

CECIL COUNTY PUBLIC LIBRARY BOARD OF LIBRARY TRUSTEES
Monday, October 18, 2020 ♦ 4 p.m.
North East Branch Library | Virtual – Zoom Meeting

ATTENDANCE: Joanne Morton, Jonathan Stauffer, Phyllis Kilby, Ravi Gupta, Stephen Pearson, Tanya Area

STAFF: Morgan Miller, Rachel Wright, Adele Cruise, Luz Sellers,

GUESTS: Larry Lunsford, Judy Smith, Nikki Bigley

EXCUSED:

CALL TO ORDER:

Chair Gen. Steven Pearson

Chair Steven Pearson called the meeting to order at 4:01 p.m.

APPROVAL OF MINUTES

A motion to approve September 20, 2021 minutes was made by Trustee Phyllis Kilby; seconded by Trustee Tanya Area. Motion passed.

RESOLUTION OF APPRECIATION – Larry Lunsford (Facilities Supervisor) and Judy Smith (Technical Processor)

Mr. Larry Lunsford, Facilities Supervisor, and Ms. Judy Smith, Technical Processor were honored with a Resolution of Appreciation by the Board of Library Trustees of Cecil County Public Library, along with Director Morgan Miller, in appreciation of exceptional service. The Trustees congratulated Mr. Lunsford and Ms. Smith on their retirement and praised them for their hard work and dedication to the Cecil County Library System.

TREASURER’S REPORT

Adele Cruise, Operations Manager

Director Miller provided the Trustees an update to the annual audit and a draft was provided to the county. Operations Manager Adele Cruise presented the shared the Treasurer’s Report with the Board of Library Trustees for the months of June, July, and August.

A motion to file the treasurer’s report was made by Trustee Tanya Area; seconded by Trustee Joanne Morton. Motion passed. The Treasurer’s Report was approved.

REPORT OF THE DIRECTOR

Morgan Miller, Director

I. Library Services Report | Statistical Analysis

- i. Director Morgan Miller presented the service statistics to the board of trustees and discussed physical circulation, digital circulation, and contactless pickup of each branch for the month of September.
 - 16,980 people visited
 - 59,241 total materials borrowed
 - 146 study room reservations
 - 33 programs hosted with 560 program attendees
 - 373 new cardholders
 - 45,194 minutes spent on online learning courses
 - 5,929 reference questions answered
 - 57,100 total social media interactions

II. Staffing Updates

i. Director Miller shared staffing updates with the Trustees:

- Madison Griffiths, former Perryville Branch Manager, resigned effective October 8, 2021.
- Allison Holbrook, former Chesapeake City Manager, is serving as Acting Manager of the Perryville Branch Manager.
- Tracy Miller, Cecilton Branch Manager, is overseeing both south county branches in the interim.
- Trish Duffy has been promoted from shelving clerk, Elkton Branch, to Technical Assistant in Materials Management Department at the North East Branch Headquarters.
- Peter Ricker will join the North East Branch staff as a part-time Library Associate I on November 1, 2021
- Laura Krouse will join the North East Branch staff as a full-time Library Associate II in Adult Services.

III. Library System Operational Updates

i. Director Miller shared operational updates with the Trustees:

- Public Meeting Rooms are now open in Chesapeake City, Elkton, North East, and Rising Sun Branches. Perryville Branch's meeting room will be opened soon.
- CCPL is working to fill positions at the North East Branch that will support the expansion of evening service to Monday – Thursday until 8:00 p.m. and to fill a position in the Chesapeake City Branch to reconfigure the schedule for one evening a week. The estimated completions of this the end of December, if not sooner.
- Former Port Deposit Facility is fully deaccessioned. CCPL is developing technology solutions and grants for Community Connecting Us Partnership.

ii. Director Miller spoke on the creation of new training and development programs and skills for the CCPL team. New employee onboarding has been redesigned to include 30-, 60-, and 90-day check-ins and trainings. Staff development responsibilities have been absorbed in to the Associate Director's role and expanded through the Branch Services and Human Resources Manager. Staff development and training opportunities have been responsive to community, social, and pandemic needs. Virtual trainings and meetings have made new opportunities possible for more staff.

- Develop new programs and capabilities for staff training and development
- Support and engage all staff to achieve both professional and organizational goals.
- Design staffing and service models to meet evolving community needs.
- Foster staff diversity that reflects community diversity
- Institutionalize the commitment to stellar customer service

iii. Director Miller and the trustees discussed ongoing work to implement a new performance review cycle, conducting trainings on performance development, developing performance evaluation metrics, communicating opportunities and outcomes. Targeted launch of the new system is winter 2022.

- iv. Director Miller discussed the design of staffing and service models to meet evolving community needs. The work analysis group convened in FY20 and the initial results proved to be useful in pandemic staffing. Staffing analysis and resolution is ongoing. It was stated that an RFID system was implemented, MeeScann (checkout by phone) launched and self-check units were upgraded.
- v. CCPL is developing skilled volunteer programs – StoryTime Volunteers, North East Women’s Civic League, Our Town, and teen internships to include volunteerism and community service hours.

IV. Friends Foundation of CCPL

- i. A new initiative has been created called Holiday Cheers by the Friends Foundation. The Holiday Cheers will consist of different tier baskets to help bring in the holidays. Communications and Development Manager, Frazier Walker has secured some sponsorships.

V. Advocacy and Legislative Updates

- i. Director Miller spoke about the MLA Legislative Panel's efforts to raise the per capita amount for state libraries as well as the state capital construction budget. The Department of Treasury's Coronavirus capital project funding opportunity was announced on Friday, October 1st. This initiative will provide Maryland with \$171 million, which can be used to fund new and existing library capital projects.

BOARD CALENDAR

- I. Finance Committee Meeting | Monday, November 15, 2021 at 3:00 p.m., North East Branch Library
- II. Cecil County First Responders Appreciation Dinner | Friday, November 19, 2021 at 5:00 p.m., Minker Banquet Hall, Perryville.

OLD BUSINESS

- I. Director’s Evaluation Committee
 - i. Trustee Joanne Morton spoke about the committee's recent meeting with the Segal Team. The director's evaluation system has been completed. Ms. Morton will distribute it to the other members of the board. All Trustees will be able to submit feedback under the new evaluation system.
- II. Library Meeting Room Policy Review
 - i. The current Library Meeting Room Policy was provided and discussed with the Trustees by Director Miller. The phrasing of the current procedural and regulatory documents led to board discussion. This policy, it was stated, needs to be cleaned up and clarified. Director Miller sought comments and recommendations from the Trustees. By the end of next month's meeting, the amended policy should be finalized. Trustees can vote to approve the policy at that time.

NEW BUSINESS

- I. Student Representatives to the Library Board of Trustees

- i. Trustees Tanya Area and Phyllis Kilby discussed the recent interviews of the student representative to the board of Library Trustees. It was stated that the decision to select on student candidate to perform in this role was very difficult. Working with Associate Director and Outreach Services Manager Katelyn McLimans, it was decided to form a full student board.

II. Vote – Adoption of Allocations of FY22 Carryover Funds

- i. A motion to approve the Adoption of Allocations of FY2022 was made by Trustee Phyllis Kilby; seconded by Trustee Joanne Morton. Motion passed.

CITIZEN COMMENT

- i. None.

CLOSED SESSION

- i. None.

ADJOURNMENT

Motion to adjourn made by Trustee Tanya Area; seconded by Trustee Phyllis Kilby at 6:34 p.m. Motion passed; meeting adjourned.

Note: Next Meeting - Monday, November 15, 2021 at 4:00 p.m., North East Branch Library and Virtual – Zoom.

Approved by the Board of Trustees on November 15, 2021

Stephen Pearson, Chair