



**Library Board Meeting
October 12, 2016**

BOARD PRESENT: Amir, Brooks, Christman, Duval, Ram, Reedy, Rippeon, Wray

STAFF PRESENT: B. Parker Hamilton, Regina Holyfield-Jewett, Mary Ellen Icaza, Public Services Administrator, Community Engagement, Programming and Learning; Febe Huezo, Library Associate, Outreach Team

The Library Board meeting was convened by Chair Reedy at 7:00 p.m.

INTRODUCTIONS: Board members, staff and guest self-introduced.

APPROVAL OF BOARD MINUTES:

The minutes from the September 14, 2016 Board meeting were approved with one correction.

LAC APPLICATIONS:

The LAC applications were approved.

DIRECTOR'S REPORT:

- **Staff Development and Training Day**
 - Staff Development and Training Day 2016 was held on October 10. The theme was “We Are Our Customers.”
 - During this year’s Staff Development and Training Day, we worked to implement one of our new strategic goals, DELIGHTED MONTGOMERY. Staff participated in developing strategies that provide an excellent customer service experience that welcome our customers to our branches, respond appropriately to their needs and provide an exceptional customer experience.
 - Feedback from the pre-assignment (staff were asked to visit a branch other than their assigned work location and provide their honest opinion about their experience) was presented.
 - Results: Feedback from staff pre-assignment mirrored what is often heard from our customers.
 - Expected impact: Identify training needed to achieve the goal of delighting our customers.

- **Career Online High School Program**
 - There are currently eight students enrolled in the full Career Online High School diploma program.
 - The Academic Coach in charge of monitoring MCPL students, reports that 7 of the 8 are on-pace and progressing well. One student was recently put on academic notice.
 - An additional four students are scheduled to be interviewed in the next 2 weeks (October 12-25)
 - In addition, ten students are currently working their way through the pre-requisite course. These students could be eligible for interviews, if they complete the course successfully.
 - To date, 104 potential students have taken the online self –assessment test – the very first step in the application process.
 - MCPL/Career Online High School was recently featured on WJLA’s Spotlight-on-Education: <http://wjla.com/features/spotlight-on-education/new-free-online-high-school-in-montgomery-county>
- **Refresh/Construction Projects**
 - Wheaton Interim branch will temporarily suspend services at 6 p.m. on October 21 and resume on November 17 at 9 a.m.
 - The Aspen Hill branch will temporarily close on November 8 at 8 p.m. to be “refreshed.” The branch will be closed for approximately six months.
- **Urban Libraries Council (ULC) Innovation Award**
 - MCPL won the ULC Top Innovator Award in the **Organizational Change and Strategic Management category for the "The Library Refresh Program: In-Time Solutions."**
 - The award was presented at the ULC Annual Forum held in Kansas City, Missouri, earlier this month.
- **Food for Fines**
 - Food for Fines program will be held October 16 through 30. Food for Fines offers customers the opportunity to earn \$1 for each donated food item toward payment of existing library fines. The donations will go to the Manna Food Center, a local non-profit that works to collect and distribute donated foods to those in need in the community. The program is offered during Montgomery County’s Community Service Week.
- **Marketing Our Services for October**
 - Did you know . . . that MCPL has [free online science information](#)? From Applied Science to Space you can find science articles, biographical information, and science experiments from Science in Context, Science Reference Center, and World Book Online. Looking for science e-books? Try our always available e-books from Gale Virtual Reference Library. Now is the perfect time to engage kids in fun STEM learning. All ages can explore new scientific horizons with MCPL!
 - Email tagline: Check out our [free online science information](#). Come explore new scientific horizons with MCPL!

CHAIR’S REPORT:

- Work Groups
 - Legislative and Public Affairs
 - This group is responsible for developing budget strategies and planning activities, events, and campaigns involving the Board's community and

legislative advocacy efforts, such as candidate forums and debates or breakfasts and receptions for elected officials. The primary functions of this group are:

- Advise the Board and MCPL staff, giving early and ongoing information on budget preparation.
- Coordinate Board and LAC testimony at public hearings on the County's capital and operating budget.
- Coordinate letter writing campaigns and other approaches to lobby elected officials on fiscal support for the library.
- Make recommendations on County and Statewide library legislation.
- Work with MCPL in planning proposals for State legislation and its advocacy, and with the Office of Intergovernmental Affairs in monitoring and testifying on legislation that affects MCPL.
- May represent Montgomery County on the Maryland Library Association Legislative Panel.
- Participate in the annual ALA Legislative Day on Capitol Hill.
- Brandon Rippeon is the lead for this group. Kim Persaud will serve on this group.
 - The group will update the County Council information and share with the Board at the next meeting.
- Policies and Practices
 - This group is responsible for reviewing, and advising MCPL on library policies and practices and reviewing the long range Facilities Plan of MCPL. The primary functions of this group are to:
 - Make recommendations on the creation of, or changes to, policies, programs and delivery of services that significantly impact library users.
 - Review and make recommendations about library policy areas such as - proposed changes in library service hours, major changes in loan periods and fines, revisions in "Policy on Basic and Fee-based Services," and major changes in services such as holds/reserves, "Library Express," public awareness campaigns, and press relations.
 - Consider and make recommendations to the Library Board and the Department on Program of Requirements (POR) plans for new facilities or renovations to libraries.
 - Advise on County Capital Improvement Programs (CIP).
 - Review and advise on specific problem areas such as parking, access, and lighting.
 - Bill Duval is the lead for this group.
- Board and LAC Activities
 - This group manages Board relations with the LACs. It is responsible for planning and coordinating activities and events by and for Board and LAC members, such as biannual and regional meetings, but excluding the Board's monthly meetings. It makes recommendations to the Library Board on policy and procedural issues involving the Board and/or its LACs. It also works with MCPL to prepare materials such as handbooks or briefing papers for Board and LAC education purposes. This Committee's focus is internal.
 - Deborah Brooks is the lead for this group.

LAC LIAISON REPORTS:

- **Davis**- undergoing a refresh.
- **Accessibility Advisory** – has toured Bethesda, Quince Orchard and White Oak, and made recommendations for these refresh projects. Will meet to look over the 2018 refresh branches; will go to Poolesville first.
- **Aspen Hill** - will have its first meeting next week since the summer hiatus. Unsure how they will handle meetings during the refresh.
- **Chevy Chase** – the LAC chair will be leaving in December. It has been membership challenged in its numbers.
- **Silver Spring** – the size and diversity of the LAC are great. They are very enthusiastic. They have a good model.
- **Quince Orchard** - is getting ready for the refresh.
- **Gaithersburg** – the new manager is trying to build up the LAC. Security in the parking lot was discussed at the last meeting.
- **Kensington Park** – inactive for almost a year because of the refresh.
- **Bethesda** – the chair of the LAC resigned from the position due to an agenda issue during an LAC meeting. It is very important to use the agenda template. Administration will continue to work with the branch managers, and the Board liaisons will continue to work with the LAC chairs.
- **MCPS** – Library Link has started up for the fall with the remaining elementary schools. There is a new MCPS superintendent – Dr. Jack Smith. MCPS just opened its 204th school. There is a literacy push. Chrome books adopted and Google apps for education. Student population keeps increasing in number and diversity. Many English as second language speakers.
- **Twinbrook** – great group. Met last month. Pretty low key since the refresh. Concern regarding their purpose. How to keep everyone invested. How their work ties into the big picture.
- **Rockville Memorial** - voted in June to disband the LAC which is made up of FOL members. Branch manager has begun to recruit within the community.
- **Germantown** – have meetings every month. Last few meetings have focused on security, with lights in the parking lots being an issue. Focused on trying to revamp the after school chess club.
- **Poolesville** – there is a new LAC chair. There was a big turn out for the Baltimore Zoo program. Focusing on family-oriented programming.
- **Montgomery College** – rebuilding staff and restructuring within their libraries. Reviewing open education resources such as free online textbooks. There is an OpenEd conference in Richmond, VA in November.

OLD BUSINESS:

- Board Manual – updated by Amishi Sabnis and Kathleen Reedy in March. It is being updated again and will be sent out to Board members for comment. It will be ready to share at the December meeting.
- Chair Reedy will ask Amishi Sabnis to attend the Twinbrook LAC meetings.

NEW BUSINESS:

- Board Vacancies
 - Antoinette Negro will be confirmed by the Council on October 18, 2016.

- The question is asked during the interview process if the candidate is able to serve a 3-year term if appointed. Somewhere within the three years, things happen that change the person's ability to attend meetings.
 - Consider LAC members to serve on the Board. Some former and current Board members were LAC members.
 - There are a number of branches without liaisons. This will be addressed when Ms. Negro comes aboard.
 - The minutes from the Board meetings cannot be made available any earlier because they have to be approved by the Board first.
 - Director Hamilton will take the lead in scheduling a meeting with Dr. Jack Smith, Superintendent of MCPS.
- Annual Joint Meeting – November 2, 2016
 - Representatives from the Library Board (Brandon Rippeon, Kathleen Reedy, and Debbie Brooks) and the FOLMC Board will meet next Wednesday at 3:30 PM to discuss the Joint Meeting and establish the agenda.
 - Presentation by MCPL Director Hamilton – new Strategic Plan rollout and any budget information.
 - There will be no other Board meeting in November.
 - Mike Wallace will receive the David Chiles Member of the Year award during the meeting.

PUBLIC COMMENT:

Febe Huevo: Outreach Team staff who is assigned to Long Branch and White Oak areas. Long Branch area is a melting pot. A therapist from the YMCA has been providing counseling for residents affected by the apartment complex explosion. The therapist indicated that there is a need for additional therapy for the children. IMPACT Silver Spring is working with the families. Groups have been using the meeting rooms at Long Branch Library to hold support meetings.

Kudos to the staff for all they are doing to assist with the Long Branch community members.

ADOURNMENT:

The meeting was adjourned at 8:33 p.m.

B. Parker Hamilton