



LIBRARY BOARD MINUTES

February 11, 2015

BOARD PRESENT: Amir, Brooks, Christman, Core, Cotter, Lewis, Persaud, Ram, Rao, Reedy, Sabnis, Watts

STAFF PRESENT: B. Parker Hamilton, Director; Rita Gale, Public Services Administrator, Facilities and Strategic Planning; Tamar Sarnoff, Planning and Evaluation Coordinator

GUESTS: Tanner Wray, Director of College Libraries and Information Services, Montgomery College

The Library Board meeting was convened by Chair Watts at 7:05 p.m.

INTRODUCTIONS:

Board Members, staff and guest were introduced.

APPROVAL OF BOARD MINUTES:

The minutes from the December 10, 2014 Board meeting were approved.

APPROVAL OF LAC APPLICATIONS:

The LAC applications were approved.

PRESENTATION:

Montgomery County Public Libraries (MCPL) and Maryland – Rita Gale and Tamar Sarnoff

The purpose of the presentation is to give an overview of how MCPL compares to the other library systems in the state of Maryland.

- **Circulation:** Refers to the circulation and renewals both by a staff member and by self-charge machines and includes online and telephone renewals. Circulation does not include e-materials like e-books, e-audio books or database use.

- **Staff:** Refers to all staff positions - administration, information, circulation and clerical and the full time equivalent.
- **Summary**
 - Per capita spending has been in the bottom half of all Maryland library systems since 2010.
 - Despite having the largest population, MCPL staffing levels have been 5th in the state for the past 3 years.
 - MCPL has welcomed more visitors into our branches per year than any other since 2008.
- **Total Circulation**
 - MCPL has been the largest or second largest circulator of total materials and books in the years looked at.
 - MCPL staff manages the highest (or second highest) amount of circulation of any system in the state.
 - MCPL branches have the second highest circulation of books per hour in the state.
- **Adult Circulation**
 - MCPL circulates the second highest amount of Adult books in the state, and the second highest amount of all material in 8 out of the last 9 years.
 - MCPL circulates the largest number of books per staff member for 7 out of the last 9 years.
- **Children's Material**
 - MCPL circulates more children's material than any other system in Maryland.
 - MCPL circulates more children's books than any other system in Maryland.
 - MCPL is one of the top two lenders of Audio and Video material in the state.
 - MCPL has circulated the largest number of children's material per staff member for 7 out of the last 9 years, and was number two the other 2 years.
 - MCPL circulated more children's books per staff member than any other system in the state for 8 out of the last 9 years (and was number 2 the other year).

The Board members thanked Rita Gale and Tamar Sarnoff. Members would like to have this type of presentation on a regular basis.

Board members wanted to know:

- A correlation between the number of self-check machines and the number of staff.
- Comparison of MCPL data with District of Columbia Public Library and Fairfax County Public Library.
- E-book breakdown versus printed material.
- Why Adult circulation impacted greatly downward and not Children's circulation.

DIRECTOR'S REPORT:

- **Customer Parking at the Silver Spring Library**
MCPL is working with the Department of Transportation (Parking District Services), Department of General Services, and the Office of Management and Budget on the provision of customer parking at the new Silver Spring Library. Options for two hours of free-parking will be presented to the County Executive at his request this month. Consideration of the system-wide implications of free parking will be included in that presentation.
- **Library Server**

Work continues on MCPL's move to a hosted solution for our SirsiDynix Symphony Integrated Library System (ILS), to address the issues recently experienced with the aging County-owned server that currently hosts the ILS. Approval for funding and a contract negotiation has been received, and MCPL staff, County Attorney staff and others are in the midst of negotiating a contract amendment with SirsiDynix to implement the hosted solution as soon as possible.

In the meantime, contingency plans are in place with SirsiDynix for an emergency movement to hosted services should the County owned server suffer another major failure. Maintenance arrangements on the aging server were also improved, so that any smaller issues that come up prior to the move to hosted services could be handled efficiently.

The new solution is being planned to have minimal disruption to customers and staff, be more cost effective over the long-term than our current approach, and provide MCPL with better maintenance and response arrangements than we have been able to achieve using our own computer resources and County-owned equipment. Implementation will occur on an expedited basis in the next 6 weeks.

- **Network Infrastructure, Wi-Fi enhancement, Telephones, Collection Management Center, Germantown Library, and Capital Projects**

At MCPL's request, the Department of Technology Services (DTS) has drafted an aggressive, coordinated plan to address several MCPL technology issues that are dependent on DTS's staff for implementation. MCPL has received the funding to implement these projects in the County's Capital Improvements Program. DTS will coordinate with MCPL staff to redesign and rebuild MCPL's network infrastructure. MCPL has already moved several key server computers, and DTS and MCPL staff has initiated work on the replacement of several key pieces of equipment in the County Data Center later in February. The work is designed to improve the speed and reliability of the MCPL network, and support a major enhancement to the public Wi-Fi at all branches. The more modern, higher capacity Wi-Fi at Gaithersburg and Olney are previews of the end result of this system-wide redesign.

DTS staff is also working on permanent solutions for substantial problems experienced with the telephone system at the Rockville Library/Central Administration, network problems at the Collection Management Center, and a set of broken wiring at some computers at the Germantown Library. The telephone system problems are related to aging County infrastructure for telephone services.

Finally, DTS staff, Department of General Services Staff, and MCPL staff are collaborating on the installation of new technology at the Silver Spring Library, including an in-building staff communication system, a technology corral, enhanced Wi-Fi, and the digital signage, all-in-one computers, pre-kindergarten workstations and other new technologies in use at Gaithersburg and Olney.

- **Snapshot Day**

The date is February 18, 2015 with activities planned throughout the day. Please check calendar of events; visit branch of choice.

- **Council public hearing dates for Operating Budget** are April, 14, 15, 16.

- **The County Executive's Press Conference** announcing the FY16 Operating Budget is scheduled for March 16, noon.

- **The Community Engagement Announcement**

A ribbon cutting ceremony for Montgomery College's Community Engagement Center is scheduled for Thursday, February 12, 2015 at the Gaithersburg branch of MCPL, 2nd floor, from 5:00 p.m. – 7:00 p.m. (RSVP is requested by Karla Silvestre, Director of Community Engagement; 240-567-4365, cell 240-723-0420.)

The purpose is to celebrate the partnership between Montgomery County and Montgomery College in the implementation of the Community Engagement Centers, and to inform the community about Montgomery College's community engagement efforts.

CHAIR'S REPORT:

- Chair Watts thanked Jill Lewis for her work on developing the Accessibility Committee.
- Chair Watts and Deborah Brooks attended the Library Lovers Month kick off at the Olney branch. It was an excellent program.
- Kim Persaud was thanked for her efforts in scheduling the meeting with the County Council members.

PUBLIC COMMENT:

None

ADJOURNMENT:

The meeting was adjourned at 9:00 p.m.