

**HARFORD COUNTY PUBLIC LIBRARY  
FY 2020 BOARD OF TRUSTEES  
VIRTUAL MEETING MINUTES**

**June 18, 2020**

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**Present:** William B. Allen, Alex M. Allman, Kenneth R. Avery, Nancy Brown, Honorable Susan H. Hazlett, Taryn J. Martin, Durbin Vido, Carol Wright, Student Liaison David C. Oguh, and CEO Mary L. Hastler, and Jennifer Button

**Absent:** Trustee Dwayne Adams and County Councilman Chad R. Shrodes

**CALL TO ORDER**

Chairperson Alex Allman called the virtual meeting of the Harford County Public Library Board of Trustees to order at 6:32 PM.

**CHANGES TO THE AGENDA**

There were no changes to the agenda.

**PRESENTATIONS/RECOGNITIONS**

Mr. Allman thanked Mr. Oguh for serving as the FY20 Student Liaison and wished him good luck in his future endeavors and congratulating on his recent graduation. Mr. Allman encouraged David to reach out if there is a way the Library may be of assistance in the future by providing letters of recommendation, etc.

**APPROVAL OF CONSENT AGENDA**

Mr. Allman read the list of items included in the Consent Agenda for the record, including:

- Approval of May 21, 2020 Board Meeting Minutes
- Treasurer's Report – March through May 2020
- Personnel Report – March through May 2020
- FY21 Schedule of Board Meetings
- Schedule of Holidays & Closings Through 2021

Ms. Hastler noted one revision to the Schedule of Holidays and Closings Through 2021. The Havre de Grace Library will be closed on Saturday, July 3, 2021 due to the Havre de Grace Independence Day Parade.

All voting Board members had the opportunity to review Consent Agenda items in advance of this evening's Board meeting. Some of the items included are noted below:

**Treasurer's Report**

The Treasurer's Report was prepared by Kathy Cogar, Chief Financial Officer. Operating expenditures through the eleven months ended May 31, 2020 were within the FY2020 budget. Revenues are \$18.57 million and expenditures are \$16.45 million. Revenue from operations is under budget as Fines are down 30% compared to the budget. A detailed budget was submitted for review.

There were no questions or comments regarding the Treasurer's Report.

**Personnel Changes**

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

**NEW HIRES:**

**Erica Gross**, Senior Human Resources Generalist, Human Resources Department, Administrative Offices, 37.5 hours per week. Effective Date: March 9, 2020.

**Dessa Matos-Miller**, Custodian, Abingdon Branch, 28 hours per week. Effective Date: May 27, 2020.

**Brad Pequeno**, Custodian/Delivery Driver, Administrative Offices, 28 hours per week. Effective Date: May 27, 2020.

**Kevin Quantmeyer**, Custodian, Bel Air Branch, 37.5 hours per week. Effective Date: May 27, 2020.

**PROMOTIONS:**

**Abigail du Pont**, Library Associate I – Special Needs, Bel Air Branch, 37.5 hours per week was promoted to Library Associate II – Special Needs, Bel Air Branch, 37.5 hours per week based on the successful completion of the Maryland Library Associate Training Institute. Effective Date: March 22, 2020.

**Clayton McKenzie**, Library Associate I – Teen Services, Aberdeen Branch, 37.5 hours per week was promoted to Library Associate II – Teen Services, Aberdeen Branch, 37.5 hours per week based on the successful completion of the Maryland Library Associate Training Institute. Effective Date: March 22, 2020.

**Matthew Lowing**, Library Associate I, Bel Air, 15 hours per week was promoted to Library Associate II, Bel Air Branch, 15 hours per week based on the successful completion of the Maryland Library Associate Training Institute. Effective Date: March 22, 2020.

**Angela Ratajczak**, Library Associate I, Abingdon, 15 hours per week was promoted to Library Associate II, Abingdon Branch, 15 hours per week based on the successful completion of the Maryland Library Associate Training Institute. Effective Date: March 22, 2020.

**Julie Parsons**, Assistant Branch Manager, Havre de Grace Branch, 37.5 hours per week has been promoted to the position of Senior Assistant Branch Manager – Adult Services, Bel Air Branch, 37.5 hours per week. Effective Date: April 5, 2020.

**OTHER CHANGES:**

**None**

**RETIREMENTS:**

**None**

**RESIGNATIONS/TERMINATIONS:**

**James Brown**, Library Assistant I – Circulation, Abingdon Branch, 15 hours per week. Effective Date: February 20, 2020.

**Michele Louderback**, Volunteer Coordinator, Human Resources Department, Administrative Offices, 30 hours per week. Effective Date: March 25, 2020.

**Sara Brocato**, Library Assistant I – Circulation, Havre de Grace Branch, 15 hours per week. Effective Date: March 25, 2020.

**Hailey Crockett**, Library Assistant I – Circulation, Jarrettsville Branch, 15 hours per week. Effective Date: June 16, 2020.

**DISCIPLINARY ACTIONS:**

None

**LEAVE OF ABSENCE REQUESTS:**

An employee requested FMLA, effective March 13, 2020 for 3 to 6 months for self.

An employee requested FMLA, effective February 7 to September 1, 2020 for self.

An employee requested FMLA effective April 20, 2020 for 3 months for self.

**OPEN POSITIONS:**

- **Assistant Branch Manager II – Adult Services**, Abingdon Branch, 37.5 hours per week. Posted internally/externally. Closing Date: Open until filled. Reviewing applications.
- **Assistant Branch Manager II – Children’s Services**, Bel Air Branch, 37.5 hours per week. Posted internally/externally. Closing Date: February 22, 2020. Scheduling interviews.
- **Assistant Branch Manager**, Edgewood Branch, 37.5 hours per week. Posted internally/externally. Reposted. Closing Date: Open until filled. Interviews scheduled.
- **Assistant Branch, Manager**, Joppa Branch, 37.5 hours per week. Posted. Closing Date: Open until filled. Reviewing applications.
- **Assistant Branch Manager**, Havre de Grace, 37.5 hours per week: Posted internally/externally. Closing Date: Open until filled. Reviewing applications.
- **Library Associate I/II – Adult Services**, Bel Air Branch, 37.5 hours per week.
- **Library Associate I/II – Adult Services**, Havre de Grace Branch, 37.5 hours per week.
- **Library Associate I/II – Adult Services**, Whiteford Branch, 37.5 hours per week.
- **Library Associate I/II – Children’s Services**, Edgewood Branch, 37.5 hours per week.
- **Library Associate I/II – Children’s Services**, Havre de Grace Branch, 37.5 hours per week.
- **Library Associate I/II – Teen Services**, Jarrettsville Branch, 37.5 hours per week.
- **Library Associate I/II – Adult Services**, Bel Air Branch, 37.5 hours per week.
- **Library Associate I/II**, Aberdeen Branch, 20 hours per week.
- **Library Associate I/II**, Abingdon Branch, 15 hours per week.
- **Library Associate I/II**, Edgewood Branch, 15 hours per week.
- **Library Associate I/II**, Havre de Grace, 15 hours per week (2 Positions).
- **Library Associate I/II**, Joppa Branch, 15 hours per week.
- **Library Assistant II – Circulation**, Havre de Grace Branch, 37.5 hours per week.
- **Library Assistant II – Circulation**, Norrisville Branch, 37.5 hours per week.
- **Library Assistant II – Circulation**, Whiteford Branch, 20 hours per week.
- **Library Assistant I – Circulation**, Abingdon Branch, 15 hours per week (2 Positions).
- **Library Assistant I – Circulation**, Fallston Branch, 15 hours per week (2 Positions).
- **Library Assistant I – Circulation**, Bel Air Branch, 15 hours per week.
- **Library Assistant I – Circulation**, Bel Air Branch, 19 hours per week.
- **Library Assistant I – Circulation**, Havre de Grace, 15 hours per week.
- **Library Assistant I – Circulation**, Jarrettsville Branch, 15 hours per week.
- **Library Assistant I – Circulation**, Joppa Branch, 15 hours per week.
- **Library Assistant I – Circulation**, Whiteford Branch, 15 hours per week.
- **Procurement Agent**, Administrative Office, 37.5 hours per week. Reviewing applications.
- **Volunteer Coordinator**, Human Resources Department, Administrative Office, 37.5 hours per week.
- **Library Associate II – Materials**, Materials Management Department, Administrative Office, 37.5 hours per week. Assessing position.
- **Library Assistant II – Technical Services**, Technical Services Department, Administrative Office, 30 hours per week. Assessing position.
- **Special Collections Processor, Administrative Office, 37.5 hours per week.** Receiving & Processing Manager, Administrative Office, 37.5 hours per week. Position abolished and reclassified as Special Collections Processor. Job description under review prior to posting.

- **Children & Teen Services Coordinator**, Administrative Office, 37.5 hours per week. Assessing position.
- **Administrative Assistant I**, Administrative Office, 37.5 hours per week. Assessing position.
- **Programming Specialist**, Administrative Office, and 37.5 hours per week. Assessing position.
- **Administration position**, 37.5 hours per week, (previously Manager I - CSC Department). Assessing position.
- **Computer Network Technician**, CSC Department, Administrative Office, 37.5 hours per week. Assessing Position.
- **Specialist III – Web Services**, Administrative Office, 37.5 hours per week. Assessing position.

**MOTION: Motion by Mr. Avery, seconded by Judge Hazlett and approved by unanimous vote to accept the Consent Agenda as presented.**

## **COMMITTEE REPORTS**

### **OPEB Trust Committee – Mr. Allman**

The OPEB Trust Committee will meet in July.

### **Budget & Finance Committee - Mr. Vido**

The committee met on Thursday, June 11, 2020 to discuss a variety of topics.

- The Committee reviewed the proposed operating budget for fiscal year 2021.
  - Priorities – Conservative library generated revenue forecasts, sustainability and new service model:
    - Compression and Salary Increase – The Library is budgeting \$523,525 to address the compression issue and to provide a 2% salary increase for eligible employees.
    - The library has 41 open positions and are eliminating 19 open positions. This will leave 11 open positions actively being recruited and 11 on hold for now. By eliminating the 19 open positions, it provides funds to allocate for compression and salary increase.
    - The library is in a state of change and the budget will be a working document for the upcoming fiscal year. The Library generated revenue forecast has been reduced by 55% for fiscal year 2021.
    - Materials Budget will be heavily focusing on eMaterials and the library is increasing the downloadable line item by \$150,000. The library is also exploring leaving the eBook consortium and using those funds to further grow and sustain the HCPL collection.
- Review Library Capital Budget - \$400,000 has been allocated for Technology in FY 2021 and this area is also being examined for recent trends and new service model.
- Currently, Revenue from fines/fees is down 30%. Expenditures are about as they would be as the Library has continued to pay all budgeted positions since the beginning of the pandemic.
- The annual audit is underway as is typical for this time of year.

Mr. Vido noted that although HCPL's budget is conservative, the organization is clearly trying to take care of its employees while continuing to provide great customer service. Ms. Hastler thanked the committee for being such a great sounding board while trying to work through changes to the budget as the economy continues to change almost daily. Dr. Allen asked whether specific provisions had been made to address compression as previously noted and Ms. Hastler confirmed. Mr. Allman summarized there is a slight increase in County and State revenue and a decrease in library generated revenue, and it's reasonable to forecast a continued decline in library revenue moving forward. He also noted expressed his surprise that medical insurance is such a large expenditure. Dr. Allen requested clarification of the terms "contracted services" vs. "contractual services. Mr. Vido asked whether audit expenses could be included in an existing line item, and Ms. Cogar explained that Contracted Services is the category for items such as self-insurance through the county, Treasurer's Bond, copier leasing, water testing, Personnel Recruitment, Collection services; Payroll/HR Services, auditing, bibliographic services, security, etc. Contract Services includes items such as fire and intrusion alarm service, equipment maintenance, telephone

maintenance, hardware and software maintenance, telecommunications, etc. Ms. Hastler suggested that perhaps these headings should be updated for the coming year so that it is more descriptive. Ms. Hastler also noted that capital funding for the new Darlington renovation is included in the County's capital budget.

### **Human Resources Committee – Judge Hazlett**

The Human Resources Committee met on Friday, June 12, 2020 to review the following:

- Compression and Salary Increase – The Library is budgeting \$523,525 to address the compression issue and to provide a 2% salary increase for eligible employees.
- The library has 41 open positions and are eliminating 19 open positions. This will leave 11 open positions actively being recruited and 11 on hold for now. By eliminating the 19 open positions, it provides funds to allocate for compression and salary increase.
- Teleworking Policy – Judge Hazlett noted this is a new policy. Employees must sign an agreement that is reviewed by management and HR. The teleworking period will not exceed six months, and the employee's expectations and performance will be assessed every 30 days.
- Name Badges Policy – Judge Hazlett noted this is a revision to an existing policy to provide additional clarification about the requirement to wear name badges while at work.
- Orientation Policy – Judge Hazlett noted this is a revision to an existing policy, intended to extend the probationary period to one year in an effort to provide staff with the opportunity to succeed, and to update terminology used in the policy.
- Leave without Pay – Judge Hazlett noted this is a new policy intended to formalize and provide clarification to an existing practice.

Dr. Allen asked whether supervisors have found it difficult to require staff to return to work at physical locations, and whether HR has stressed the importance of teamwork and working in a collaborative environment. Ms. Hastler noted that the majority of staff are eager to return to the new work norm but that there have been a few who are hesitant to return. The library is providing information to those employees on their options and it is a personal decision that each staff member must make. Judge Hazlett also noted that the topics are not part of the Teleworking Policy but anticipate it being part of the conversation involving HR and supervisors. Mr. Allman asked whether staff are using their own technology and asked how they connect to HCPL resources while teleworking. Ms. Hastler noted that staff are using their own technology while ensuring they adhere to existing technology best practices. She further noted that staff have access to the internal intranet but have not been granted access behind the firewall to ensure cybersecurity. Teleworking is not a replacement for onsite work but provides flexibility for work that can be completed remotely. Realistically the majority of library jobs are hands-on, onsite positions and are not easily adaptable for teleworking.

Dr. Allen asked whether the Orientation Policy is synonymous with the Probation Period. Ms. Hastler explained the two are separate. The probation period of 90 days for new employees was found to be too short and not fair to new hires or their supervisors to adequately assess performance. Onboarding or orientation continues for quite some time and depending on the position may be for more than one or two years. For example, Library Associates come on board as a LA I and must go through state Library Associate Training Institute training before assuming the position of Library Associate II. This takes place during the first two years of employment. New supervisors have a period of one year to master their supervisory skills. Mr. Allman asked whether the extension of the orientation period delays benefits eligibility, and Ms. Hastler explained it has no delay on benefits eligibility but could delay eligibility for any increase in salary. Dr. Allen noted that the policy appears to combine the orientation period with the probation period, and the change could cause confusion. Mr. Ross explained the orientation period is the onboarding period for new employees, while the term probation refers to disciplinary action. He further explained that the terminology was changed in order to remove the negative connotation implied during the orientation period. After additional discussion, Ms. Hastler recommended that the policy not be approved during tonight's meeting in order to allow time for additional review and discussion with the HR Committee. Dr. Allen and Judge Hazlett agreed, and Mr. Allman recommended that one policy should describe the orientation period while a second policy should describe the probation period. Mr. Allman also recommended that the policies outline any requirements specific to supervisory vs. nonsupervisory staff.

Mr. Allman asked whether the Leave without Pay Policy was in place before today. Ms. Hastler clarified that the policy is new, and was previously included as sentence in a different policy. This new policy is intended to provide additional guidance and clarification for both the employee and supervisor.

Mr. Allman suggested HCPL may want to review existing policies for any necessary updates, given the recent Supreme Court decision on Title 7 of the Civil Rights Act. Dr. Allen noted that new compliance posters would be available as well. Ms. Hastler noted that the HR Department provides ongoing monitoring of all new laws and regulations and distributes updated compliance posters immediately that are prominently displayed in the work rooms throughout the system.

Ms. Hastler noted that the new group retiree Group Medicare Advantage plan will be available to eligible retirees starting January 1, 2021, resulting in savings for both retirees and HCPL. She also noted that Wage Works tax rules are changing and funding can rollover beyond the normal September 30 deadline.

**Foundation Committee – Ms. Martin**

Ms. Hastler noted that Gala committees have been meeting. The event is planned for November with an outdoor event scheduled. A special date during National Library Week 2021 has been reserved in the event there is a need to move to the spring. The Rodeo is rescheduled for Father’s Day weekend in 2021.

**FY21 Revised Operating Budget**

Mr. Allman requested a motion on the revised FY21 Operating Budget as presented by the Board Budget and Finance Committee.

**MOTION: Motion by Dr. Allen, seconded by Judge Hazlett and carried by unanimous vote to approve the FY21 Revised Operating Budget, as presented.**

**FY21 Revised Capital Budget**

Mr. Allman requested a motion on the revised FY21 Capital Budget as presented by the Board Budget and Finance Committee.

**MOTION: Motion by Judge Hazlett, seconded by Dr. Allen and carried by unanimous vote to approve the FY21 Revised Capital Budget, as presented.**

**Teleworking Policy**

Mr. Allman requested a motion on the Teleworking Policy as presented by the Board Human Resources Committee.

**MOTION: Motion by Judge Hazlett, seconded by Mr. Avery and carried by unanimous vote to approve the Teleworking Policy, as presented.**

**Name Badges Policy**

Mr. Allman requested a motion on the Name Badges Policy as presented by the Board Human Resources Committee.

**MOTION: Motion by Judge Hazlett, seconded by Ms. Wright and carried by unanimous vote to approve the Name Badges Policy, as presented.**

**Orientation Policy**

Mr. Allman requested a motion to delay the vote on the Orientation Policy as presented by the Board Human Resources Committee.

**MOTION: Motion by Judge Hazlett, seconded by Mr. Avery and carried by unanimous vote to delay the vote on the Orientation Policy, as presented.**

**Leave without Pay Policy**

Mr. Allman requested a motion on the Leave without Pay Policy as presented by the Board Human Resources Committee.

**MOTION: Motion by Judge Hazlett, seconded by Mr. Avery and carried by unanimous vote to approve the Leave without Pay Policy, as presented.**

**CEO REPORT – Ms. Hastler**

The following provides an overview of the Library’s response to the COVID-19 Pandemic and related activities from March 12 through June 18, 2020.

**March 12, 2020** – The library announced that all programs and events would be cancelled beginning March 13 through the end of March.

**March 13, 2020** – The Library announced all branches would be closed effective Monday, March 16, through the end of March.

- Regular emails are being sent out to all staff providing updates on the library system and other pertinent information. In addition, the emergency phone line message is being updated for employees who do not have online access along with the text alert system. These methods will continue to be used during the crisis.
- The Marketing Department created a communications plan to push out information regarding online eBooks, eMovies, and all the library online products through eNews, Social Networking, Library website, etc. The Library began working with vendors to lift vendor prescribed restrictions in order to provide smooth access for customers and many vendors came forward and lifted restrictions without a request (Ancestry.com, etc.).
- All fines and fees are lifted during the closure period and all materials due dates have been extended through June encouraging customers to keep materials home until we reopen. Library card anniversary renewals have been extended through July 1. Promoting the availability of online digital library cards as a great way to access eBooks and more.
- The Library Wi-Fi extends into the parking lots of the branches and Riverside providing 24/7 access. The IT Team has been monitoring this remotely and this has been a critical service in the northern part of the county where there is no high speed internet as well as in other areas of the county where access is complicated (Havre de Grace).
- The Board of Trustees approved (through email) paying all full and part-time staff their regular pay during closure. Staff complete their electronic timesheets through PayCom for their usual schedule. The expectation is for staff to work from home and be available to return to work immediately when the restrictions are lifted. Staff who wish to take annual and personal leave during this time may do so and the expectation is they would not be available to work from home or return to work immediately during their leave time.
- Designated essential staff were provided a letter from the CEO authorizing permission to come to work to perform a critical and essential function/task.

**March 15** – The Library was contacted by Upper Chesapeake Health System to consider setting up daycare for designated essential/critical medical and health care staff. The Library designated both the Abingdon and Havre de Grace Libraries for this purpose during closure and developed an operational plan effective March 19 coordinating several community partner services. The service was cancelled the evening of March 18<sup>th</sup> by University of Maryland in Baltimore.

**March 20** – The Materials team begin ordering additional eBooks through Overdrive. MacMillian Publishers lifted the eBook embargo and returned to library eBook pricing model.

### **Week of March 23**

- The Library announced that all branches would be closed indefinitely on **March 25th**
- The Library provided access to all supervisors Zoom to use for department meetings, etc. The first weekly Administrative Council meeting was held on March 24<sup>th</sup>.
- The Library Foundation Executive Board met through Zoom. The Rodeo has been postponed until June 19, 2021.
- The renovation project at Aberdeen Library continues and is moving along nicely.
- The Library researched using 3D printers to make masks. It was determined that two of the printers in Abingdon were the size required. The filament the library uses is corn based and non-toxic requiring no venting or PPE while printing. The filament needed to make the masks requires special venting and PPE and was difficult to source.
- A weekly report of digital usage during closure was created to track how customers are using the library's online products during closure.

### **Week of March 30**

- Families First Coronavirus Response Act Procedures (Emergency Paid Sick Leave Act and Emergency Family Medical Leave Expansion Act)
- The Families First Coronavirus Response act (FFCRA) requires certain employers to provide their employees with paid sick or family leave for specified reasons related to COVID-19. The Department of Labor's Wage and Hour Division administered and enforces the new law's paid leave requirements. These provisions will apply from the effective date April 1, 2020 through December 31, 2020, and the library is developing procedures to address this act.
- The Library began planning for the new future when we reopen.
- Summer Reading Challenge 2020 will be virtual and open to all ages.
- There will be no encouragement of group gatherings in the library through the end of August. No programming, no events, no meeting room bookings, etc. Developing the capability of providing online events and programming. Summer edition of Headlines & Happenings has been cancelled.
- Staggered staffing, limited hours of operation, drive through service only, etc. Mandatory mask wearing, revised service delivery model, etc.
- Staff are encouraged to participate in staff development opportunities while closed including cybersecurity training, customer service training, new technology, etc.

### **Week of April 6**

- CEO participated in a Public Affairs interview with Jeff St. Pierre on what the library was doing to help the community during the pandemic.
- The CEO was interviewed by *The Daily Record* for an article on how the library is responding during the crisis, etc.
- The Library approved lifting some of the restrictions pertaining to the 457 and library employees as a result of COVID-19. This enables library participants to access their 457 account if needed during this difficult time.
- The Cultural Arts Board is working on developing emergency grants to struggling artists in the county. Each artist would be eligible to receive \$1,000 and CAB is modeling this program on the Maryland States Arts guidelines.
- CEO was interviewed by Greg Graham, *The Baltimore Sun*, on what the library is planning in the new future and top five titles being read through the Library digital products.

### **Week of April 13**

- The County Executive announced his proposed budget for Fiscal Year 2021 and the library has received a 3% increase (\$534,147) for a total appropriation of \$18,339,055. This is \$1,251,093 less than we requested. As an overview, the Library requested wage parity and a 1% increase for staff is equal to \$129,244 and we always hope for a minimum of 2-4% salary increase for eligible staff; \$528,000 to address the compression issue; 10% increase for health and dental benefit for active and retired



employees (\$491,668); a materials increase of \$372,313 to support STEM and eProducts; Software \$153,000; electricity increase \$41,000; Paycom/onboarding/and ACA reporting increase \$89,000; Security services \$13,000; Cataloging vendor increase \$5,500; Vehicle maintenance \$18,000. The Library also requested \$922,201 for technology for public and staff computers, server, firewall, and RFID and received \$400,000 in the capital budget. We do not know if the State aid to the library will be affected by the current freeze and forecast of reduced revenue. In addition, the revenue the library generates (fines and fees, meeting room bookings, copying, printing, Passport Processing) will also be lower than budgeted in this fiscal year and into next year.

- The Library is participating on the review panel for the bidding process to offer Medicare Advantage to library retirees.
- We are appreciative that we received a 3% increase and are in the process of reallocating funds in the budget for fiscal year 2021. The County Council will be reviewing the proposed County Executive budget and approve sometime in May/June. The Board of Trustees will be reviewing and approving the final budget at that time. The County Council cannot add money to the Library budget and can only cut from the budget. They are only allowed to add money to the school budget.
- The Materials Team is working on purchasing additional eBooks to expand the collection this fiscal year to meet customer needs.
- The Library submitted a Governor’s Rural Broadband Emergency Grant request to expand the range of our current Wi-Fi service throughout the system. This request is on hold due to the State freeze.
- Facility projects continue through the closure including electrical projects in several branches, Abingdon HVAC replacement, preventative maintenance, etc. All branches are being deep cleaned prior to reopening.
- Begin planning open enrollment for benefits procedure for employees and retirees in May.
- Planning next week’s virtual celebration of National Library Week. Virtual proclamation scheduled for Tuesday at 7:30 p.m.
- The Library is ordering 1,000 masks for staff in anticipation of reopening.

#### **Week of April 20<sup>th</sup>**

- The County Executive submitted the proposed Budget for FY 2021 to the Harford County Council. It is proposed that the Library receive a 3% operating budget. The next step of the process is for the County Council to review and to approve a final County Budget in May or June. At that time, the library will reallocate the budget and bring to the Board for final review and approval.
- The CEO was interviewed on iHeart Radio for a Public Affairs segment discussing public libraries and services/resources offered during COVID-19.
- National Library Week was celebrated with a County Council Proclamation virtually on Tuesday, April 21. The Marketing team created a special graphics for the library to push out on social media.
- Meetings and presentations were held with the Health Care Benefits Coalition on the new proposed Medical Group Advantage plan for library retirees. Several vendors were involved in the bidding process.
- On April 23, the HCPS Teacher of the Year Virtual Awards ceremony was held and the library was a sponsor this year in support of our educators.
- Planning for the library reopening continued.

#### **Week of April 27<sup>th</sup>**

- The newly revised summer reading virtual challenge for all ages was the hot topic this week with extensive discussion and planning underway. The Library is working with the Ironbirds on a project referred to as “Operation Hollywood Ironbirds,” as part of the new summer reading promotions.
- Statewide planning meetings continue sharing plans for reopening.
- The CEO taped a PSA for Harford County Network, Kristy Breslin, on the resources and services that the Library are offering to the community during COVID-19.
- Meetings continue on the proposed Medicare Group Advantage plan for retirees with the County Health Care Consortium.

### **Week of May 4<sup>th</sup>**

- The Library delivered 105 3D clips to University of Maryland Upper Chesapeake Health Services. A Respiratory Therapist from Harford Memorial reached out to the library to see we could print the clips. The clips are used to ease the pressure of the elastic when wearing masks for a period of time. We were honored to be asked and many thanks to Ryan Rickels, Lisa Mittman and Frank DiBeneditto who spent three days in the Innovation Lab at Abingdon generating the clips (while practicing safe social distancing and wearing masks).
- The Children's team developed a Virtual Storytime procedure and equipment is on order.
- The Cultural Arts Board set aside \$32,000 for an emergency grant fund for local artists. They distributed \$20,000 in support of the initial round of applications.
- On May 6, the library's application for \$23,863.17 to the Governor's Broadband Rural Grant Program was reviewed by the Maryland Board of Public Works and approved. This will enable the library to expand the existing Wi-Fi beyond the branch parking lot perimeters. The equipment has been ordered and original timeline was early June for install. However, we were notified on May 20<sup>th</sup> that it is on back order and delivery may be in early July. We will be notifying the state to see if the grant can be extended or if the original order will be in compliance with the grant terms.
- On May 8<sup>th</sup>, we were notified by the Maryland State Library that we will be receiving \$24,002 from the Institute of Museum and Library Services (IMLS) Coronavirus Aid, Relief, and Economic Security (CARES) Act fund. These funds will be used for PPE, retrofitting the facilities for social distancing, etc.

### **Week of May 11<sup>th</sup>**

- An All Staff Virtual Meeting was held with more than 200 employees in attendance. Updates were provided on the reopening plans along with the current resources and services being offered. It was also an opportunity to touch base to see how staff are coping with the closure and stay at home directive.
- The CEO continues to hold weekly expanded Administrative Council meeting with all supervisors, managers and director. These meetings provide an opportunity to discuss plans and to address questions and concerns.
- The Materials Department continues to monitor the current level of spending for digital products and preparing recommendations for sustaining the collection in the fiscal year 21 budget.
- Open Enrollment for benefit eligible employees was launched virtually this year with a Q&A virtual meeting held to address questions and concerns. The new rates with Carefirst and Delta Dental are unchanged from last year and Kaiser had a slight increase of one cent in three categories, no change in one category, and a decrease in one category.
- The IT Department updated all branch staff computers with Windows 10 1909, Office 2019, updates and patches. All EnvisionWare LPT: One and pc reservation servers, kiosks and customer service desk technology have been updated to the latest version.

### **Week of May 18<sup>th</sup>**

- Many meetings and discussions were held statewide to discuss reopening plans and to develop guidelines that all library systems may be able to use. Many public libraries in Maryland do not plan to reopen any earlier than July based on their county needs. Others are planning curbside, limited service.
- The HR Department distributed information from the Employee Assistance Provider to all staff on the following topics: Help during Challenging Times, Budgeting in Times of Uncertainty, and Returning to Work—the New Normal as part of reboarding staff.
- The CEO, IT Director and Vice President from University of Maryland Upper Chesapeake participated in a conference call discussing the possibility of UCHS partnering with HCPL's mesh network project. The mesh network enables the library to be an internet provider in the areas of the county lacking connectivity and accessibility. UCHS is expanding telemedicine and are very interested in partnering. The Library is exploring the feasibility of establishing a mesh network to include cost and technical components.
- PPE gear continues to be ordered and installed in the branches and Riverside. This week the sneeze guards were delivered and installed. We are waiting for the custom sneeze guards for the drive through

windows to come in. 1,000 masks were ordered and received. Each employee will receive two masks. Free standing, non-touch hand sanitizers are on order. We are researching paper bags for holds/reserves. We are also researching purchasing Nanoseptic Skins for high touch areas (doorknobs, elevator buttons, touchscreens, etc.) providing continuously self-cleaning surfaces along with a Buckeye Eco chemical dilution system for our cleaning.

- The County Benefits Consortium has been meeting and reviewing the proposals submitted by the vendors in response to the Medicare Group Advantage plan for retirees. We will be making a decision soon. The new plan will be effective in January 2021.
- Ongoing planning for the new Darlington Library and the renovations to Bel Air Library and Riverside are underway. The county is coordinating the projects and we are in the process of selecting a design architect. Interviews are scheduled for next week. The Darlington property went to settlement on April 20<sup>th</sup>.
- The HR Department posted five open positions: Three Assistant Branch Manager positions; Procurement Agent; and Senior Assistant Branch Manager-Abingdon and encouraging internal staff to apply. In addition, we made offers to three external candidates for custodial positions to begin the last week of May.

### **Week of 25<sup>th</sup>**

- Planning meetings continue for reopening with modified Drive Thru window service and front door pick up service scheduled to go live on June 8<sup>th</sup>.
- Online appointment system was implemented and tested along with establishing guidelines for “retro chic” reference service by telephone.
- Branches and Riverside continue to be prepared for ensuring to the best of our ability and knowledge, the safety and wellness for our staff and customers.
- Policies and procedures were drafted for returning to work, teleworking, and more as we prepare for reentry.
- The library submitted two competitive Maryland IMLS grant applications. The first is to procure, install, deploy, and maintain five remote sites comprised of Ubifi internet gateways and Meraki long-range external access points. Each site will connect to the internet via AT&Ts LTE network and will be monitored, managed, and filtered via Meraki’s cloud management tool, expanding Wi-Fi access in five remote locations, 24/7/365 for the next five years for \$71,677. The second is to pilot a touch free checkout system, Meescan, using customers’ smartphones and our ILS system, Polaris. The funding request is \$132,930.
- All Staff zoom meeting was held on Friday, 29<sup>th</sup>, to bring all team members up to date with re-entry plans and provide a forum for questions.
- The Foundation continued to meet to plan for the new future. The Gala Committee met to discuss plans for this year’s Gala with consideration of the known and unknown future.
- The County COVID-19 meetings and updates continue and the library uses the information shared to help shape guidelines for both staff and customers.

### **Week of June 1**

- System-wide staggered staffing schedules have been implemented in an effort to ensure a smooth return to work for staff under the guidelines provided by the Governor and the local health department. The library is preparing for Phase 1 modified service delivery and supporting each other in practicing safe social distancing, mask wearing, handling materials, etc. The branches and Riverside are well marked providing guidelines on the number of people in a restroom, hand washing, and other steps we are taking to ensure the safety and well-being of our staff. The procedures will continue to be modified as new information is distributed.
- Weekly meetings with all supervisors continue.
- A statement of libraries stand against racism-anywhere-everywhere was distributed through social networking along with a list of resources available through the library for the community to access to learn more about racism, have conversations with their children and to support the community. The

statement and list of resource was well received. It is available on the library website and was featured in the weekly eNews.

- The Board of Estimates approved the County Department of Public Works request for the procurement of five rooftop units for the Abingdon Library estimated for \$862,250, awarded to R.F. Warder of White Marsh, MD, in the amount of \$681,082.
- The library was awarded a Maryland Staff Development grant of \$15,000.
- CEO interviewed on WBAL Radio discussing the modified reopening of the library and efforts the library made during COVID-19. Aired on June 6 and 7<sup>th</sup>.
- The library received a subpoena regarding a neighborhood incident and handled it appropriately. The Board Executive Committee was notified along with the County Attorney.

### **Week of June 8<sup>th</sup>**

- Phase 1 Opening day went smoothly and customers were thrilled to be able to pick up their materials at either the drive through windows or front door. Appointments were made for pick up through the online appointment system or by calling the branch between 10 a.m., to 6 p.m., Monday through Friday. Overall it has been very successful and the staff have worked hard to provide excellent service during a challenging situation. We will continue to modify the pick-up process as appropriate. Planning continues for Phase 2 and beyond reopening.
- CEO as interviewed on Fox 45 at 7:40 a.m., to discuss the modified reopening of the library.
- Installation of expansion of the WI-FI beyond the branch parking lots began. This project was funded by a Governor's Rural Broadband Grant that we applied for in May and we anticipate to have everything in place by the end of June at the latest.
- Summer Reading kicked off this week with an all virtual program and open to all ages. Participants may collect badges and participate in missions as they read through the summer. This year's theme is *Imagine Your Story*.

### **Week of June 15<sup>th</sup>**

- A draft policy on *Covid-19 Daily Health Checks – Contactless Temperature Screening Protocol* was sent to legal for review and input. The library will be following CDC and the local health department guidelines on what to do if an employee tests positive with COVID-19. This policy will be sent to the Board HR Committee for review and then presented to the full Board.
- The expansion of Wi-Fi beyond the branch parking lots continue and Havre de Grace, Aberdeen and Norrisville libraries are up and running. The Wi-fi at Havre de Grace stretches across Union Avenue and down Pennington toward the waterfront. The Aberdeen range extends across the street and mid-way through Centennial Park to the band shell. The Norrisville range extends through the playing fields, down the drive and to the elementary school. This project is funded by the Governor's Urban Broadband emergency grant funds.
- Planning for comprehensive virtual programming is underway and staff have been trained on the appropriate equipment. Virtual story time will launch the week of June 22<sup>nd</sup> and we are launching a series of virtual events throughout the summer.
- The Aberdeen Library storygarden construction continues with the wrought iron fence being installed. We will be filming some of the virtual storytimes in front of the backdrop of the new welcoming trees at the entrance of the Children's Department.
- The Darlington project is moving forward and we will begin working with an architect design firm to renovate the new building. In addition, we are moving forward with planning the design renovation for the Bel Air Library and exploring the possibility of incorporating Riverside functions at the Bel Air Library.
- The Board of Trustees will be reviewing and approving the proposed FY 2021 operating and capital budgets that includes funds to address salary compression that has occurred over the past 10 years (2010); a 2% salary increase for eligible employees; and elimination of 19 open positions that have been on the books for many years.

- The Board of Trustees will be reviewing and approving proposed revisions to policies along with revisions to existing policies pertaining to teleworking; new employee orientation/probation, name badges and time off without pay.

### **ACTION ITEMS**

#### **Approve Officer Nominations for FY2021**

Dr. Allen stated his willingness to serve as an officer. Mr. Allman stated his willingness to continue serving as Chair or to become Vice Chair, depending on Dr. Allen's preferred role. Dr. Allen stated his preference for Vice Chair. Mr. Vido stated his willingness to remain Treasurer. Officer positions are effective July 1. Ms. Hastler noted that Judge Hazlett and Mr. Avery would continue on as Board members until new Board members were appointed. Mr. Allman reminded Trustees to consider committee appointments for the upcoming year.

**MOTION: Motion by Judge Hazlett seconded by Ms. Wright and carried by unanimous vote to approve the Officer Nominations FY2021 as presented: Mr. Allman for Chair, Dr. Allen for Vice Chair, and Mr. Vido for Treasurer.**

### **BUSINESS FROM THE CHAIRPERSON**

Mr. Allman again wished Mr. Oguh well and thanked him for being part of the Board this past year.

### **BUSINESS FROM BOARD MEMBERS**

Judge Hazlett noted that she would no longer be part of the Executive Committee effective July 1, so Dr. Allen should participate in interviews for Board of Trustee vacancies, scheduled for July. Mr. Allman requested that Ms. Button provide the interview dates to Dr. Allen as soon as possible.

### **PUBLIC COMMENTS**

There were no comments from the public.

### **ADJOURNMENT OF PUBLIC MEETING**

There being no further comments or questions, the public meeting adjourned at 7:37 PM.