

BOARD OF LIBRARY TRUSTEES FOR BALTIMORE COUNTY

MINUTES OF THE MEETING

November 15, 2022

A meeting of the Board of Library Trustees was held on Tuesday, November 15, 2022, at the Towson Library. The meeting was called to order at 8:00 am by Board President Maureen Walsh David. Other Board members present were: Yara Cheikh, Havaca Ganguly, Mike Netzer, Aaron Slater, and Anne West.

Staff in attendance: Sonia Alcántara-Antoine, Chief Executive Officer; James Cooke, Chief Operations Officer; Natalie Edington, Chief Customer Experience Officer; Julie Brophy, Adult and Community Engagement Manager; Laurie Carl, Regional Manager; Jen Evans, Executive Assistant; Linda Frederick, Marketing and Development Manager; Emily Gamertsfelder, Planning and Projects Manager; Cassie Miller, Diversity, Equity and Inclusion Officer; Helen Rowe, Fiscal Services Manager; Elizabeth Storms, North Point Library Manager; Zeke White, Regional Manager; Mary Wilson, Human Resources Manager, and Tyler Wolfe, Regional Manager.

COMMUNICATION

Minutes

The Board approved the minutes of the October 18, 2022, meeting (**Slater/Ganguly**).

Correspondence

None.

Upcoming Events

The Owings Mills Branch will be hosting author April Ryan on November 18. Pop-up shops will be available around the system on November 19.

Comments from the Public

The Board heard comments from Anita Bass, Union President. Ms. Bass stated that the Union had been given an opportunity to provide feedback on policies before the Board today, but that did not indicate the Union's approval of the changes being made.

Ms. Walsh David thanked her for her comments.

NEW BUSINESS

Acceptance of FY 2022 Audit (Bill Early, CLA)

Bill Early and Brandon Glover of CliftonLarsonAllen presented the Board with an overview of the FY 2022 Audit. This is a risk based audit done in communication with the Fiscal Services Department. Mr. Early was very complimentary of the work of Fiscal Services Manager Helen Rowe and her staff. The CLA found no significant issues while conducting the audit. The issue of separation of duties due to the size of the Fiscal Services staff was remarked on. Mr. Early

answered a few general questions from Ms. Ganguly, and the Board accepted the audit (West/Cheikh).

REPORTS

CEO (Alcántara-Antoine)

CEO Alcántara-Antoine stressed the need for 21st century libraries for Baltimore County. BCPL's branches are well loved, and well used. While there have been positive strides in creating modern spaces at locations like Reisterstown, Randallstown and Hereford, there are still many branches in need of updating. One of the steps that can be taken to address that need is a capital campaign.

The CEO then introduced Eileen Toohey of Carter.

NEW BUSINESS – continued

Capital Campaign Report Eileen Toohey

Carter was retained by the Foundation for Baltimore County Public Library to conduct a readiness assessment in anticipation of a capital campaign. The company reviewed internal capacity for the campaign, the Foundation Board's understanding of if fundraising role, internal staffing structure, and the need to identify alternate funding sources. Carter was then able to provide observations and recommendations to the Foundation to assist in launching their capital campaign.

REPORTS - continued

Statistical Dashboard (Gamertsfelder)

Ms. Gamertsfelder shared the new Statistical Dashboard and noted the new In Focus section. This month highlighted Entrepreneur Academy showcasing the growth of the program.

Entrepreneur Academy (Brophy)

Ms. Brophy provided the Board with an overview of Entrepreneur Academy. This initiative was started in 2017 as part of Urban Libraries Council's Strengthening Libraries as Entrepreneurial Hubs. This program has developed into a multi-week course using subject matter experts. There has also been a session in Spanish, and a two week session for teens. BCPL will continue to evaluate the program to meet community need.

Customer Experience (Edington)

Ms. Edington introduced the new Regional Managers. Laurie Carl will supervise the Central Region: Cockeysville, Hereford, Loch Raven, Owings Mills, Parkville, Reisterstown, and Towson. Zeke White will supervise the Eastern Region: Essex, North Point, Perry Hall, Rosedale, Sollers Point, and White Marsh. Tyler Wolfe will supervise the Western Region: Arbutus, Catonsville,

Lansdowne, Pikesville, Randallstown, and Woodlawn. The Regional Managers will be based out of the Administrative Office.

The Board offered their congratulations.

Operations (Cooke)

21st Century libraries are critical to BCPL and a number of current and upcoming projects will elevate branches to meet that goal. The Catonsville renovation should begin in March 2023. The cost of the project is projected to be \$6.9 million. There is currently a refresh of the White Marsh branch underway with new paint, shelving and an enclosed children's area. There are also a number of smaller projects underway around the system.

Fiscal Services (Rowe)

Ms. Rowe provided the Board with the financial summary. Due to the timing of payments, revenues are currently ahead of expenses. As vacancies are filled and the new salary scale is implemented, the funds for salaries will align with projected expenditures.

Human Resources Report (Wilson)

Ms. Wilson shared the Human Resources Report. Human Resources continues to recruit staff to fill a number of vacancies. Benefit open enrollment for staff will open this month. Ms. Wilson also reported that the Quality of Worklife Survey will be discontinued. Other tools will be used to gather feedback or identify issues.

Board (Walsh David)

Ms. Walsh David shared that in this month of gratitude, she wished to express her gratitude the CEO for her leadership and vision for 21st Century libraries and to the staff who make it possible.

OLD BUSINESS

None.

NEW BUSINESS - continued

Policy – Staff Handbook Section 5-22 Celebrations and Staff Appreciation Funds (Wilson)

The Board approved this new policy which provides guidance on the use of staff appreciation funds and the discontinuation of the collection of sunshine funds for celebrations. The policy also outlines which events may be held during hours of operation (**Slater/West**).

Policy – Staff Handbook Section 8-6 Punctuality and Attendance (Wilson)

The Board approved updates to the Punctuality and Attendance Policy to clarify what constitutes and occurrence of tardiness or unapproved absence, how those absences will be addressed, and timeframes for notifying supervisors and for requesting approval of leave (**Cheikh/Slater**).

Policy – Staff Handbook Section 6-15 Jury Duty (Wilson)

The Board approved changes to the Jury Duty policy which has been revised to reflect current job classifications and the inclusion of part-time staff **(Cheikh/Slater)**.

Policy – Staff Handbook Section 4-11 Mileage Reimbursement (Wilson)

The Board approved updates to the Mileage Reimbursement Policy which will streamline the calculations for expenses for approved business travel and address use of public transportation and ride shares **(West/Cheikh)**.

Policy – Rules of Conduct (Edington)

The Board approved changes to the Rules of Conduct to reduce confusion around the use of masks, and to increase operational flexibility **(Slater/Ganguly)**.

Policy – Computer Use (Edington)

The Board approved updates to the Computer Use policy to facilitate the removal of barriers to access **(Cheikh/West)**.

ADJOURNMENT

The meeting adjourned at 9:37 am **(Slater/Cheikh)**.

Submitted by

Anne West

Secretary to the Board of Library Trustees