

**Minutes**  
**Public Library Association of Annapolis and Anne Arundel County, Inc.**  
**Library Headquarters, 5 Harry S. Truman Parkway, Annapolis, Maryland.**  
**March 16, 2017**

The monthly meeting of the Board of Trustees of the Public Library Association of Annapolis and Anne Arundel County, Inc. was held at 4:00 p.m. on March 16, 2017 at Library Headquarters, 5 Harry S. Truman Parkway, Annapolis, Maryland.

Mr. Donald E. Roland presided. Trustees in attendance were:

Ms. Deborah Baden	Ms. Joyce Miller
Ms. Tonya Baroudi	Ms. Barbara Maxwell
Ms. Joan Beck	Mr. Bert Rice
Kevin Best, Esq.	Mr. Keith Seay
Mr. Joseph E. Bles	Ms. Simmona Simmons
Ms. Amalie Brandenburg	Ms. JanElaine Smith
Mr. William Colquhoun	Ms. Sandra L. Solomon
Ms. Penny Evans	Mr. Gerald P. Starr
Mr. James Harle	Dr. Fred Stielow
Mr. Charles Maher, Jr.	Ms. Sharon Wible

The following Trustees were unable to attend: Mr. Benjamin Birge, Ms. Jacqueline Seamon, and Ms. Ellan Thorson.

The following staff members were in attendance:

Ms. Terry Bowen	Chief, Human Resources
Ms. Donna Denny	Executive Assistant
Ms. Christina Feldmann	Marketing and Communications Manager
Ms. Cathy Hollerbach	Chief, Public Services and Branch Management
Mr. Rudy Rodela	Chief of Support Services

Guests: Ms. Gabrielle Gardner, Library Associate at the Crofton Community Library, and Staff Association Representative; Ms. Maribel Ibrahim, Capital Projects and Facilities Manager. Ms. Laura Namovicz, Library Associate, Riviera Beach Community Library and current LATI student; and Nathan Volke, Esq., Trustee Candidate.

Mr. Rodela asked the AACPL staff guests to introduce themselves. Ms. Namovicz said she has been a member of the staff at the Riviera Beach Community Library since 2015, and focuses her work on early literacy and bilingual programs. Ms. Gardner said she has worked at the Crofton Community Library since 2012, and concentrates on early literacy and school programs.

Mr. Harle introduced Nathan Volke, Esq., a Trustee candidate nominated by County Executive Steve Schuh, and approved by the Community Council, to become the newest member of the AACPL Board of Trustees. Mr. Harle reported that the Governance Committee of the Board of Trustees recently interviewed Mr. Volke. They learned that he is a lawyer and Chair of the Republican Central Committee for Anne Arundel County. He lives in Pasadena and is a lifelong resident of the County.

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Mr. Harle added that Mr. Volke was very well-informed about AACPL during his interview. He noted that Mr. Volke's situation is unusual because he also plans to run for election to the County Council. It is understood that should he win a seat on the County Council, Mr. Volke would be obliged to step down from the AACPL Board of Trustees.

Mr. Volke left the room for the board to vote on his nomination. Mr. Harle said the Governance Committee was impressed by Mr. Volke and pleased to present him for election. All were in favor and Mr. Volke was elected to the AACPL Board of Trustees. Mr. Volke rejoined the meeting.

## Minutes

Mr. Roland said the minutes of the February 16, 2017 meeting were provided for review. Mr. Rice moved to approve the minutes. Mr. Bles seconded the motion. The minutes of the February 16, 2017 Board of Trustees meeting were approved.

## Treasurer's Report

Ms. Baroudi reported for Mr. Birge that the Treasurer's Report was on track. Mr. Sedmak noted that the impact funds related to the *Laurel Park Racetrack* and the *Maryland Live! Casino* had been received in February. The Treasurer's Report was filed for audit.

## CEO's Report

Mr. Rodela noted highlights from Mr. Auld's report as he was out of town for a family emergency.

- On March 8, Mr. Auld and Mr. Roland visited Broadneck and Severna Park Community Libraries.
- On March 2, Mr. Auld emceed *Read Across America* event at Annapolis Regional Library with readers County Executive Steve Schuh, Annapolis Mayor Mike Pantelides, Councilman Chris Trumbauer, and Board of Education Vice President Julie Hummer.
- Mr. Auld has joined other Maryland library leaders in advocating for the formation of an independent State Library Agency and Maryland State Library Board. He attended the Maryland Senate Budget and Taxation Committee hearing on Senate Bill 587 on March 1. He also visited Senator DeGrange's office on Maryland Library Legislative Day to advocate for SB587. Mr. Auld encourages the Board of Trustees to support this legislation as well.

In a discussion about SB587, Mr. Rice asked if there was any opposition to the legislation. Mr. Rodela said the bill is revenue neutral, and the Maryland State Department of Education has not opposed it. As the discussion and questions continued, Mr. Roland said that the lack of clarity on aspects of the bill left the board unable to vote in support of the legislation as a body, but Trustees were certainly welcome to advocate for it as individuals.

Public Services and Branch Management Report

Ms. Hollerbach provided the following highlights from her written report:

- The *Not my Child* program held at the Broadneck Community Library on February 16, drew a total of 140 total attendees. The event was promoted in the *Around Broadneck* column in *The Capital* on February 10. Two more of these programs are scheduled.
- We are working with the AACO Health Department to provide Narcan training to the staff. Heroin prevention is a priority of the County Executive and we want our staff to be empowered to be part of the solution
- We have approached the *School of the Incarnation* and *Indian Creek School* about getting their students set up for SAIL cards as part of our soft roll-out of the program. We will need to institute a Memorandum of Understanding with each school added, as we did with the public schools.
- We are creating a task force related to Information Literacy and how to spot “Fake News.” It is being led by Stephanie Petruso (VS) and Becky Hass (P&O). We will have programs, social media posts, and handouts teaching people how to verify if news is credible.
- AACPL is participating in the Anne Arundel County *Partnership for Children, Youth and Families’ Youth Homeless Outreach*, March 8 - 22 at four branches. (NCO, PRO, RIV and ANN).
- We officially launched *Passport to Technology* (technology competencies) this month, in partnership with Staff Development Committee. Staff took the first of 9 *Northstar Digital Literacy Assessments* meant to identify technology training needs at both the individual and system wide level. The goal is to get all library staff up to the baseline of technology competency required for their position, and then build on those skills from there. We also launched a badging system through Credly that allows staff to earn badges for completing certain technology tasks that help build skills. The goal is to “gamify” learning to make it less stressful on our staff. Credly badges have also been integrated with Eliza, so earned badges are part of a staff member’s profile.
- This month we transitioned from all patron emails being answered by staff at the Regional branches (a system in place for at least 14 years) to allowing any staff who are interested to answer email enquiries. Training was held for the new Email Team on February 27.
- Starting March 14, we will begin using the *Demand Management* feature in *Workflows* to manage holds. Demand Management will actually speed up how holds are filled for our customers; it will also cut down on the number of items in transit to fill holds. The Demand Management feature gives us the ability to set certain parameters to determine which user in the queue will receive the item first. When a customer places a hold for an item the system will first check to see if there are available copies at the pickup location before it checks other branch locations. Because of the new way we will fill holds, the hold position queue will no longer display in customers eLibrary account. The hold position queue will continue to display in *Workflows* for staff.
- The *School of Rock* used honorariums that we paid them this past year using Foundation funds to set up scholarships for students.

- A new initiative, *1000 Books Before Kindergarten*, will begin this fall.

Ms. Hollerbach reviewed statistics for February program attendance, views of internet pages, Facebook “likes,” and download totals.

#### Human Resources Report

Ms. Bowen noted that her written report included two retirements, but otherwise there have been very few resignations.

- Effective 3/1/17, Dawn Haddon, Circulation Assistant at Deale, has retired after 22 years of fulltime service.
- Effective 4/1/17, Amber Schoen will retire. Amber has held every job in Headquarters’ Technical Services department during her 30-plus years with AACPL.

Ms. Bowen added that she would address the board later on personnel policies she put forth at the February meeting.

#### Support Services Report

Mr. Rodela said AACPL has a new partnership with the Maryland Department of Natural Resources (DNR). DNR is providing 15 fishing poles to the Mountain Road Community Library for customers to check out during the fishing season. The poles will be in the catalog, as circulating items. If a pole is lost or broken, DNR will replace it at no cost. We are pleased to have this new partnership to expand our scope of services, and for the opportunity to develop connections with other state agencies.

Mr. Rodela reviewed the statistics report, noting that they added a correction factor to the 5-year average visit count. As reported last month, the new visitor counting system is vastly more accurate than the previous system, resulting in a significant discontinuity between current visitor counts and the 5-year average. They studied the past three months’ data to calculate a correction factor for each branch to bring the 5-year average into agreement with current data. They are not going to correct reports already posted. The correction factor will be used only for trend analysis. Mr. Rodela noted that there was a typo on the front page of the statistic report and said he would email a corrected version to the Trustees after the meeting.

#### Marketing and Communications Report

Ms. Feldmann said she sent the February media clippings to the Trustees via email earlier in the afternoon. The clippings include an editorial in *The Capital* by Mr. Auld about AACPL’s changing and increased programming.

Ms. Feldmann said her department is busy working to prepare for the Summer Reading Club and the upcoming Comic Con. On March 25, Severn Community Library will host the first of several Ft. Meade related programs.

### Foundation Report

Ms. Glenn reviewed the following highlights from the Foundation Report:

- The *Beyond Your Expectations Campaign* received \$65,000 in pledges during the past month. Larger pledges included \$20,000 from the Owings Mills-based real estate developer Greenberg Gibbons and Reliable Contracting for naming opportunities at the Crofton and Odenton branches; a \$20,000 pledge came from longtime donor Julie Belkin, president of Stevensville-based 3 Point Products, and a \$10,000 gift from Foundation friends Dick and Sabra Ladd. Cash gifts, pledges and legacy gifts received since May, 2016 to *Beyond Your Expectations: The Campaign for the Library* now total \$1,061,852.
- On Thursday, March 2, the Campaign hosted its third and final *Beyond the Stacks* event for donors and special friends of the library at the Annapolis library meeting room. Ms. Glenn thanked Mr. Roland and Ms. Maxwell for attending.
- The Foundation-sponsored tour of the new Laurel library took place March 6 with more than 25 library trustees, Foundation directors, library staff and invited guests taking part. Attendees were given a 90-minute tour of the new facility by Michael Gannon, Prince George's county library's Associate Director for Administrative Services.
- Invitations to 2017's *For the Love of the Library*, taking place Friday, April 21 at the Eastport library, were mailed March 9. Members of the Foundation Events Committee have secured five major auction items.
- On Sunday, May 7 at 5:30 p.m., the Foundation will host the book launch of Foundation Director Lisa Hillman's memoir, *Secret No More: A True Story of Hope for Parents with an Addicted Child* at the Annapolis Regional Library. It will be an invitation-only event and Lisa will donate the proceeds of her book sales that evening to the Foundation.

### Annapolis Regional Library Capital Project Committee (ANNCAP) Report

Ms. Beck reported that that the Annapolis Board of Appeals recently held a public hearing on the Special Exception application for construction of the new Annapolis Regional Library. Ms. Maxwell added that the Board of Appeals heard a presentation by Jeremy Kline of WGM Architecture (representing the County and the Library as applicants) and received public testimony. After due deliberation, and upon recommendation from the Annapolis Planning and Zoning staff, the Board of Appeals approved the special exception application, with conditions. Ms. Maxwell added that there was not a single negative comment about the design and local residents are thrilled. The conditions added to the approval are relates to preparing the soil to insure that that plants introduced to the landscape thrive. Mr. Roland thanked the members of ANNCAP for their continuing successful efforts.

### Governance Committee Report

Mr. Harle reported that the Governance Committee recommends language concerning indemnification be included in the Bylaws of the Board of Trustees. This language was recommended by the county's *Office of Law* in a recent discussion about the use of libraries for events. This addition to the bylaws will be brought to the board for a vote at the April meeting:

### **Article VIII - Indemnification**

#### **SECTION 1. *Definitions***

As used in this Article VIII, any word or words that are defined in Section 2-418 of the Corporations and Associations Article of the Annotated Code of Maryland, as amended from time to time, (the "Indemnification Section") shall have the same meaning as provided in the Indemnification Section.

#### **SECTION 2. *Indemnification of Directors and Officers***

The Corporation shall indemnify and advance expenses to a director or officer of the Corporation in connection with a proceeding to the fullest extent permitted by and in accordance with the Indemnification Section.

#### **SECTION 3. *Indemnification of Employees and Agents***

With respect to an employee or agent, other than a director or officer, of the Corporation, the Corporation may, as determined by the Board of Directors of the Corporation indemnify and advance expenses to such employee or agent in connection with a proceeding to the extent permitted by and in accordance with the Indemnification Section.

### Budget Committee Report

Ms. Baroudi reported that the Budget Committee now has a salary study as a point of reference which can be used to update salaries, based on qualifications and years of service.

### Old Business

Ms. Bowen said that at the February board meeting, she had presented copies of twelve personnel policies revised as follows:

- Absence Without Leave – Revised in Track Changes
- Administrative Leave – Revised in Track Changes
- Death Leave – Revised in Track Changes (Changing title to Bereavement Leave)
- Holidays – Revised in Track Changes (Changing title to Holiday Leave)
- Jury Duty/Court Summons Leave – Revised in Track Changes (Changing title to Jury Duty Leave/Court Summons)
- Leave Without Pay – Revised but not in Track Changes – Changes in formatting were extensive so both Current Policy and Revised is submitted

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- Maternity/Paternity Leave – Eliminating this policy because contents are covered in the Family Medical Leave Policy
- Military Leave – Revised in Track Changes
- Personal Appearance - Revised but not in Track Changes – Changes were too extensive to warrant the Track Changes but both Current Policy and Revised is submitted
- Personal Leave – Revised in Track Changes
- Religious Leave – Revised in Track Changes
- Social Media – New policy intended to maintain the integrity of the Library’s presence in social media and to ensure that social media is used appropriately and within Library guidelines and policies.

Ms. Bowen added that she had received no questions or concerns about the policies since they were presented. Ms. Bowen then answered a question about holidays and a type was noted in once policy. Mr. Harle moved to approve all personnel policies with corrections. Mr. Bles seconded the motion. The personnel policies were approved.

### New Business

#### *Consideration of revised Regulations Governing Use of Anne Arundel County Public Library and Grounds by the Public*

Ms. Hollerbach provided materials that included previous and revised regulations governing the use of the Library. She noted that over time, rules were added based on occurrences, and the rules became more extensive. The rules have been revised and simplified from a more open perspective, with a focus on how staff members are expected to enforce them. The bottom line is that the library should be a place where people respect one other, with issues enforced by judgment of library staff. As examples, Ms. Hollerbach noted that petitions are allowed, but they must be coordinated with branch manager, and the no food policy has also been relaxed to make the library more welcoming.

Dr. Stielow made some editorial recommendations and Ms. Hollerbach encouraged all the Trustees to contact her with any suggestions they may have for the revised rules, prior to the April meeting.

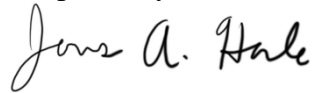
#### *Consideration of Materials Security*

Mr. Rodela reported that Support Services will soon need to make a decision on the purchase of new self-check systems. Cost is a big factor in this decision. For this reason, we have been conducting an “experiment” at the Severna Park Community Library, using their new self-check systems to see if they make a difference in theft prevention. The conclusion is that while they are a proven labor saving device for staff, and improve customer privacy, the machines have not made a big difference in the security of materials and the shrinkage rate is low. The new systems are made by 3M and will cost \$10,000 with security, or \$5,000 without it. Mr. Rodela answered questions. Dr. Stielow agreed that the addition of security features would be a waste of money. Mr. Rodela will bring the question to the next board meeting for a decision.

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The meeting was adjourned at 5:20 p.m. The next Board of Trustees meeting will be held on April 20, 2017, at the Severn Community Library, Severn Square Shopping Center, 2624 Annapolis Road (Route 175), Severn, Maryland.

Respectfully submitted,

A handwritten signature in cursive script that reads "James A. Harle".

James Harle  
Secretary

JH/dd