

**FREDERICK COUNTY PUBLIC LIBRARIES BOARD OF TRUSTEES  
MINUTES OF MEETING  
JUNE 6, 2012**

The Frederick County Public Libraries Board Meeting convened at 7:00 p.m. on June 6, 2012, at the C. Burr Artz Library, Frederick, Maryland.

**BOARD MEMBERS PRESENT:** C. Greenway, M. Kurtianyk, G. Laugelli, T. Kutz, T. Prensky, C. Smith, and Commissioner Liaison, D Gray.

**BOARD MEMBERS ABSENT:** B. Poteat.

**STAFF PRESENT:** D. Batson, Director; B. Pelle, Associate Director; D. Maminski, Associate Director; K. Lewns, Financial Business Office Manager; E. Cromwell, Community Partnership Manager; S. McCoy, Branch Administrator – C. Burr Artz Library; Sharon Lauchner, Branch Administrator – Middletown/Walkersville Libraries; A. Whitney, Branch Administrator – Urbana Regional Library; E. Dingle, Branch Administrator – Thurmont Regional Library and Emmitsburg Library; A. Swackhamer, Virtual Branch Administrator; D. Frank-Rice, Network Installer-Systems; M. Balch, Library Associate – Thurmont Regional Library; T. Carter, Library Associate – Walkersville Library; J. Dobratz, Library Associate – Urbana Regional Library; C. Schilling, Library Associate – C. Burr Artz Library; and L. Tibbs, Recording Secretary.

**CITIZEN REMARKS:** None.

**APPROVAL OF MINUTES:** T. Prensky noted that a correction needed to be made to the minutes of April 4, 2012 on page 2 under Director's Report. The fifth sentence states July, 2012 and this should be changed to July, 2011.

G. Laugelli made a motion to approve the minutes of the April 4, 2012 meeting as amended; seconded by T. Prensky. VOTE: Unanimous.

**PRESIDENT'S REPORT:** Mr. Kurtianyk asked "What is the truth?" He stated that he has been thinking a lot about this question during the last few months. The truth is that libraries haven't changed but we know that they are not the same. Libraries have always provided people with free access to knowledge. Libraries haven't changed but we know that they are not the same. He then gave an example. When the libraries got rid of the card catalogs, how many people were worried that the experience of finding things, especially by physically browsing library stacks, would be diminished? How about finding a book today? Does anyone have any

trouble finding a book without these card catalogs? Do you see any library patron not browsing library stacks? Tell me the truth. The truth is that libraries have changed with the times. What is a library today? He stated that a library is a hybrid environment consisting of physical spaces, people and things as well as a digital resource that provides online access to knowledge. The truth is that technology has simply provided libraries with new ways to fulfill our century's old mission of collecting, preserving, organizing and providing meaningful access to information in support of teaching and research. Aren't we fortunate to live in a country where access to information is highly valued while maintaining free public access? Now, let's say something about the books themselves. The truth is that more books are produced each year than the year before. In 2009, more than a million new works were published worldwide – the vast majority in print. In 2010, the total of new titles came to more than 3,000,000. Libraries cannot buy most of that output but they should not ignore it on the grounds that, as current clichés put it, we now live in an information age and all information is available online. Libraries cannot fail to provide their leaders with digitized material especially in the form of e-journals and databases and they cannot stop buying printed books. Therefore, libraries must advance simultaneously on the analog and digital fronts. This is the truth. Cyberspace is so vast that the libraries should not attempt to venture into every corner of the Internet, however, many readers have an immediate need for Internet service. They are seeking jobs and they cannot find them in the daily newspapers, some of whom do not carry classifieds, therefore, they go to the nearest branch library where they can get access to a computer and instructions on how to use it. Our Frederick County Public Libraries system continues to lend its books more effectively. We continue to enrich the intellectual lives of our citizens by improving our delivery of services. Is this not true? He stated that when he goes into a library with the library card that he proudly carries in his wallet, he is in a place beyond politics. He is in a place where librarians have amassed the knowledge and stories important to him and to his community. We should all thank a librarian for that. In the library we learn just how big and how full of possibility the World is. We learn different truths. We study. We grow. We do wish that others would do the same. Isn't that true?

## **DIRECTOR'S REPORT**

**a. FCPL – Update:** Mr. Batson stated that there have not been many changes since the last board meeting. We are getting close to the end of the fiscal year and we are winding down our spending.

He further noted that FCPL is short a Materials Management Administrator. Mary Hauer recently retired. At this time, our Technical Services Department and our Materials Management Department do not currently have administrators over those departments. We have excellent staff who have stepped in to direct them in the interim period. We have combined those two positions and that position was posted and just recently closed so we will be evaluating the applications and interviewing shortly. FCPL has combined several positions recently. The Administrator position for Walkersville and Middletown libraries was combined into one position. The Emmitsburg Library is now under the Thurmont Library Administrator. The Point of Rocks Library is under the Urbana Regional Library Administrator. FCPL is reducing a lot of management positions by combining two positions into one position. He added that there are other ways that FCPL is saving money and one is by outsourcing, especially back-of-house. We



have been doing this for many years and plan to continue to do so. Other ways to save money that are not quite as pleasant is by reducing the hours of operation which means there is less to supervise. The circulation that we currently have with the 12% reduction in hours that took effect two years ago, is quite positive. FCPL is adjusting, as needed.

Mr. Batson stated that he has been invited to appear before the Board of County Commissioners on June 7<sup>th</sup> for an administrative meeting. He added that the BOCC wants to discuss with him the Walkersville Library and fundraising activities. He added that he will inform the FCPL Board of Trustees of what was actually discussed following the BOCC meeting.

Mr. Batson announced that Amy Swackhamer, Virtual Branch Administrator, has resigned and we would like to acknowledge all the hard work she has done for FCPL.

S. McCoy introduced Christopher "Topher" Lawton, who is working as an Intern at FCPL. He comes to us from Syracuse University. He is working on a variety of projects for FCPL and he will be with FCPL for most of the summer.

Mr. Batson noted that as everyone knows, FCPL recently signed an agreement with Frederick Co. Public Schools. FCPS is changing their curriculum a little more. Their educational and printed materials are a little broader and not as structured. FCPL staff members will be meeting with FCPS staff members to see if we can coordinate the materials a little better to make sure FCPL has exactly what the students will need.

**b. Budget/CIP – Update:** Mr. Batson advised that the Budget and CIP are up for final discussion on Thursday, June 7<sup>th</sup>. Commissioner Gray added that the plan is to adopt the budget on Thursday as well.

**c. Date Change for October Board Meeting:** Mr. Batson reminded members of the FCPL Board of Trustees that the meeting date for the October Board Meeting has been changed to October 10<sup>th</sup> from October 3<sup>rd</sup> due to a state conference that is being held on October 3<sup>rd</sup>.

#### **NEW BUSINESS:**

**a. Employee Recognition (LATD):** Mr. Kurtianyk advised that Mary Frances Balch, Tracey Carter, Jamie Dobratz and Carly Schilling recently completed the Library Associate Institute Course on May 16, 2012 and they have satisfied the requirements for a public library associate as required by Maryland state law. Certificates were thereafter presented to each of the individuals. Photos were taken of the certificate presentation.

**b. Financial Report:** K. Lewns stated that finance is getting extremely busy right now because we are wrapping up the end of the fiscal year. Next Monday is the last day we are able to put in any requisitions for purchase orders. We are processing all of our staff reimbursements and checking all of our open purchase orders to make sure we want to carry them forward. She thereafter reviewed the financial statements earlier forwarded to members of the FCPL Board of Trustees. There are a few areas where we are over budget but there are a number of other areas where FCPL is under budget so it is not a problem at this time. We continue to be over budget in



fuel expenses even though fuel costs have gone down. The branch phones are still over budget because they have not installed the fiber lines at Walkersville and Middletown libraries. As far as the travel/training costs are concerned, FCPL has not received any word from the State of Maryland on the \$25,000 training grant so travel/training is over budget as a result of that. Special Programs, which is the Summer Reading Program, is over budget at this time. We did not plan for the t-shirt purchase but we will make the money back on the t-shirt sales so it will all even out. The computer software expenditures are over by a slight amount. We just purchased the Collection HQ system for \$25,250 so that puts us slightly over the budgeted amount. She added that she has included her e-mail address at the bottom of the financial reports so if anyone has any questions, she requested that they e-mail her. She noted further that at the September meeting she should have some definite numbers to share and will be able to do a comparison to Fiscal Year 2011. She also provided some graphs this month outlining projected revenue of Fiscal Year 2012 compared to Fiscal Year 2011 and Fiscal Year 2012 year-to-date expenditures vs. Fiscal Year 2011 total expenditures. The expenditure graph does not include salaries which is \$8.4 million.

She added that FCPL just recently started sending our holds to Unique Management. Unique Management then notifies patrons of their holds via a phone call. It costs FCPL \$0.15 per call. This program was started May 11<sup>th</sup>. In the past, FCPL utilized postcards to notify patrons of their holds which would cost FCPL \$0.35 per postcard. Unique Management was able to reach 89% of our patrons in the first month so this has been a very successful program. Unique Management is only used for those patrons that do not provide an e-mail address. FCPL sends an e-mail to its patrons to notify them about their hold, if possible. Unique Management makes phone contacts when e-mail addresses are unavailable for a patron. Since May 11<sup>th</sup>, Unique Management was able to reach 371 people. B. Pelle added that FCPL had to, by law, allow people to "opt out" of receiving a phone call. Notices were placed at all of the circulation desks and for those individuals that decided to "opt out", they will still receive a postcard. Discussion followed.

**c. Internet Policy Revisions:** D. Maminski stated that the original Internet Policy was approved by the FCPL Board of Trustees on September 4, 2002. Recently a few comments were received from patrons through [www.fcpl.org](http://www.fcpl.org) about our Internet Policy. One patron was very upset that FCPL did not filter its computers and FCPL was allowing children to have access to pornography and obscene materials. Ms. Maminski stated that she advised the patron that FCPL does filter their computers and asked her why she concluded that FCPL did not filter. The patron stated that it was her interpretation of the policy that FCPL did not filter. Ms. Maminski noted that the Internet Policy was reviewed and it was thought that some simple language changes could be made that would state a little bit more clearly what FCPL does and it might help with the situation so that patrons know that FCPL does filter all of its public access computers. There is a higher level of filtering on the children's computers. In addition, FCPL can issue a juvenile library card to a patron under the age of 18 and if the patron's birth date is in the library account record and that card is utilized to access a computer, it will not matter which computer is used; the filtering will be the same level as the children's computers. Discussion followed.

C. Smith made a motion to approve the revisions to the Internet Policy; seconded by G. Laugelli.  
VOTE: Unanimous



**d. Credit Card Privacy Policy:** D. Frank-Rice advised that approximately three months ago, FCPL started offering its patrons the ability to pay their fines on-line. Since that time, patrons have used their credit cards on FCPL's payment site to pay more than \$4,400.00 in fines and fees. FCPL has been taking credit cards for about four years now but this is the first time that FCPL has done so over the Internet. As a result, we felt it was important for FCPL to explain to its patrons just how it is we process and protect their information. He further stated that he started working with Amy Swackhamer, Virtual Branch Administrator, and they developed the Credit Card Privacy Policy. It is modeled after policies that we found from other on-line retailers and other library sites. In addition to the policy, we go into some detail as to how we collect and how we protect our patrons' credit card data. FCPL only collects the information that is absolutely necessary in order to process the transaction. This includes the patron's name, their credit card number and expiration date as well as the security code on the back of their credit card. Once the patron hits submit, the information is encrypted for transmission. There are two different protection layers. The first comes from the built in encryption that comes from the patron's web browser and the second layer comes in the form of a security certificate that FCPL pays for. It is a certificate that attaches to FCPL's payment site and it makes it more secure. FCPL does retain a little bit of information for reporting purposes but everything FCPL does is in full adherence to standards that are set in place by the PCI Security Standards Council, LLC. PCI stands for Payment Card Industry. They are an organization that exists specifically to govern how organizations and software companies treat private information so that it stays protected. All of FCPL's data is kept on a secure server. The server is in a room with controlled access. Credit card numbers are encrypted and scrambled in FCPL's database so that only the last four numbers can be seen. The remainder of the credit card number cannot be retrieved at all. The last four numbers are kept in the event we need to go back after the fact to track an individual transaction but at the same time it protects our patron's information from being compromised. Access to the payment system as a whole is severely restricted and the access is controlled by complex passwords that change every 2 to 3 months. FCPL does not share any patron information with anyone else. Again, this is all mandated by the PCI Security Standards Council. Discussion followed.

G. Laugelli made a motion to adopt the Credit Card Privacy Practices as written; seconded by T. Kutz. VOTE: Unanimous.

**e. Election of Officers:** G. Laugelli, Chairperson of the Nominating Committee, recommended that B. Poteat serve as President commencing July 1, 2012. T. Prensky, member of the Nominating Committee, recommended that C. Smith serve as Vice-President and C. Greenway serve as Secretary/Treasurer. Board members voted to approve the recommendations of the Nominating Committee.

**f. Nominating Committee Report:** G. Laugelli advised that four people, including C. Smith, applied for the vacancy on the FCPL Board of Trustees. One person voluntarily withdrew due to other commitments, therefore, the remaining two applicants were interviewed. It is recommended by the Nominating Committee that C. Smith be reappointed to a second term on the FCPL Board of Trustees.

T. Prenskey made a motion to accept the recommendation that C. Smith be reappointed to a second term on the FCPL Board of Trustees; seconded by G. Laugelli. VOTE: Unanimous

**BOARD QUESTIONS AND COMMENTS:** T. Prenskey offered a tribute to Michael Kurtianyk for his dedicated service as President. He has been an excellent public face and voice for the library system and has tried to keep the lines of communication open with the Board of County Commissioners and the public. He has a keen awareness of the role of the Board in relation to the library's administration and has kept everyone in the loop. He paid close attention to anything in the County news that affected the library system and was very quick to make other Trustees aware of events that might need quick action. His term as a Trustee is not over fortunately and she looks forward to serving with Michael next year.

**OTHER CITIZEN REMARKS:** None.

The next meeting will be held on Wednesday, September 5, 2012 at 7:00 p.m. at the C. Burr Artz Library – 110 E. Patrick Street, Frederick, MD.

T. Kutz made a motion to adjourn the meeting; seconded by M. Kurtianyk. VOTE: Unanimous.

The meeting adjourned at 7:45 p.m.

*Blanca Potcat*

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Blanca Potcat, President  
Frederick County Public Libraries Board of Trustees