

The Worcester County Library Board of Trustees met on Tuesday, September 12, 2017 at the Snow Hill Library. Members present were Ron Cascio, Nancy Howard, Vivian Pruitt, Rosemary Keech, and Jamie Bailey. Holly Anderson and Frederick Grant were absent.

Also present were Jennifer Ranck, Director; Karen Neville, Assistant Director; Betsy Gravenor, Branch Manager – Snow Hill; and Amy Parker, Business Manager.

Regular meeting was called to order by Mr. Cascio at 9:30 am. Recording device was acknowledged. The Director welcomed audience member, Bethany Hooper, Coastal Dispatch newspaper reporter.

A motion to accept Minutes from the June 13, 2017 meeting was made by Mr. Bailey and seconded by Ms. Howard. All present were in favor.

Correspondence – There were several library articles in the local papers Coastal Dispatch and Ocean City Today. The Coastal Dispatch reported on the new digital media room at the Ocean City branch September 1, 2017.

Financial Report – Ms. Parker reviewed expenses from July & August 2017. A copy of the FY17 Expense Budget Performance Rollup Report from our County Budget Officer, Kathy Whited showing the final totals for FY17 was included in the board packet. Ms. Ranck reported on the statistics; we suspect August attendance was down because of the transition to the new catalog system. There were no interlibrary loan deliveries or transactions of reserved materials during the ILS transition period.

Administrative Report – A copy of the report was sent in each board member's packet to review before the meeting. Ms. Ranck reported Joyce MacDougall (Ocean Pines), Tracey Schnepel (Snow Hill), and Jim Young (Ocean Pines) have submitted their resignations to the library. They are all part time employees. Jane Barrett-Tribull (Ocean Pines) has moved into a part-time position. Frank De Lucco and Karen Earp have joined the Ocean Pines branch staff. We went live with the new Polaris system in mid-August. Ms. Ranck said that staff are learning how to generate circulation reports and there are many other reports we will learn how to use in the next several months. Every branch had numerous phone calls and in-person visits regarding the availability of free safety glasses in which to view the August 21 eclipse. The demand for eclipse safety glasses outpaced our supply. Summer reading programs went very well with a 22% attendance increase. Many of the branches added additional programs such as "Iron Chef" at the Ocean City branch. New software "Beanstack" was purchased by the Eastern Shore Regional Library and included activities and learning tracks for children to participate in as well as online registration for Summer Reading. Most parents found the online program to be user-friendly and fun for their children and most library staff members also found it to be less time consuming than the paper method of tracking activities and reading logs. Beanstack will be used throughout the year to encourage participation in Fall, Winter, and Spring reading activities, and programs. Beanstack will be introduced to local school media specialists.

Staff Development Report - A copy of the Staff Development report was sent in each board member's packet to review before the meeting. Ms. Neville reported that Library staff attended

**Polaris** training sessions in June, July and August. Lori Staton and Technical Services staff attended Polaris workflow, cataloging and acquisitions training. A designated staff person from each branch, and Lori Staton attended a detailed two-day Polaris circulation training in June. Several staff participated in Polaris webinars in July and August. Thirty-seven staff attended a 5.5 hour Polaris circulation and public access catalog training August 9 to prepare for the new ILS. Eastern Shore Regional Library coordinated Polaris training, and Sam Eddington, ESRL Training Coordinator, conducted the August 9 workshop for Worcester Library staff. Everyone is doing their best to learn the functionality of the new circulation system and to share catalog navigation tips. The FY18 LSTA Staff Development Grant was approved for \$10,000.00. On September 6, Jennifer Ranck and Amy Parker completed the one-hour virtual class: **Maryland's Open Meetings Act**. Plans are being made for **Library Staff Day** Monday, October 9. Worcester libraries will be closed to the public October 9 (Columbus Day holiday). On July 27, Betsy Gravenor (Snow Hill) and Emily McQuiggan (Ocean City) attended the **Maryland Information Literacy Summit**. The six-hour professional development opportunity was held in Linthicum Heights, and was sponsored by Maryland State Library. Emily McQuiggan (Ocean City) shared a slide show and highlights of the **InterActivity 2017: Children's Museums Conference** at the June 13 Library Board meeting. On June 16, Jennifer Ranck and Karen Neville participated in the one-hour American Libraries Live webinar entitled: **Mindfulness for Libraries**. Julie Messick viewed the Mindfulness webinar archive June 30. Ms. Neville is registered to attend a three-day, 21-hour FEMA training in October in Wicomico County. -New staff members, Frank De Lucco and Karen Earp, (Ocean Pines) completed training modules in August: **Extreme Customer Service, Every Time, Dealing with Difficult Customers**, and **FEMA IS-00907 Active Shooter: What You Can Do**. Several library staff plan to attend a three-hour FEMA course at the Ocean Pines branch library on September 18. The **"Until Help Arrives"** FEMA course is being offered by Worcester County Emergency Services and Worcester County Volunteer Connection.

Old Business – A copy was sent in each board member's pack to review before the meeting. Ms. Ranck reported that the elevator shaft and exterior wood framing are under way at the new Berlin branch library. The metal roofing and panels have been selected as well as the majority of the flooring (carpeting and tile). Furniture selections are still in progress. A copy of the most recent project schedule was available at the meeting for review. The next team meeting is scheduled for September 26. The Ocean Pines branch library roof replacement was approved in June. Bids will go out sometime after the start of the new calendar year and work should begin in early spring 2018. It should take about one month to complete the roof work.

New Business - **"Supporting Your Library Through Challenging Times: A Conference for Trustees, Friends and Foundation Members"** is slated for Saturday, October 14, 2017 from 9:30 am – 3 pm at the Laurel Branch, Prince George's County Memorial Library System. (The Laurel Branch was recently featured in the American Libraries Architectural Review issue.) This free one day conference

also serves as the annual Trustees Meeting and annual meeting of Citizens for Maryland Libraries. **FY 2017 Budget Transfer and Encumbrance Request** - A copy of the library's transfer and encumbrance requests are included in the board packet. Funds from our Office Supply and Postage accounts were moved to cover an overage in legal fees and travel and training accounts. The encumbrance request includes \$21,000 for phone system upgrade and \$10,000 for the Pocomoke Branch HVAC repair. The requests will be presented to the County Commissioners for their approval at their meetings on September 19 and October 3, 2017. The landscaping at the Ocean City branch looks very good. **About Libraries Elsewhere** - Earlier this year, a Maryland library system (not Worcester) experienced an electronic "phishing" situation which compromised personnel information. The phishing email was sent to a library employee's work email account. Maryland State Library provided information to raise awareness among library staff about "phishing". A tragic shooting occurred at a public library in Clovis, New Mexico, August 28. Worcester library branches are working on emergency plans. Ocean City and Pocomoke have external & internal cameras. External cameras may be needed at the Ocean Pines and Snow Hill branches. The new Berlin library will have cameras. As a follow-up to Ms. Howard's question from the June meeting, the public can use the Salisbury University library. Information was provided to the Board about the Salisbury University library borrowing policy. **Polaris ILS** - The transition to Polaris has been challenging at times but the library staff has done a terrific job managing the change and learning the new system. Lori Staton, our Support Services Manager, has been a tremendous help to all the library staff and the Eastern Shore Regional Library staff have solved issues daily. Julie Messick, Ocean Pines Assistant Branch Manager, is drafting a user guide and helping to organize procedures and review our policies. The public access catalog searches individual branch collections. Our library patrons have also been patient and understanding during this process. With the new system a text can be sent to your phone when your hold on an item has come in. Ms. Ranck has experienced problems looking items up because of the "keyword search". We are in the process of creating a user guide both for staff and our patrons. **Youth Services Vehicle** - We were very grateful to learn that a vehicle (2007 Ford Edge) previously used by the County Liquor Control Board has been allocated to the library to be used by our Youth Services Manager, Kathy Breithut. Kathy travels close to 5,500 miles each year delivering programs at all five branches as well as at schools and various community events. LGIT (Local Government Insurance Trust) is preparing an insurance quote for the vehicle and we will have the title and tags transferred. **Open Meetings Act** - Included in the board packet is a Compliance Checklist for opening meetings. Jennifer Ranck and Amy Parker completed the Open Meetings Act online training September 6. The Open Meetings Act Manual states, "each public body must designate an employee, officer, or member to receive training on the requirements of the meeting law....As of October 1, 2017, public bodies that wish to conduct closed sessions must designate at least one member to take the training. Public bodies are no longer required to submit to the Compliance Board the names of the individuals whom they have designated to take training on the Act; those records remain with the particular public body." Ms. Ranck will be taking confidential notes and keeping them sealed when going into a closed session meeting. Mr. Cascio indicated a motion would be needed to

move into executive/closed session to discuss a personnel matter. Ms. Howard made a motion to have a closed session as noted on the meeting agenda at 10:24 a.m.; Mr. Bailey seconded. All were in favor. It was stated the meeting would reconvene after the closed session. At that time Ms. Parker, Ms. Gravenor, and Ms. Hooper left the room. Also present at the closed session were Ms. Ranck, Library Director and Ms. Neville, Assistant Library Director. Mr. Cascio noted the meeting reconvened in open session at 10:41 a.m., and stated the board discussed a personnel matter during the closed session. Ms. Parker and Ms. Gravenor returned to the board meeting at 10:41 a.m.

Ms. Gravenor (Snow Hill) shared that Ms. Schnepel has resigned and she is greatly missed. Interviews for the vacant part-time position will be conducted this week. Ms. Ernat, Assistant Branch Manager, attended a training for Autism programming and thought it would be a great idea to have a program for underserved populations. A sensory story time program is scheduled for Saturday, September 16, 2017 at the Snow Hill branch. Pre-registration is requested. The program will last about one hour. A rest area will be available during the program for those who need to take a break. Blankets will be provided for comfort. The board agreed the sensory story time program is a great idea. Ms. Gravenor has been in contact with the local school to hopefully have ROTC volunteers come to the library to earn service learning credits throughout the school year. The Polaris system has some bumps but we will work it out. Ms. Gravenor commented favorably about the training she attended June 13 at the Nabb Research Center for Delmarva History and Culture (Salisbury University). On September 20, the branch is offering a board game night program from 4 to 7 p.m. The Snow Hill branch is partnering with Daily Brew Coffeehouse in Snow Hill for the coffee hour today at 2p.m. A new sign was purchased with funds from the Riley Bequest for the front of the Snow Hill branch library. The Riley money is also being used to maintain the Snow Hill library garden, digitizing microfiche, and other items in the local history collection.

The next meeting will be Tuesday, October 10 at Berlin branch library, 9:30 a.m.

Mr. Cascio asked if those present had further comments or questions. Ms. Pruitt motioned to adjourn the meeting; Mr. Bailey seconded. All present in favor. The meeting adjourned at 11:04 a.m.

---

Amy Parker