

BOARD OF LIBRARY TRUSTEES FOR BALTIMORE COUNTY

MINUTES OF THE MEETING

November 16, 2021

A meeting of the Board of Library Trustees was held via Zoom on Tuesday, November 16, 2021. The meeting was called to order at 8:02 am by Board President Maureen Walsh David, and a notification of recording was given. Those wishing to speak during public comment were asked to sign up using the Q&A tool on Zoom. Other Board members present were: Jane Eickhoff, Michael Netzer, Paul Schwab, Aaron Slater, and Yara Cheikh. Ms. West joined the meeting at 8:17 am.

Staff in attendance: Sonia Alcántara-Antoine, Director; James Cooke, Assistant Director; Natalie Edington, Assistant Director; Carl Birkmeyer, Media Creation Services Manager; Jen Evans, Administrative Assistant; Linda Frederick, Marketing and Development Manager; Emily Gamertsfelder, Planning, Project and Data Manager; Lisa Keil, Planning & Projects Data Specialist; Helen Rowe, Fiscal Services Manager; Joey Schenning, Staff Association President; Liz Sundermann-Zinger, Digital Equity and Virtual Services Manager.

COMMUNICATION

Minutes

The Board approved the minutes of the October 19, 2021 meeting (**Eickhoff/Cheikh**).

Correspondence

None.

Upcoming Events

Indie Author Day will take place on November 20, 2021 bringing local indie authors, writers and their communities together for a day of education, networking, writing and more.

BCPL Pop-Up Shops on Small Business Saturday, November 27, 2021, will feature artists, artisans and independent merchants offering unique wares.

REPORTS

Director's Report (Alcántara-Antoine)

Director Alcántara-Antoine gave a verbal Director's Report. Over the past month, Director Alcántara-Antoine has been getting to know the people in the Baltimore County community. The Director held Meet the Director sessions at Perry Hall, Arbutus, and Cockeysville and also met with the Friends of Towson Library and the Friends of Perry Hall Library. During these meetings she spoke about her vision for BCPL (21st century library facilities; diversity, equity, and inclusion; community engagement and transformation), and answered questions.

She received many questions, ranging from supply chain issues affecting books to specific questions about library facilities. There were stories about how the library has directly impacted individuals and families in the community and a discussion of the future of libraries and how BCPL will evolve to meet the needs of the community. Attendees shared support for new services like the Mobile Library Law Center, Fine Free for All, and expanded meals for children after school. They wanted library facilities that were bright, modern, up-to-date, flexible and dynamic. They also expressed gratitude and appreciation for library staff.

These meetings reaffirmed that what BCPL does is important and impacts people's lives directly.

Statistical Dashboard (Gamertsfelder)

Ms. Gamertsfelder shared the statistical dashboard for October and introduced Ms. Keil who will be presenting to the Board while Ms. Gamertsfelder is on leave. Issues around the accurate counting of Wi-Fi sessions persist. Ms. Gamertsfelder is working with County OIT on a process to count individual users only once each session. Mr. Schwab asked if the removal of duplicate sessions was standard practice. Ms. Gamertsfelder responded that while each library system has a different process to count sessions, there is guidance from the Maryland State Library on what is considered a single session that is used statewide. The Board requested a comparison of data from before the shutdown for COVID-19 to a current month be made available at an upcoming meeting.

Facilities Report (Cooke)

Mr. Cooke updated the Board on recent updates to a variety of branches. The plans for the Catonsville renovation are almost complete and the project will be put out to bid shortly. The Woodlawn branch has a new quiet study area that was converted from their magazine room. Additionally, a design study is being conducted on how to best incorporate the recently vacated lower level into branch service space. The planned refresh of the meeting room and bathrooms will be rolled into this project. White Marsh's parking lot has been repaved and stripped. Privacy pods for use by the social worker have been installed at Essex and Randallstown. New automatic doors will be installed at Lansdown. Lansdown is also going to have a feasibility study conducted about replacing the branch. Several branches have received new shelving and some new furniture. Work to repair some building damage from an accident continues at Cockeysville.

Ms. West joined the meeting.

Finance Report (Rowe)

Ms. Rowe provided the Board with the October financial summary which had no significant changes from the previous month.

Staff Association Report (Schenning)

The Staff Association is wrapping up a member drive. Ballots for the upcoming election of officers will be made available soon. Staff Association members will have 11 wreaths available

for purchase as part of Festival of Trees. Staff will be participating in both the virtual and live Polar Bear Plunge this year.

Board Report (Walsh David)

As this meeting was potentially the final one for 2021, Ms. Walsh David took a moment to note the accomplishments of Director Alcántara-Antoine over the last year. She also thanked BCPL staff for their fantastic work meeting the needs of the community over a very challenging year.

OLD BUSINESS

None.

NEW BUSINESS- continued

Annual Report (Frederick)

Ms. Frederick briefly reviewed the FY 2121 Annual report which will be available on BCPL's website soon.

Operations Plan (Gamertsfelder)

Ms. Gamertsfelder provided context for the Operations Plan that now accompanies Strategic Plan XI. The Operations Plan will guide program and other planning for the final 2.5 years of the current strategic plan. The document was developed with input from a variety of staff and leaves flexibly to adjust as needed to best serve the community. Ms. Cheikh asked if reporting on programs would include a breakdown of age groups like seniors and young adults. Ms. Gamertsfelder confirmed that that data would be tracked for programs with a specific target audience. Mr. Schwab asked if there would be an effort to publicize activities to help guarantee success. Ms. Gamertsfelder confirmed that Ms. Frederick and the marketing team are working on a marketing plan. Ms. Walsh David asked for details about Northstar Digital Literacy. Ms. Sundermann-Zinger explained that this is a digital learning platform with licenses provided by the Maryland State Library. This platform will allow BCPL customers to take online technology assessments and training centered on technology. Additionally, three branches will be able to offer in-person training and proctored assessments. The platform has just been made available to staff, and will be launched to customers once they have a chance to familiarize themselves with the product.

Policy - Staff Dress and Grooming (Edington)

This policy would replace Staff Handbook, Section 8-10 Dress. The policy has been reviewed by the Baltimore County Office of Law and their feedback has been incorporated into the policy. The Board approved Staff Handbook Section 8-10 Dress and Grooming **(Cheikh/West)**.

Policy –Lost and Found (Edington)

This policy updates the amount of time items are held by branches from 1-3 months to 2-4 weeks, with unclaimed items being treated as donations or discarded. Staff may not keep unclaimed items for personal use. The Board approved the Lost and Found Policy **(Schwab/Cheikh)**.

Policy – Media Creations Services Use and Fees (Birkmeyer)

This policy was developed to identify who is eligible to use the services of the Media Creation department either for free or for a fee. Mr. Schwab asked about charging a deposit for a portion of the projected cost. Mr. Birkmeyer responded that the department had rarely had difficulty getting paid for their work. Ms. Walsh David suggested implementing the policy as-is and amending later if it becomes necessary. The Board approved the Media Creation Services Use and Fees Policy **(Cheikh/West)**.

Policy – Photography, Filming and Videography (Cooke)

This policy has been under development for some time and is in keeping with the Library's use as a limited public forum. Ms. Cheikh requested that the policy be posted somewhere in the branch. The Board approved the Photography, Filming and Videography Policy **(Cheikh/Eickhoff)**.

COMMENTS FROM THE PUBLIC

None.

ADJOURNMENT

The meeting adjourned at 8:56 am **(Schwab/Cheikh)**.

Submitted by

Anne West

Secretary to the Board of Library Trustees