretty much the “everything else” line.

Mr. Kelly highlighted some of the things that will be coming in Fiscal Year 2021. In past years, we have had things on this slide that are a lot more exciting than what is here but some of these things needed to happen. We have not replaced task chairs in branches for many years. There is a plan to replace the blinds at Thurmont and Urbana Regional Libraries. As far as security cameras are concerned, FCPL had been updating security cameras a few at a time but we have now reached a point that some of our cameras are not compatible with the platform used by the County for monitoring so we wanted to have a larger outlay in this upcoming year to replace a greater number of cameras to get them on the same system. The 3D printers at Walkersville and Middletown Libraries need to be replaced/updated so we will be purchasing two 3D printers.

C. Greenway made a motion to accept the proposed budget; seconded by G. Laugelli. No further discussion. VOTE: Unanimous.

Ms. Smith requested that Mr. Kelly let members of the FCPL Board of Trustees know if they are needed on March 23, 2020.

**c. Revision of By-Laws:** Ms. Smith advised that we will table this item for another month because we want to have the full Board present for this item. Mr. O’Leary stated that the document itself is in very good shape but due to Suzette’s unfortunate accident this close to the meeting, it made more sense to table this to another meeting.

**d. Trends in Digital Circulation:** S. Lauchner, Manager of Collections, stated that she is here this evening to follow-up on some questions that were asked at last month's board meeting regarding e-content trends. She displayed a slide that showed the circulation percentages of the e-content formats. E-books are the most popular with our customers at 53%. E-audios are at 25%, E-music is at 11%, E-magazines are at 6%, and E-videos are at 5%. Some formats contain a variety of platforms. E-books can be checked out through Overdrive, Cloud, Hoopla and Flix. She noted that some platforms have content that overlap and some don't. For all of these formats, the usage has been increasing and continues to increase.

She advised that FCPL has to use a variety of vendors to fill the content for all of the e-formats. Overdrive is our largest vendor and they have e-books, e-audio, and some e-magazines. Flix provides e-books but they are exclusive and are provided by Scholastic. Flix services include BookFLIX, TrueFLIX and FreedomFLIX which are popular with the schools because they have children's e-books that are interactive and promote early literacy, science and social studies. Flix is a very popular portion of FCPL's e-content. Mr. O'Leary inquired whether schools integrate them into their curriculum. Ms. Lauchner stated that they do integrate them into their curriculum.

Ms. Greenway inquired whether Overdrive belongs solely to the Frederick County Public Libraries system. She further stated that she used to be able to borrow materials from other libraries but with Overdrive e-content she is not able to do that. Ms. Lauchner stated that you can borrow e-content from other libraries within the State, if you have a library card from whatever library system you want to borrow from. Ms. Lauchner stated that with Overdrive, FCPL is part of a state-wide consortium so we put our money together and purchase those on behalf of the State. To utilize Overdrive, you would still log-in utilizing your FCPL card to access material available from Overdrive. Ms. Lauchner further advised that FCPL uses its own money to buy what are called "advantage copies" that are a part of Overdrive and those copies are just available for FCPL patrons. Ms. Greenway further inquired whether Overdrive provides statistics to FCPL that reflect how many people want a particular book or does FCPL staff do that themselves. Ms. Lauchner advised that Overdrive provides that information to FCPL and our selectors check that every week and order more "advantage copies" based on the number of holds. Mr. O'Leary inquired what types of books are in the "advantage" category. Ms. Lauchner stated that all types of books (adult, young adult or children's). Most of the e-content is more adult but it includes fiction, and non-fiction. E-content includes just about everything we have in print. FCPL wants to meet the demands of our patrons. The demands for digital keeps growing while print has leveled off. She added that staff check the holds ratio for both print and digital. Mr. O'Leary further inquired whether there is a limit to the number of holds a customer can place. Ms. Lauchner advised that there is a limit for Overdrive. For printed materials, there are no limits. Due to the fact that FCPL is part of the Overdrive consortium, there are limits on the number of check-outs and holds per library card. Ms. Lauchner added that coming in March, 2020, Overdrive is going to allow a patron to suspend holds so that patrons can manage their holds. Mr. Kelly added that if you want something now instead of waiting for a hold, a patron can



utilize Hoopla or Kanopy which provides materials to everyone with no holds as long as they have the material.

She thereafter noted that Freegal has an exclusive contract with Sony so FCPL needs to have Freegal and Hoopla to meet all of the music needs of our patrons. Hoopla has music that Freegal doesn't have and vice-a-versa.

RB Digital has e-audio as well. Most of FCPL's e-audio comes from Overdrive and Hoopla but RB Digital is a subscription service that has a core collection. It is used to supplement other platforms. They have older titles and series. The main focus of RB Digital are e-magazines but even RB Digital cannot provide all of the magazines so we have Flipster as well. Flipster has an exclusive to certain magazines such as People and Sports Illustrated, which are very popular magazines. RB Digital has exclusive magazines such as the Economist and a wide range of other magazines. The vendors are always negotiating with publishers as far as exclusives are concerned so it is constantly evolving.

Cloud has e-books and they are an additional platform because at one point Cloud offered a publisher that Overdrive did not, however, now Overdrive does offer that publisher but patrons still like Cloud. We continuously evaluate this on an ongoing basis.

Kanopy provides e-videos and so does Hoopla. Hoopla has more content for e-books, e-audios, e-movies but FCPL does not have the budget to sustain it so FCPL had to put a price cap on the content. Some of the titles are more popular and they are more expensive so FCPL is not available to offer those through Hoopla at this time simply because of the budget. We still have those titles in Overdrive but a patron may have to wait for the item, especially for bestsellers. Anything that Hoopla has is always available and they would have a lot more available, if FCPL budget would support it. She noted that all of the statistics would be higher than what they already are, if it were not for the budget constraints. There are limits in Overdrive as well because FCPL is part of the consortium and, again, it is a budget issue because there is not enough money state-wide to buy all of the copies that we want to buy.

Ms. Smith inquired whether Hoopla lowers prices on items as they age. Ms. Lauchner stated that Hoopla does lower prices as they age and as the price lowers, it will be available through FCPL. Hoopla negotiates with publishers or studios for access and, in some ways, some of this ends up becoming like Netflix (titles are available sometimes and the next month they change). That can happen with many of our vendors because they are negotiating with publishers. The publishers may not make it available to them or it is cost prohibitive.

Ms. Greenway stated that she is much more discriminating now because if she has to wait two weeks for something, it better be good. Ms. Lauchner stated that FCPL is working on the holds ratio for digitals and that is one reason we have reallocated so much of the budget. We have a certain holds ratio for print but we have not been able to sustain that with digital. As mentioned at the October Board Meeting, digital items cost more so FCPL is not always able to meet the

ideal holds ratio. Digital costs much more than a CD book. We are constantly monitoring this situation and are shifting money because that is where the demand is.

E-videos are provided by Kanopy and Hoopla. The figures displayed on the slide are figures for the second quarter of the last Fiscal Year and this Fiscal Year. Kanopy has increased by 142% and the reason for that is because Kanopy improved their content but another factor is that they changed their model. Kanopy restructured Kanopy Kids and Great Courses so that the amounts don't count against the monthly limit. Check-outs are limited to 10 per month per card to control the budget. Kanopy was hearing how frustrating this was and they changed their model and that is part of the reason the circulation increase is so significant. Hoopla is a pay per use model and we don't have the budget at this time to raise the price point so the content is what it is. If we had a higher price point, then Hoopla would be increasing as well. Ms. Lauchner stated that it is hoped that with the next fiscal year we are able to improve all of the situations so that circulation can continue to grow and the demand can be met. She stated that we continue to follow trends and work with the vendors. She noted that Hoopla 2.0 is in beta right now and it looks very promising to be more user-friendly than it is right now which, of course, is always one of our main goals and part of our strategic plan – to simplify access.

Ms. Lauchner noted that members of the FCPL Board of Trustees had specifically asked about audio books and the trends as far as CD books and digital. She displayed a slide that showed the differences over the past ten years. CD books in 10 years has been steadily declining. E-audio books have increased amazingly – usage has increased 10 times more over the past 10 years. FCPL can't keep up with that. There are few CD players around any longer and everyone has their own devices. It is very easy to use e-audio on mobile devices so that is what is increasing more and more. This is why FCPL has shifted its budget to e-audio. The budget allocation for CD books has decreased and the budget has increased for e-audios because there is such a demand for that.

Ms. Smith noted that each platform has their own app so every time you go out to one of the apps you have to create a presence on your device for each platform. Ms. Lauchner acknowledged that this is correct. She added that this is why it would be nice to have one vendor to meet all of the needs but for now it does not exist. Ms. Smith stated that she does not have an account for all of the various platforms but it is a concern that they are all independently reaching out to her by sending e-mails with recommendations, etc.

Ms. Greenway inquired whether there are any restrictions on the ratings of the movies that are available on Kanopy – can you get X-rated movies through Kanopy? Ms. Lauchner stated that most of the collection is a collection for libraries but Kanopy does specialize in independent films and international films.

Mr. Laugelli advised that his daughter and her friends utilize e-books all the time and they basically find the process mystifying in the sense of availability. He noted that he tried to explain to her about how the publishing companies handle e-books and the various restrictions. He inquired whether it is possible to have a link on FCPL's website that might say "Why can't I get

the book I want?” and the link could explain in very broad terms how the publishers restrict FCPL. Ms. Smith noted that Overdrive has a banner on their site stating that they don’t have MacMillan titles for eight weeks. Mr. Laugelli noted that he thinks people out in the community don’t understand the process of why they have trouble getting materials. Ms. Lauchner advised that it is perplexing because digital should be there for everyone all the time. Mr. Laugelli stated that the public does not know how the publishing companies work.

Mr. Kelly added that it is clear that there are implications. He noted that not one of the popular digital items can we collect fines on because it magically goes away, when it is due. As digital use continues, we are going to see a downward trend in fines.

Ms. D’Agostino inquired whether FCPL tracks unique users. Ms. Lauchner stated that FCPL is able to track unique users across the board for every platform and format.

Mr. O’Leary inquired whether patrons ever voice confusion about multiple vendors with multiple content and how they should make their choice. Ms. Lauchner advised that FCPL Librarians do a wonderful job of explaining the choices to our patrons and what their options are. Once patrons start using a particular platform or vendor, they find it very easy to use.

Mr. O’Leary further inquired whether there has been any thought about creating a common log-in rather than create individual log-ins and accounts for each vendor. Ms. Lauchner replied that that would be fabulous but the catch for that is we have to get all the vendors to come together and they are all competitors of each other. As some of the vendors begin to offer more platforms, we might be able to narrow down the number of vendors. Mr. Kelly added that as companies cannibalize each other and there are fewer players, there will be fewer log-ins. Ms. Smith inquired whether that is a trend that you are starting to see or is it too soon. Ms. Lauchner advised that she hasn’t seen much of that yet but the company that bought Overdrive, also owns RB Digital.

Ms. Smith thanked S. Lauchner for her presentation and added that, as always, it was very enlightening.

Bob Smart from Middletown, MD inquired whether all of the different vendors track what he checks out. He noted that he knows the library does not track what he checks out but is there any confidence that the private corporations you mentioned are not tracking every item that is checked out. Ms. Smith noted that she receives e-mails from vendors stating that “you may like this” based on the trends of her borrowing. Ms. Lauchner stated that she does feel confident in saying that the vendors are not selling the information. She added that the vendors do track the titles that are being used because they want to know about popularity. Mr. Smart added that he understands vendors tracking materials based on popularity but inquired if they are keeping track of actually who is checking out particular materials. He noted that the library has done a very good job on privacy but when one gets out into corporate America, it is an entirely different set of rules. Ms. Lauchner stated that the vendors are library vendors so they have respect for library philosophies and library privacies. Mr. Kelly added that if it became public that these

vendors were doing that, libraries would walk away from them. Ms. Smith inquired whether FCPL has contracts with the various vendors. Ms. Lauchner stated that FCPL does have contracts with these vendors. Vendors are tracking titles because they need to be aware of popularity. Ms. Lauchner added that, as Mr. Kelly pointed out, if this was an issue, libraries would be in an uproar and would walk away from the vendors because privacy is very much a philosophy of libraries.

Ms. Smith stated that she has borrowed books through Overdrive that are delivered to her by Amazon and she was just wondering how this fits in. Ms. Lauchner advised that if you are borrowing a book for a Kindle, Overdrive is the only vendor who offers materials for the Kindle. Overdrive has an agreement with Amazon so that the Kindle format platform can be used. Mr. Kelly added that there was a time when none of the platforms supported Kindle and because so many users had a Kindle, Overdrive managed to work out a deal with Amazon to support lending.

Mr. O’Leary stated that S. Lauchner and her team deserve an enormous amount of credit. Mr. O’Leary stated that digital is a complex system with multiple vendors, multiple content types, and pricing. Digital is an enormous resource and it is greatly appreciated how much thought, care and analysis goes into to maintaining these things. Ms. Lauchner added that she is very optimistic that in Fiscal Year 2021, the content will be even better because of the budget increase for e-content. We want to make more items available and make things as easy as possible for our patrons.

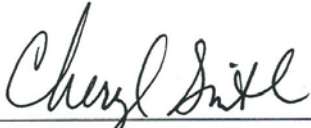
**BOARD QUESTIONS AND COMMENTS:** None

**OTHER CITIZEN REMARKS:** None

The next meeting will be held on Wednesday, March 4, 2020 at 7:00 p.m. at the C. Burr Artz Library – 110 E. Patrick Street, Frederick, MD.

M. O’Leary made a motion to adjourn the meeting; seconded by G. Laugelli. No further discussion. VOTE: Unanimous.

The meeting adjourned at 8:10 p.m.

  
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Cheryl Smith, Chair  
Frederick County Public Libraries Board of Trustees