HARFORD COUNTY PUBLIC LIBRARY FY 2022 BOARD OF TRUSTEES

MEETING MINUTES

January 20, 2022

- **Present:** Dwayne R. Adams, Dr. William B. Allen, Shannon G. Gahs, Dr. Monique H. Head, Taryn J. Martin, Durbin P. Vido, Jonas Vogelhut, Carol Wright, Student Representative Joshua Oguh, Aurora Kahoe Legislative Aide to County Councilman Chad R. Shrodes and CEO Mary L. Hastler, and Jennifer Button
- Absent: County Councilman Chad R. Shrodes

CALL TO ORDER

Dr. Allen called the virtual meeting of the Harford County Public Library Board of Trustees to order at 6:34 PM.

CHANGES TO THE AGENDA

Ms. Hastler requested that two revised personnel policies be added as Action Items on the agenda. These policies were recommended for approval by the Board Human Resources Committee.

Dr. Allen asked Trustees to vote to approve the changes to the agenda. All Trustees indicated their approval by raising their digital hand and the revised agenda was approved as amended.

PRESENTATIONS/RECOGNITIONS

There were no presentations or recognitions.

APPROVAL OF MINUTES

All Trustees had the opportunity to review the minutes of the previous meeting in advance of this evening's Board meeting.

As a point of order, approval of the minutes was considered out of order, following Committee Reports.

Dr. Allen requested two minor edits be made to the minutes, and recognized Ms. Button for her excellent work in creating the minutes. He stated that the Board was blessed to have her fill this role.

Dr. Allen asked Trustees to vote to approve the minutes of the November 18, 2021 Board meeting as amended. All Trustees indicated their approval by raising their hand and the minutes were approved as amended.

COMMITTEE REPORTS

Budget & Finance Committee - Mr. Vido

The Treasurer's Report was prepared by Kathy Cogar, Chief Financial Officer. Operating expenditures for the fiscal period ending December 31, 2021 were within the annual FY2022 budget. Revenues are \$10.4 million and Expenditures are \$9.83 million. A detailed budget was submitted for review.

Executive Committee – Dr. Allen

The committee did not meet.

Capital Improvements Committee - Mr. Adams

The committee did not meet.

Human Resources Committee - Ms. Hastler for Ms. Brown

The committee met on Friday, January 14, 2022 and discussed several items.

Dr. Allen asked Ms. Hastler to report the business of the committee. Trustee Nancy Brown has submitted her resignation due to job responsibilities effective immediately. We thank Ms. Brown for all her work on the Board and for bringing a very special perspective to our discussions pertaining to differing abilities and special populations. We have prepared a plaque and will be sending to Ms. Brown, along with a gift expressing our thanks for her many years of service. Ms. Brown sent her thanks to the Board and enjoyed her time serving on the Board.

The committee reviewed two updated personnel policies submitted by HR Director Charles Ross.

The Emergency Opening and Delayed Opening policy was updated to reflect the current methods of notifying employees of any changes to hours through text messages, email, emergency phone line updates, webpage updates, and social media postings. The Library revised the notification process to provide staff with multiple options to receive updated information.

Ms. Hastler noted that the library is piloting paying hourly, part-time staff for the hours scheduled to work on the day of the closure. Staff feedback on this change has been very positive. Ms. Hastler explained that it did not feel equitable or fair to an hourly/part-time employee if the system or branch is closed due to inclement weather or some type of emergency and they were unable to work their scheduled hours. Ms. Hastler added that she anticipates the change will be formally submitted for Board consideration in the near future.

The Employee Benefits – **Educational Support** policy was updated to reflect changes in tracking CEUs for certification, recertification for librarians and recertification for library associates. Titles were also updated. Ms. Hastler noted that professional development has been something to which we've long been committed, and have supported for many years. We are proud of the staff that have chosen to continue their education, for library courses but also for other educational pursuits. Ms. Hastler shared that we value those educational and learning experiences and encourage staff to grow and develop. Whether they choose to remain with the library or move on to other pursuits, we're very happy to share our talented staff with the community.

Ms. Hastler reported that the Mission Square offering was successfully implemented. Eligible employees were offered the opportunity to select the Mission Square Vantage Care Retirement Health Savings (RHS) Plan between November 8, 2021-December 3, 2021 with a one-time financial incentive. Employees who opt in to the RHS plan are no longer eligible for the retiree Health Plan and may not reenroll. Total cost was just under \$500,000 for the 64 employees that took advantage of the opportunity.

Foundation Board - Ms. Martin

The Foundation Board did meet and details included as part of Ms. Hastler's CEO report below.

PUBLIC SERVICES REPORTS

Statistics – Ms. Parry

In December, circulation was at 213,426. There were 53,074 walk-ins and 4,780 drive through customers. Information reader assistance was 33,267. There were 548 programs with 27,237 attending. A detailed report was submitted.

Dr. Allen asked whether Ms. Parry could share any observations regarding our statistical position, in light of the nearly three years spent dealing with this crisis of the pandemic. Ms. Parry noted that several of our statistics have been trending upwards, as indicated by December's circulation. She also noted that Cathy Swift, Business Analyst noticed that a spike in COVID metrics seemed to correlate with a downtrend in our statistics. Ms. Parry also noted that electronic circulation is holding steady, although it has decreased slightly in favor of physical circulation.

Programming and Events – Ms. LaPenotiere

Ms. LaPenotiere reviewed the Programming Report, which can be found as part of Ms. Hastler's monthly report below.

Teen Services – Mr. Oguh

Mr. Oguh reviewed the Teen Services Report, which can be found as part of Ms. Hastler's monthly report below.

Dr. Allen noted that the soldier mentioned in Mr. Oguh's report was stationed in Oklahoma at the same time as Dr. Allen's nephew, and would check to see if they were acquainted!

Dr. Allen asked whether students introduced to the library were shown how to use their library card in the public library, and noted that this is something on which we had been working and wanted to ensure has occurred. Mr. Oguh deferred to Ms. Hastler, who confirmed that students were indeed shown how to use their card and to use the library.

CEO REPORT

Building Projects

Aberdeen – The outdoor Sails were ordered to provide partial shade in the new story garden. A ribbon cutting will be scheduled to celebrate the newly refreshed branch as soon as the space is completed and COVID metrics are in a good place.

Abingdon HVAC Replacement Project – The Maryland State Library notified the library that the application for the \$120,000 County Library Capital Grant Program for HVAC Replacement was approved for FY 2020 and extended into fiscal year 2021. The Library submitted the final invoice and the grant was fully spent. The County provides matching funds for the remaining cost of the project. The County held its first meeting with a design vendor during the first week of October 2019, the bid was advertised and closed on June 3, 2020. The bid was submitted to the Board of Estimates for approval on June 16th. The BOE approved the County Department of Public Works request for the procurement of five rooftop units for the library estimated for \$862,250. The contract was awarded to RF Warder of White Marsh, MD, in the amount of \$681,082. Completion is estimated to take 120 days after delivery. The project was anticipated to begin in mid-March and continue through May. The County informed us that there was a delay due to COVID at the factory, and the rooftop units were now to be shipped from the factory on March 22nd. Demo of the old units began on March 29th. The first three of five units were lifted into place on April 5th. The remaining two units were lifted into place on May 10th. The Library closed for the day for this to safely take place.

Final connections have been made and testing conducted. The County continues to work through programming issues with the contractor relating to the two larger units. The branch is experiencing higher than normal humidity which is not acceptable. An extension of the project was granted to the contractor by the County. The manufacturer's engineer made an error in design of the coil for one of the units. The proper coil was manufactured and the new coil shipped. The defective coil was replaced and commissioning of the units began November 19th. Two of the rooftop units are having operational issues. Unit 3 has a bad fan motor and unit 4 has a defective ignitor. The parts were to be shipped January 13th and the County planned to install them on January 14th.

The Library is working with County Parks & Rec to schedule the repairs on the pond pump, which stopped working.

Bel Air – The branch is the busiest branch in the system with approximately 27% of total activity (circulation, walk-ins, programming and attendance). It was last renovated/built in the mid- 1990s and is overdue for a refresh. The library is working with the county on a space assessment and exploring the possibility of incorporating some of the Administrative functions in the building. Library space planning prioritizes designing with flexibility and adaptability for future technology and needs. During this time of exploring options, the library will continue to maintain the appearance and functionality of the building to include small refresh projects in the meeting room, stairwells, and more. Meetings to begin the conversation of adapting the branch to include administrative functions began in February and continue. Colimore Architects completed a Bel Air Library Programming and Scope Study in early April 2021 and it is being reviewed with the county. The Library submitted a State Library Capital Grant to offset some of the cost for fiscal year 2023 in the amount of a \$4,086,000 state grant request and total project amount \$8,513,000. Many thanks to the County Executive, Delegate Susan McComas, Senator Bob Cassilly, and Councilman Chad Shrodes for writing letters of support for the project. The County selected Murphy & Dittehafer Architects for the Schematic Design Phase which is underway.

Darlington Library – The County settled on the new property located at 3535 Conowingo Road in April 2020 and the consultants Colimore/HBM are leading the renovation and overall improvements to this facility. Purchase price was \$812,000 and the Library Foundation contributed \$300,000. We are working with the County on the future of the existing modular and historic building. The site plan was finalized and the entrance will remain on the front of the building. This will be the first library with after-hours locker pickup. The schematic plans are complete and we are now working on interior electrical and furniture layout. Planning continues and interior demolition began July 13th and is now complete. A prebid meeting took place on August 31, 2021 with all bids due September 22nd. The due date was extended to September 29th. The project was approved by the Board of Estimates on October 12th with construction beginning on November 8th.

Construction is well underway. All demolition was completed, interior wall studs are up, HVAC ductwork was installed and insulated, plumbing rough-in completed, and electric rough-in is in progress. Selection of interior finishes is also in progress.

Jarrettsville – There are five LED parking lot pole lights that need replacement bulbs. We are working with the electrician to order and install the replacement bulbs.

Security Systems - The Library received quotes for a security system for the Fallston and Jarrettsville libraries. We are finalizing the details and preparing to place the order for both systems.

Fiscal Year 2023 Budget Update – The CEO met with the County Executive who is committed to ensuring that county and library employees keep up with the rate of inflation in terms of salary increases for fiscal year 2023. The Library revised its budget request to include a 7.5% salary increase for eligible employees.

COVID Update

We continue monitoring COVID metrics in the county and the possible impact on library services. For the immediate future, programming will continue outdoors for the majority of time. The Library is closely monitoring the new OSHA regulations and waiting for MOSH to announce Maryland regulations. As a brief summary of the OSHA regulations effective January 4, 2022, employees must provide proof of vaccination or be tested weekly. Staff have been notified so that they can begin preparing for the new regulations if implemented. Currently, the courts have tabled the mandate.

The Library held three COVID home test distribution dates with more than 3,000 kits distributed throughout the county. The latest distribution took place on Thursday, December 30th.

The County Executive implemented a mask mandate on January 9th for all county owned buildings. Visitors must wear a mask while inside a building. Employees must also wear a mask when assisting visitors in public facing services. The Library is supporting the County Executive's mask mandate. Customers are gently reminded to wear a mask covering their nose and mouth when inside the building. We also offer free masks if someone should forget to bring one with them. Staff are also required to wear masks while inside the buildings.

Fines & Fees Legislation

The Maryland General Assembly voted to override the Governor's veto of Building Lifelong Learners Act of 2020, on February 8th and will go into effect 30 days after the vote. The funding, to cover lost revenue, of an additional \$0.40 per capita pre-funding-formula, will not be in place until FY23.

There are three main points to the bill:

- 1. Not charging Overdue Fines The bill (as amended) states that "A Public Library may not charge a fine for overdue library materials on a minor's library materials." It further states, "A Public library may not attempt to collect any outstanding fees for overdue library materials that are incurred by a minor after June 30, 2021."
- 2. With regard to lost materials "A public library may not charge a fee for a minor's overdue library materials until 21 days after the date on which the library materials were due."
- 3. If materials are returned And "If a minor's overdue library materials are returned after a public library has charged a fee, the public library shall cancel the fee."

Special collections are specifically excluded in the bill (American Girl Dolls, cake pans, fishing rods, etc.) Minor is defined as under the age of 18.

Harford County Public Library is currently not charging overdue fines on any materials and will revise procedures to support the new legislation.

Grants

The Library submitted three America Recovery Program Act (ARPA) grants through the Maryland State Library as Maryland's State Library Administrative Agency (SLAA), Institute of Museum and Library Services (IMLS) competitive grants. Each submitted grant supports goals and priorities as outlined in the Library's Strategic Plan including expanding outreach and serving special populations; creating a safe, welcoming and efficient environment for our customers through technology and supporting a knowledgeable and skilled workforce through training.

On July 12th, we received a Notice of Grant Award from the Maryland State Library in the amount of \$27,500 for Staff Development and the Maryland Library Association Conference in fiscal year 2022. We are very grateful for this funding as it enables the library to provide additional professional development opportunities to the staff.

The Library also received a Notice of Grant Award from the Maryland State Library in the amount of \$90,000 to support the initiative of expanding our outreach capacity. We have ordered three vans and one has been delivered.

<u>Mission Square RHS Plan</u> – Staff were provided the opportunity to enroll in the Mission Square Retirement Health Savings (RHS) Plan. Mission Square replaced the planned Nationwide Post Employment Health Plan (PEHP). The enrollment period began on November 8th and concluded on December 3rd, and a letter providing additional information to staff was sent to all benefit eligible employees. Information sessions were hosted by

the Library's Human Resources Department on November 9th and by Mission Square on November 9th and 15th. We had 64 employees take advantage of the offer and the paperwork is in process. All employees who made the change will be able to log in and view their balance and more through Mission Square by the end of January. The cost for the financial incentives was \$483,800.

<u>**Coffee with the CEO**</u> – Three virtual *Coffee with the CEO* sessions were held for all non-supervisory staff on January 5th and 6th. These sessions provide an opportunity for staff to have a conversation with Mary on any and all topics and are scheduled annually. A total of 38 staff attended across the three meetings. A summary of the questions asked, as well as Mary's responses, has been posted to Passport, the staff intranet site. The meetings were held during various times of the day (morning, afternoon and early evening) to allow as many staff to attend and was paid time. It provides a good opportunity to discuss things that may be of concern to staff, provide clarification, discuss ideas, and more.

Governmental Relations – We have learned that the County Delegation has been contacted by a representative of the International Association of Machinists & Aerospace Workers and some library employees. The Library CEO and the Library Board of Trustees have not been contacted by the representative or by the employees. The group has been encouraged to reach out either to the CEO and/or the Board to have a conversation regarding their concerns.

<u>Maryland Law on Digital Access and Licenses for ebooks</u> – AAP Lawsuit regarding HB518/SB432 – Last Friday, Maryland Attorney General Frosh and his office filed to dismiss the Association of American Publishers' (AAP) suit against Maryland pertaining to the Maryland Law passed last session on digital access and licenses for eBooks. The motion is 42 pages long and well documents the reason for dismissing the lawsuit and more.

<u>Audit RFP – Status</u> – The Request for Proposal (RFP) was distributed on November 17, 2021, and two firms submitted proposals. The evaluation team, consisting of Steve Friedman, Procurement; Durbin Vido, Board Treasurer; Kathy Cogar, CFO and Mary Hastler, CEO, completed the evaluation process yesterday and selected a firm. Both firms will be notified by the end of this week. Many thanks to Mr. Vido and the selection team. The term of the contract will be for five years.

Personnel Policy Manual – Policies Updates for Review – The Board HR Committee reviewed two updated policies during the January 14th meeting.

- 1. Updated Policies
 - a. *Emergency Opening and Delayed Opening* The policy was updated to reflect the current methods of notifying employees of any changes to hours through text messages, email, emergency phone line updates, etc.
 - b. **Employee Benefits Educational Support** The Library has a history of supporting the development, learning and advancement of its employees through educational support. We are a learning institution and encourage staff to attend training and seek additional education whenever possible. The policy was updated to reflect changes in tracking CEUs for certification and recertification for librarians and library associates. Titles were also updated.

<u>**Outreach**</u> – The Library participated in the Havre Ice Festival the weekend of January 15-16 and sponsored an ice sculpture of Betty White who represented our idea of a literacy hero and a champion of animals. We were thrilled to be voted #4 in the list of Top Ten Crowd Favorites!

Meetings & Presentations December 2021

- 12/1 HCPL Virtual Program: Farm & Bay to Table: Gift-Giving
- 12/2 MD Humanities Finance Committee Meeting
- 12/2 HCPS Internal Customer Service Task Force
- 12/2 Harford Chamber Jingle Mingle

- 12/3 MLA Legislative Panel
- 12/3 ALA Philanthropy Advisory Group
- 12/6 Darlington Library Project Meeting
- 12/6 MD Humanities Advocacy Sub-Committee Meeting
- 12/7 ALA Philanthropy Advisory Group Leadership
- 12/9 MACo Winter Conference
- 12/8 Harford County Education Foundation Board Meeting
- 12/8 PLA Budget & Finance Committee Meeting
- 12/10 MD Humanities Executive Committee Meeting
- 12/13 MD Humanities Meeting with Executive Director
- 12/13 Harford County Regional United Way Board Meeting
- 12/14 MSL Policy Map Training for MD Libraries
- 12/15 Bel Air Library Site Visit with Architects
- 12/15 Greater Bel Air Community Foundation Annual Meeting
- 12/16 MD Humanities Meeting with Executive Director
- 12/16 Harford Chamber Membership Sponsor Meeting
- 12/16 MAPLA MSL Strategic Planning Focus Groups
- 12/17 MD Humanities Board Meeting
- 12/20 Harford Chamber Government Affairs Meeting
- 12/20 MAPLA IGRTF Bi-Weekly Call
- 12/22 Meeting with Delegate Lisanti
- 12/30 Meeting with potential sponsor

November 2021

- 11/1 ALA PAG Leadership Meeting
- 11/1 Cultural Arts Board Meeting
- 11/2 Providence Strategies Technology Meeting
- 11/2 MD Humanities Strategic Planning Task Force Meeting
- 11/2 Creating a Resilient Mindset Kepro Webinar
- 11/3 LATI Graduation
- 11/3 Harford County Chamber Olympics
- 11/4 MD Humanities Meeting with Executive Director
- 11/4 Harford County Library/Lincoln: Quarterly Retirement Plan Review
- 11/4 Potential Art Donation with Gina Pierleoni
- 11/5 MD Humanities Program & Communications Committee Meeting
- 11/5 MLA Legislative Panel
- 11/6 Margaret Carty's Celebration of Life
- 11/6 HCPL Foundation Poker Run & Pub Crawl
- 11/8 AON RFP Review Meeting
- 11/8 HCPS Customer Service Task Force Meeting
- 11/9 HCPL Foundation Gala Sponsorship Meeting
- 11/9 Harford County Public Library RHS Enrollment Webinar
- 11/9 Maryland Libraries Effective Stress Management Webinar
- 11/9 Bel Air Library Project Meeting
- 11/10 HCPL Board Budget & Finance Committee Meeting
- 11/10 HCPL Board Capital Improvements Committee Meeting
- 11/10 Harford County Education Foundation Board Meeting
- 11/10 Route 40 Business Luncheon featuring Lyle Sheldon

- 11/10 MD Humanities New Board Member Orientation
- 11/10 Veterans Appreciation Day with First Responders
- 11/12 HCPL Board Executive Committee Meeting
- 11/15 Harford Chamber Government Affairs Meeting
- 11/15 Meeting & Tour with Sonia Alcántara-Antoine, BCPL Director
- 11/15 Howard County Library Equity Resource Center Tour
- 11/16 Greater Bel Air Community Foundation Meeting
- 11/16 HCPL Foundation Gala Auction Meeting
- 11/16 Harford County Business Appreciation Presentation
- 11/16 MD Humanities D&G Committee Meeting
- 11/16 Farm Calendar Debut
- 11/16 Danielle Allen Kluge Prize Presentation
- 11/17 HCPL Foundation Once Upon a Rodeo Meeting
- 11/18 Harford Chamber Board Meeting
- 11/18 HCPL Board of Trustees Meeting
- 11/19 HCPL New Employee Orientation
- 11/19 Harford County Education Foundation Board Development Committee Meeting
- 11/19 MD Libraries Service Design Reflection Session
- 11/19 Aberdeen Chamber Appreciation Celebration
- 11/20 HCPL Virtual Program Taping: Farm & Bay to Table
- 11/22 Bel Air Library Project Meeting
- 11/22 MAPLA IGRTF Bi-Weekly Call
- 11/22 Women's Commission Meeting
- 11/23 Futures Cohort Intro Call
- 11/23 HCPL Foundation Board Meeting
- 11/29 Harford County Investment Committee Meeting
- 11/29 HCPL Virtual Program Public Relations Meeting: Farm & Bay to Table
- 11/30 Library Journal Design Institute

Programming and Events

Bel Air's Growing Up Wild program at Shamrock Park was held on one of the warmest November days. Over 60 children and adults touched squirrel mounts, deer hides and antlers and played games related to squirrels and deer. The Holiday Green Screen in StreamWorks was a popular activity for customers again this year. Some customers came in holiday formal wear or pajamas to take photos with the festive backgrounds. Their Acts of Kindness program made dog treats for shelter dogs at the Fallston Animal Rescue. The organization was very appreciative.

Abingdon's Act of Kindness program resulted in 23 New Year's cards, which were taken to the local Lorien Assisted Living Community. The cards were beautifully decorated to celebrate the New Year with those who need it.

To ring in the holiday season, Jarrettsville hosted "Karaoke Tis The Season Singin!" A young girl was the star of the show, singing lots of holiday songs including mother-daughter duets.

Craft programs were the most popular activity this season at the branches. Some of the offerings were: Winter Mobiles, Snowman Photo Frames, and Snowflake Scratch Art.

During the November Virtual Book Discussion, one of the regular participants shared how the program got her through COVID. She looked forward to the meeting every week. The best part of this story is how an unlikely friendship formed with another regular attendee. They met through the program and both loved reading. Both

customers live in Maryland but one spent quarantine in her second home in New Jersey. As the months went by, they starting chatting outside the program. As the friendship grew, they realized that their Maryland houses were only a mile and a half from each other! When both are in Maryland they regularly have lunch together. The customer is so thankful for the Virtual Book Discussion program because if it wasn't for the program, she would have never have met her new friend, who feels like family!

Teen Services

Aberdeen held a Flash Fiction program. Teenagers were first introduced to the activity and then offered prompts to write. Towards the end, they were encouraged to share what they wrote with their friends or with the group at large.

Jarrettsville hosted the Port Deposit Paranormal Society for their Paranormal Investigation Presentation. The event was fully booked within a 24-hour period. The librarian received great feedback from attendees. Some of the comments included: "Good way to spend a Saturday afternoon," and "This was great!".

The Joppa Library hosted two meetings with Transition Students. The first was with students from Magnolia Middle School, the second from Joppatowne High School. The students received a tour of the library and information of all the programs and resources available to them. The librarian shared the website and how to use their library card.

The Joppa Library also reported that they had a lovely visit by one of their pre-COVID regular teens who joined the Army, stationed in Oklahoma, and was home for the holidays. He made the Library his first stop since it was his second home during his teen years. He was all smiles and a little emotional when he shared with the staff that the time he spent in the library made him what he is today. Libraries still matter to his generation and he is proof of it.

Marketing & Communications

Social Media:

The HCPL social media audience & interaction continues to grow.

- Facebook = 24,974 total followers
 - HCPL Main Facebook 7,978 followers
 - HCPL Choose Civility Facebook 1,102 followers
 - Branch Facebook combined 15,894 followers
- Instagram = 6,578 total followers
 - HCPL Main Instagram 1,318 followers
 - Branch Instagram combined 5,260 followers
- HCPL Main Twitter 1,840 total followers
- HCPL Main LinkedIn 507 total followers
- HCPL Weekly Newsletter 38,535 contacts/29,663 subscribers
 - Sent out 2 eNews per week for a total of 9 in November
 - Sent out 2 eNews per week for a total of 9 in December

Programming & Partnerships

Harford County Public Library partnered with Harford County Government for No Shave November. During the month of November, all HCPL branches were donation drop-off locations for razors, shaving supplies, and toiletries to benefit veterans and those experiencing homelessness in Harford County.

HCPL locations also served as Toy Drop Sites for The Empty Stocking Fund. Donations of new, unwrapped toys, games, and crafts were ultimately distributed to local children for the holidays.

As part of SARC's Holiday Project, all HCPL branches collected handmade or purchased hats and scarves for women, children, & men.

In true holiday spirit, Harford County-based Heartfelt Florist helped support literacy in a beautiful way by donating 20% of any purchase made in November & December to HCPL.

Customers throughout Harford County enjoyed the beautiful holiday light display outside at the Bel Air Library. HCPL's YouTube channel also celebrated the holidays with Mr. John's favorite holiday songs and Library CEO Mary Hastler's special story times to one and all!

Library CEO Mary Hastler recorded a digital holiday card this year and it was posted on all HCPL social media channels as well as HCPLonline.org. It was also sent to all eNews subscribers. It was our top video for December 2021 at 241 views.

Winter Reading 2022: Celebrate with a Good Book began on December 21 and runs through March 5. Adult participants are asked to read 5 books and high school students should read 3 books to complete. Registration is available online or by visiting any HCPL branch. In the first 3 weeks over 1,140 customers registered.

A Noon Year's Eve celebration was recorded at the Bel Air Library in mid-December. Mary hosted the event along with her new puppy, Skye. Activities included stories with Mr. Lawrence, songs with Mr. John, and dance parties with "Fancy" Nancy. The video is available on the HCPL website and was shared on social media. Over 135 customers viewed the video in one day.

A marketing campaign was launched in the latter part of 2021 to push HCPL Student Link, which allows all Harford County Public School students to use their student ID to access HCPL online resources. The HCPL Student Link video on YouTube continues to do well with over 598 hits.

Books and Beyond program

- November 5
- December 3
- Held live via Zoom
- 12 attendees, combined

Virtual D&D program (grades 6-12)

- November 4
- December 2, 21
- Held live on Discord
- 21 attendees, combined

Gift-giving, Tasty & Easy: Chesapeake Farm & Bay to Table program

- December 1
- Aired live via Zoom and streamed live on select HCPL social media channels
- 233 viewers

Eden Mill Nature Center StoryWalk® partnership

- HCPL has an on-going relationship with Eden Mill and each quarter, creates a fun, educational, selfguided StoryWalk that places the pages of a children's book out in nature!
- The fall StoryWalk® was featured through mid-December and the new winter StoryWalk® was in place in time for the December 21 solstice.

Additional Views for Previously Reported Programs, Events, and Partnerships:

- Book Bites, 1-minute videos of "bite-size" book recommendations from Harford County Public Library
 - 1,965 total views for all age groups

Press Releases Distributed

- HCPL Partners with Harford County Public Schools on Digital Library Access November 8
 - HCPL Distributes COVID Test Kits Saturday, November 20 November 17
 - HCPL Announces New Name, Season 2 of 'Chesapeake Farm & Bay to Table November 22
 - HCPL Distributes COVID-19 Test Kits Wednesday, December 15 December 10
 - Winter Reading 2022: Celebrate with a Good Book December 20
 - HCPL Distributes COVID-19 Test Kits Thursday, December 30 December 28

Recent Media Hits and Press Mentions:

Television

• "HCPL Distributes COVID-19 Test Kits December 30" – *WJZ-TV*, *WBAL-TV*, *WMAR-TV* – Dec 30 Print

- "Miscellaneous" Aberdeen Library wins Whimsical award for outreach table at Aberdeen's annual Truck or Treat in Festival Park *City of Aberdeen Advocate eNewsletter* Nov 1
- "HCPL Partners with HCPS for Student Link" 195 Business (online), The Patch Aberdeen, Bel Air, Havre de Grace, & Fallston – Nov 8 – Harford County Living, Bel Air News & Views, Harford County Chamber of Commerce – Nov 9 – The Susquehanna Press – Nov 12
- "HCPL Distributes COVID Test Kits November 20" Bel Air News & Views, Harford County Living, The Patch Aberdeen, Bel Air, Havre de Grace & Fallston, 195 Business (online), The Harford Center Newsletter (digital) Nov 17 The Aegis (online), The Cecil Whig (online), The Baltimore Sun (online) Nov 18 The Aegis, Harford Chamber of Commerce, The Susquehanna Press Nov 19
- "Dec 1 Chesapeake Farm & Bay to Table Season 2" 195 Business (online), The Patch Aberdeen, Bel Air, Havre de Grace & Fallston – Nov 22 – Harford County Living, Harford County Chamber of Commerce – Nov 23 – The Aegis – Nov 26 – Bel Air News & Views – Nov 29 – The Aegis, Harford County Living eNewsletter – Dec 1
- "In This Boat Together: Despite COVID, Libraries and Families Develop Tighter Bonds" *Global Family Research Project (GFRP) Blog* – Dec 3
- "HCPL Distributes COVID-19 Test Kits December 15" 195 Business (online), The Daily Record (online), Harford County Chamber of Commerce, The Patch – Aberdeen, Bel Air, Havre de Grace & Fallston – Dec 10 – Bel Air News & Views, The Aegis (online) – Dec 14 – The Aegis – Dec 15
- "Winter Reading 2022: Celebrate with a Good Book" Harford County Living, I95 Business (online), The Patch – Aberdeen, Bel Air, Havre de Grace & Fallston – Dec 20 – APG News, Harford County Chamber of Commerce, Bel Air News & Views – Dec 21 – The Aegis – Dec 22
- "HCPL Distributes COVID-19 Test Kits December 30" The Patch Aberdeen, Bel Air, Havre de Grace & Fallston, Bel Air News & Views, I95 Business (online), The Aegis (online) Dec 28 The Aegis, Harford County Chamber of Commerce, The Patch eNewsletters Aberdeen, Bel Air, Havre de Grace & Fallston, WBAL-TV (online), Harford County Living Dec 29 The Aegis (online) Dec 30 The Aegis Dec 31
- "2021 The Aegis Pictures of the Year Once Upon a Rodeo" The Aegis (online) Dec 29

Advertising:

Print

• Harford's Heart Holiday Gift Guide – December 2021

Radio

• Harford's Edge on WAMD 970 AM – Show airs from 9-10 am on Fridays and is repeated on Saturday. The Library is the program sponsor. We have had no live shows to report but have been running relevant re-plays of past shows each Friday & Saturday since 3/6/20.

Foundation

The next meeting of the HCPL Foundation Board of Directors will be January 25, 2022.

17th Annual Gala – Saturday, April 9th

The Gala Committee met virtually on January 6 at 8:30 AM. We have currently sold 178 general admission tickets and 328 sponsor tickets for a total of 506 tickets sold to date. The Gala Committee discussed marketing, vendors and safety protocols for the April Gala. Sub-committee meetings are on standby for the month of January. However, the next Gala Committee meeting is scheduled for Thursday, January 27 at 8:30 am via Zoom.

Annual Giving Campaign

This year's Annual Giving Campaign is coming to a close as just a few additional donations are trickling in. To date, we have raised over \$10,000 towards unrestricted funds. Many of the donations sent were accompanied by handwritten notes, thanking our staff for the services they provided during this ongoing pandemic. In addition, many expressed their gratitude for the Library as a resource for programming and books.

Winter Reading

The Foundation is excited to support the Winter Reading initiative again and sponsor the Winter Reading mugs. These continue to be a popular incentive for teens and adults. We would like to thank our Winter Reading sponsor APGFCU for supporting this initiative. As of January 15th, more than 1,330 adults and high school teens have registered.

Summer Reading

Planning is underway for the Foundation's Thank You Kick-off beginning Tuesday, June 21, 2022 and concluding on Saturday, August 27, 2022. The Foundation's Thank You Kick-off celebration will begin at Abingdon Library the morning of June 21st and will conclude at the Aberdeen Library in the afternoon. The Foundation is sponsoring the books used for the completer prizes and beginning preliminary plans for an event midsummer to celebrate summer reading.

Once Upon a Rodeo

The Rodeo committee met virtually on Wednesday, January 19, at 8:30 a.m. We will begin to reach out to our sponsors and will be announcing the entertainment lineup in February. Tickets will go on sale in April 2022.

Foundation Specialist

The Foundation Specialist position was posted. We are actively accepting applications and hope to have this position filled by spring. The posting may be found on hcplonline.org under the Library Jobs tab.

<u>Cultural Arts Board</u>

Harford Living Treasure Nominations forwarded to Harford County Council:

- Joan Hodous
- Henry and Barbara Holloway
- Doris Poulsen

A new episode of <u>Kaleidoscope</u> is now available online. Produced in partnership by the Cultural Arts Board and HarfordTV, it features

- Jessica Hebron of Arts for Learning Maryland
- Allen Fair and Ezra Berger of Harmer's Town Art Center
- 🔹 and we "Shine a Light" on Benny Russell 🄤

Arts in Education Grants support 100% of the costs of in-person and remote arts experiences through June 30th for audiences of any age. Eligible organizations, including those below, are encouraged to apply now!

- Harford County Public School
- Before-school and after-school programs
- Preschool
- Montessori school
- Charter school
- Private school

- Government or nonprofit institutional settings such as:
 - Nursing home
 - o Prison
 - Long-term care facility
- Other nonprofit or government programs serving:
 - People with disabilities
 - Senior citizens
 - o Veterans

ACTION ITEMS

Personnel Changes – January 2022

The following human resources changes are submitted for review and confirmation:

<u>NEW HIRES</u>:

Kaysea Hoover, Library Assistant I – Circulation, Abingdon Branch, 15 hours per week. Effective Date: January 10, 2022.

PROMOTIONS:

None

OTHER CHANGES:

Santa Jones - Library Assistant II, 30 hours per week, Abingdon Branch transfer to Library Assistant II, 37.5 hour per week, Joppa Branch. Effective date: January 10, 2022.

<u>RETIREMENTS</u>:

Bernie MicKey, Library Assistant II – Circulation, Whiteford Branch, 37.5 hours per week. Effective Date: February 1, 2022.

RESIGNATIONS/TERMINATIONS:

Jill Cluff, Library Assistant I Circulation, Havre de Grace, 15 hours per week. Effective Date: December 20, 2021.

DISCIPLINARY ACTIONS:

None

LEAVE OF ABSENCE REQUESTS:

An employee, effective January 6, 2022 and April 1, 2022, leave of absence for continuous leave for employee's own serious health condition, effective January 6, 2022 to April 1, 2022.

An employee, for employee's own serious health condition, effective January 20,2022 to February 20,2022.

OPEN POSITIONS:

Aberdeen Branch

- Library Associate I/II – Adult Services, Aberdeen Branch, 20 hours per week. On hold. Abingdon Branch

- Library Associate I or II Inclusive Services, Abingdon Branch, 37.5 hours per week. On hold.
- Library Associate I/II, Abingdon Branch, 15 hours per week. On hold.
- **Library Assistant I Circulation,** Abingdon Branch, 15 hours per week (4 Positions). On hold.
- Library Assistant II Circulation, Abingdon Branch, 30 hours per week. Posted.

Administrative Office

- **Custodian**, Facilities & Operations Department, Administrative Office, 19 hours per week. On hold.
- Finance Director, Finance Department, Administrative Office, 37.5 hours per week. On hold.
- Foundation Specialist, Administrative Office, 37.5 hours per week. Posted internally/externally.
- Web Content Specialist, Administrative Office, 37.5 hours per week. On hold.

- Materials Assistant Director, Administrative Office, 37.5 hours per week. Posted.

Bel Air Branch

- Librarian Children Services, Bel Air Branch, 37.5 hours per week. On hold.
- Library Associate I/II Adult Services, Bel Air Branch, 15 hours per week (2 Positions). On hold.
- Library Associate I/II Children Services, Bel Air Branch, 15 hours per week. On hold.
- Library Assistant II Circulation, Bel Air Branch, 37.5 hours per week. On hold.

- Library Assistant I – Circulation, Bel Air Branch, 15 hours per week (2 Positions). On hold. Edgewood Branch

- Library Associate I/II, Edgewood Branch, 15 hours per week (2 Positions). On hold.

- Library Assistant I – Circulation, Edgewood Branch, 15 hours per week (2 Positions). On hold. Fallston Branch

- Library Assistant I Circulation, Fallston Branch, 15 hours per week. On hold. Havre de Grace Branch
 - Library Associate I/II Teen Services, Havre de Grace Branch, 37.5 hours per week. On hold.
 - Library Associate I/II Free de Grace, 15 hours per week. On hold.
 - Library Assistant I, Havre de Grace, 15 hours per week. Posted.

Jarrettsville Branch

- Library Associate I/II, Jarrettsville Branch, 15 hours per week. On hold.

Joppa Branch

Library Associate I/II, Joppa Branch, 15 hours per week. On hold.

- Library Associate I/II – Teen Services, Joppa Branch, 37.5 hours per week. Posted Norrisville Branch

- Library Associate I/II, Norrisville Branch, 15 hours per week. On hold.

Whiteford Branch

- Library Assistant I Circulation, Whiteford Branch, 15 hours per week (2 Positions). On hold.
- Library Assistant II Circulation, Whiteford Branch, 37.5 hours per week. Posted

FUTURE VACANCY DUE TO RETIREMENTS: None

HCPL Library Jobs:

https://www.paycomonline.net/v4/ats/web.php/jobs?clientkey=A8oFEoo8691EC4F03A189014B9C1100A

The following are examples of some sites that may be used to recruit for open positions: LinkedIn, Indeed, American Library Association (ALA), MaryLib listserve, CareerBuilder, Monster.com, and Facebook.

Dr. Allen asked Trustees to vote to approve the Personnel Report. All Trustees indicated their approval by raising their hand and the Personnel Report was approved as presented.

Personnel Policy – Emergency Closing and Delayed Opening

Mr. Ross noted that this policy outlines the library's procedures in the event of an emergency closing or delayed opening, and how those decisions are communicated to staff. The intention is to provide a method for all staff to easily access that information and stay abreast of any changes in the event of a closing or delayed opening.

Personnel Policy – Educational Support

Mr. Ross noted that this policy outlines funding for staff professional development and continuing education. The main change to the existing policy relates to tracking of certification hours. Many years ago, the library tracked certification hours, but that responsibility has since transitioned to individual staff members tracking their own hours. The policy was updated to reflect that change.

Mr. Vido asked whether there is a cap in place, or whether one should be developed, to eliminate any ambiguity regarding how much funding would be granted to an individual. Mr. Ross noted that there has never been an actual number included in the policy but deferred to Ms. Hastler to provide additional clarification. Ms. Hastler confirmed that the amount of reimbursement has never been specified, but explained that it's based on the number of credits taken. The number of employees requesting reimbursement varies from year to year and is always dependent upon funding, but reimbursement is included in the budget annually.

Dr. Head asked who validates CEUs for staff members. Mr. Ross explained that transcripts from the various universities serve as validation for all continuing education, then those are validated by Human Resources staff.

Dr. Allen noted that traditionally in institutions of higher education, a cap is placed on the amount of tuition reimbursement offered. He noted that having a cap on the number of credits, rather than on actual reimbursement dollars, could lead to ambiguity in decision-making, and allow for inconsistencies in individual cases. Dr. Allen stated that, above all, the intention is to avoid inconsistency among individual cases, and noted the extreme importance of all employees having the right to know they're being treated fairly, equally, and impartially. Dr. Allen noted that the cost of tuition varies wildly among institutions, and opined that the topic should be considered more closely at a later time.

Dr. Allen proposed that the revised personnel policies be moved forward to a vote as presented, with an acknowledgement that the Educational Support policy would be reviewed at a later date with regard to the tuition guarantee. Ms. Gahs asked whether the policies should be voted on separately since one policy was being sent back for revision. Dr. Allen clarified that the vote would consider the policies in their current version, with the understanding that the Board would commit themselves to a subsequent review of the Educational Support policy.

Dr. Allen asked Trustees to vote to approve the Emergency Closing and Delayed Opening policy and the Educational Support policy. All Trustees indicated their approval by raising their hand and both policies were approved as presented.

OLD BUSINESS

There was no old business.

NEW BUSINESS

Ms. Hastler reported that the Harford County Chamber of Commerce Annual Dinner and Gavel Exchange has been combined into one evening event on June 16th. The library has always been a major sponsor of both events. Since this is the same date as the Board of Trustees meeting, and several Trustees are very involved in the Chamber, Ms. Hastler proposed that the June 16th Board meeting be rescheduled so we can continue to support the Chamber. Dr. Allen agreed that changing the date of the June Board meeting should be considered and asked that it be included on next month's meeting agenda.

BUSINESS FROM THE CHAIRPERSON

There was no business from the Chairperson.

BUSINESS FROM BOARD MEMBERS

There was no business from Board members.

PUBLIC COMMENTS

Two members of the public registered to address the Board.

Dr. Allen reminded speakers to begin by stating their name and home address. He stated that each speaker was limited to three minutes and, keeping in the spirit of Harford County's commitment to choose civility, asked speakers to be respectful and courteous.

Ms. Karen Hamilton, community member, thanked those library staff that helped her contact library headquarters and noted they did a great job. She also thanked staff that called her at home to discuss Playaways and asked for her feedback. Ms. Hamilton explained that her friend first introduced her to Playaways. She noted they are small and compact, portable, and easy to use. Ms. Hamilton shared that she also utilizes audiobooks as a member of the library for the blind, but noted those audiobooks are sent in a very large box that is awkward and heavy, and not easily portable. Ms. Hamilton initially contacted library headquarters to request an increase in Playaway materials. She stated that staff have come up with an ideal solution that will provide the materials she is seeking. She applauded the solution but also suggested that increasing the entire Playaway collection may be of benefit to others in the community as well. Ms. Hamilton shared that, as a blind person, one of the first things lost is your independence, and this technology allows her to read on her own.

Dr. Allen echoed Ms. Hamilton's praise for staff and thanked Ms. Hastler for handling this customer request so expeditiously. He stated that, "we're not just compliant, which is important, but we care, we have a heart, and that's good for my heart."

Ms. Bridget Fitzgerald addressed the Board as a representative of the International Association of Machinists & Aerospace Workers union. She stated that she was contacted by Harford County Public Library employees "looking to help to improve the working conditions." Ms. Fitzgerald noted that hearing all the wonderful things going on at the library, all the services employees are provided, they should be commended for maintaining those public interactions and grace like that described by Ms. Hamilton. Ms. Fitzgerald stated that during initial conversations with employees she asked what about the library they would like to improve, and was told stories of angry outbursts by leadership, feeling retaliated against because they asked questions about management policies or expressed some overall frustration with the way things are going and services they're no longer providing to the public. Ms. Fitzgerald stated that all these worries amounted to what staff have described as a "toxic work environment that's nurtured by a culture of feeling very disrespected". Ms. Fitzgerald stated this is the reason for declining morale and unprecedented levels of vacancies that predate the pandemic. Ms. Fitzgerald stated that she also asked employees what had been done prior to contacting her, and was told that about 50 employees, sparked by the compensation and classification study, attended in-person Board meetings and spoke out. She stated that the COVID interruption made Board meetings virtual and that created a block to employees feeling that they have access to the Board, where they have to provide their names, addresses, and phone numbers. Ms. Fitzgerald stated that when employees provide branch information versus their own, they get called and asked why they're not giving their information and this doesn't feel that it's something opening to them attending, and they feel like it's very monitored and policed. She stated that staff feel like accessing the Board is no longer a venue, and during the pandemic staff have had discussions with senior staff and there's been no resolution. Ms. Fitzgerald stated that staff feel like speaking up has made them targets for retaliation, and that some staff told her they were transferred shortly after a management decision. She stated that staff feel that they've been shamed in front of their coworkers and made to feel like they were troublemakers because they were questioning the process or asking why there was such a change. Ms. Fitzgerald claimed that an individual was hired on November 1st and resigned seven weeks later, and that the individual told coworkers the environment was so bad she didn't want to build her career there. Ms. Fitzgerald stated that everyone she has spoken to, and everything she heard throughout tonight's meeting, is that we share a love of the library system and the public it serves. She stated that no one wants the community to suffer, which is why these employees want to fix the broken system instead of walking away. Ms. Fitzgerald stated that she began to help these employees to take action to restore the library to a system they love and to one the community expects. Ms. Fitzgerald stated that she has reached out to some members of the Harford County Delegation and has met with some as well. She stated that Delegate Steve Johnson has agreed to introduce legislation that will intend to give library employees

a voice. She explained that legislation is based on the county's existing labor code so it's already a law, and the legislation does not make these employees union; instead, it gives them a process and a pathway, should they choose to explore those options. She stated that employees would still need to show interest among the employee unit, go through the organizing process, file for an election, and win the election before they can explore their right to collectively bargain. Ms. Fitzgerald stated that with a union, staff will have a means to negotiate implementation of policies and working conditions which will make the environment more pleasant, and there will be a protected process in which they can convey their concerns and offer solutions that are based in decades of expertise and experience. Ms. Fitzgerald stated that the union's chief of staff has spoken with County Executive Glassman, who has indicated he has a negotiation process he goes through with his staff, and that he understands the importance of listening to employees, so much so that he has committed to not opposing this legislation. Ms. Fitzgerald stated she believed each Trustee accepted their role in library leadership because they care about the library system and the service it provides to the citizens of this county. She stated that she came this evening in the spirit of transparency to ask the Board to support library employees by following the county executive and not stand in the way of this legislation. Ms. Fitzgerald stated that she understood from Delegate Reilly that Ms. Hastler has indicated to the Delegate that she would be open to this process. Ms. Fitzgerald invited Trustees to "support this legislation so we can all work together to support the library".

Dr. Allen thanked Ms. Fitzgerald and invited her to submit her comments in writing. Ms. Fitzgerald asked how she should submit her comments, and Dr. Allen directed her to send them directly to the library administrative building at Belcamp. Dr. Allen directed Ms. Button to provide the mailing address to Ms. Fitzgerald. Ms. Hastler noted that Ms. Fitzgerald also has an email address for herself as well as Ms. Button, and comments could also be sent via email if Ms. Fitzgerald would like.

EXECUTIVE SESSION

Dr. Allen cited the provision in the Maryland Open Meetings Act allowing for closed sessions:

Maryland Open Meetings Act § 3-305

(b) In general – Subject to subsection (d) of this section, a public body may meet in closed session or adjourn an open session to a closed session only to:

(1) discuss:

(I) the appointment, employment, assignment, promotion, discipline, demotion, compensation, removal, resignation, or performance evaluation of an appointee, employee, or official over whom it has jurisdiction; or

(ii) any other personnel matter that affects one or more specific individuals;

Dr. Allen requested the Board retire to an Executive Session to receive an update on the FY22 CEO Work Plan. He noted that he would also like to make observations about discipline as it affects patrons in the branches which requires Executive Session to share.

MOTION: Motion by Mr. Vogelhut, seconded by Ms. Gahs and approved by unanimous vote to approve the closing of the Public Meeting and go into a closed Executive Session.

The public meeting was closed at 7:37PM and the Executive Session began at 7:39PM.

Present during the Executive Session were: Mr. Adams, Dr. Allen, Ms. Gahs, Dr. Head, Ms. Martin, Mr. Vido, Mr. Vogelhut, Ms. Wright, Ms. Hastler, and Ms. Button. Ms. Brown was absent.

Ms. Hastler presented the FY22 CEO Work Plan.

Dr. Allen shared observations regarding discipline as it affects patrons in branches.

MOTION: Motion by Mr. Vogelhut, seconded by Ms. Gahs and approved by unanimous vote to approve the closing of the Executive Session and resume the Public Meeting.

The Executive Session was closed at 8:18PM and the Public Meeting resumed at 8:19PM.

ADJOURNMENT OF PUBLIC MEETING

There being no further comments or questions, Dr. Allen requested a motion to adjourn the meeting.

MOTION: Motion by Mr. Vogelhut, seconded by Ms. Gahs and approved by unanimous vote to approve the adjournment of the Public Meeting.

The public meeting adjourned at 8:19PM.