

**FREDERICK COUNTY PUBLIC LIBRARIES BOARD OF TRUSTEES  
MINUTES OF VIRTUAL MEETING  
MARCH 2, 2022**

The Frederick County Public Libraries Board of Trustees Meeting convened at 7:00 p.m. on March 2, 2022 via a virtual meeting.

**BOARD MEMBERS PRESENT:** J. D’Agostino, G. Mayfield, M. O’Leary, S. Sheppard, C. Smith, K. Spertzel, and J. Donald, County Liaison

**BOARD MEMBERS ABSENT:** S. White

**STAFF PRESENT:** J. Kelly, Director; S. McDuff, Associate Director; C. Hall, Associate Director; B. McDermott, Finance Manager; J. Marshall – Systems Manager; J. El-Zeftawy, Development Officer; Robin Bowers, Branch Administrator – Walkersville Library; A. Whitney, Branch Administrator – Thurmont Regional Library and Emmitsburg, Library; S. Jones, Communications Manager; D. Frank-Rice, IT Coordinator; and L. Tibbs, Recording Secretary.

**CITIZEN REMARKS:** None.

**APPROVAL OF MINUTES:** J. D’Agostino made a motion to approve the Minutes of February 2, 2022; seconded by K. Spertzel. No further discussion. VOTE: Unanimous.

**CHAIR’S REPORT:** Mr. O’Leary noted that FCPL has seen an expansion of their hours which is very welcome. It is hoped that this will continue. He noted his appreciation to everyone at FCPL for being flexible, resilient, adaptive and accommodating to whatever the circumstances happen to be.

**DIRECTOR’S REPORT**

**FCPL – Update:** Mr. Kelly welcomed everyone to the March meeting. He noted that, as you are aware, during the recent Omicron surge, FCPL briefly pivoted to a small team staffing model to keep the team and community safe. According to the CDC, the County’s numbers have greatly improved and, as Mick mentioned, FCPL was able to return to our regular staffing pattern this past weekend.

Mr. Kelly thereafter provided a few legislative updates. First, regarding the e-content law, Library Administrators received an update from the State Librarian recently. On February 16, 2022, the United States District Court granted a preliminary injunction of Maryland’s e-Content law in the case of Association of American Publishers vs. Brian Frosh. The publishers will seek a

permanent injunction and will likely prevail. The Court ruling states that, as written, the Maryland law is preempted by federal copyright law. It is possible legislators will take the information learned from this ruling and pursue the issue by revising the existing legislation or introducing new legislation using a different focus to achieve the goal.

Mr. Kelly further noted that there are states with pending legislation and even more states are planning legislation in the upcoming legislative year. Some of them have revised language in their bills based on Maryland's recent experience. He advised that he will keep everyone posted on future developments but, at least for now, publishers are not compelled to sell digital content to libraries that they also make available for general consumers and, for those that choose to do so, it can be at any terms the publishers set.

Mr. Kelly thereafter noted that this year's legislative session is well underway. Mid-February was Library Legislative Week, an opportunity for him, Sheila, and Catie, to connect with our delegation in Annapolis and thank them for their support. Many of our elected officials are regular FCPL customers and they made a point to tell us that the work our team has done throughout the pandemic is seen and appreciated. They were aware of how FCPL continued to adapt and provide library services and of FCPL's various partnerships during the pandemic to make masks, deliver food, distribute masks and test kits, and assist at and host vaccine clinics. Mr. Kelly noted that he shared their thanks with the entire FCPL team at a virtual Town Hall that we hosted last Thursday.

In conclusion, over the past month, Mr. Kelly advised that he had the opportunity to submit written testimony on a few cross-filed bills -- namely proposed per capita funding increases for libraries and continued support of the library capital grant program.

Thereafter, Mr. Kelly reviewed statistics. Visits to FCPL saw a nice increase month-over-month and January's 127,000 visits are the highest monthly total to date this Fiscal Year. FCPL's total circulation continues to edge closer to our FY19 and FY20 pre-COVID numbers which were record circulation years for FCPL. Mr. Kelly stated that he is emboldened by these numbers. It is clear that the community loves their libraries and that our team is working hard to connect them to our collection. He added that when you isolate e-content specifically, this year's e-content totals currently outpace those strong FY19 and 20 totals. In addition, FCPL saw a great increase in new cardholders in January which is on-trend, but still exciting to see.

Mr. Kelly noted that FCPL continues to out-pace the 3-year average for wi-fi use, attributed in large part to our wi-fi expansion project which greatly improved access for the community. Mr. Kelly stated that related to this topic, Senator Van Hollen convened a roundtable on rural broadband accessibility and we were happy to host it at our Thurmont Regional Library. The Mayor of Thurmont and our County Executive attended as well as teachers, parents, and other community members. Our Thurmont Children's Services Supervisor, Deb Spurrier, shared the experience of community members who rely on the public library for access to the internet and Mr. Kelly stated that he was grateful for the opportunity to thank the Senator directly for the federal grant funding that covered the cost of wi-fi expansion at each of our 9 branches.

Mr. Kelly thereafter reviewed programming numbers. With indoor programming on hold and cold weather hampering most outdoor programming, the January programming numbers are way down; however, as warm weather returns, so too will outdoor programming. Additionally, once the mask mandate is lifted in county buildings – tentatively early April – then our team can finally start planning indoor programming again. These numbers will bounce back but it may take some time to return to pre-pandemic attendance levels.

**Budget/CIP Update:** Mr. Kelly noted that at our last meeting, the Library Board approved our FY23 draft operating budget and it is now under consideration by the County Executive. The County Executive’s virtual public hearing on the budget will be on Monday, March 21, 2022. He advised that he and Mr. O’Leary are planning to attend that meeting and provide comment on behalf of the library and the community that we serve. As a reminder, the County Executive will announce her budget on or before April 15, 2022, and then it moves to the County Council for consideration.

Mr. Kelly stated he has nothing new to report on the CIP since the last meeting. Bidding and permitting for Middletown will occur over the next few months and we’re still hopeful that groundbreaking will take place in late Spring. On a related Middletown note, since our last meeting, Middletown Branch Manager, Beau Bradley, accepted a position in North Carolina. We will be interviewing soon to fill that vacancy. As you know, it is an important position and we’re entering a critical time, so we are eager to get this person on board soon.

Mr. Kelly stated that the next FCPL Board of Trustees Meeting is scheduled for Wednesday, April 6, 2022. This meeting will be a virtual meeting, however, he is confident that the County’s plan to fully reopen buildings will happen on its current schedule. That means we could start talking about an in-person May meeting, our first in 2 years.

J. D’Agostino inquired about what stage Middletown is in at this time and whether it has gone out for bid yet. Mr. Kelly stated that the design phase just wrapped up and it will be going out to bid soon. Permitting will happen concurrently when the project goes out to bid.

## **NEW BUSINESS**

**a. Financial Report:** B. McDermott presented the Fiscal Year 2022 financial statement. The data is tentative as of January 31, 2022. Revenue is at 51%, which is a 3% increase from the previous board meeting. FCPL received a transfer from the Maryland State Education Grant of \$270,000 and County In-Kind of \$246,000. There was also an increase in Federal Grant Revenue of \$5,000. Miscellaneous operating and passport revenue each increased by \$4,000. She noted that contributions/donations and the ending fund balance do not get recorded until the end of the fiscal year so as we move through the fiscal year there will be no year-to-date change on the financial report for these two lines.

FCPL's expenditures are at 54%, which is a 7% increase from the previous board meeting. There was a slight increase in most of the line items. The most significant percentage changes were a 10% increase in County In-Kind Appropriations and 18% increase in personnel and sheriff security. There was a small 8% increase in telephones. Revenues and expenditures are within the current projections.

Grants awarded are at \$2.4million. Since the last board meeting, the Star Library Network Grant was awarded in the amount of \$1,000. This grant supports programming and supplies focusing on bees and pollinator survival in Frederick County.

Grants submitted are at \$1.0 million. There are currently no new grants submitted at this time.

Donations are at \$103,000. Since the last board meeting, there was an increase of \$21,396 as a result of several generous donations to the Greatest Need Fund, youth services, The Maryland Room and the branches.

Endowment revenue increased by \$11,000 from the previous month. The funds were from interested received from the Glassman Investment Account and the Nallin CD. These funds are restricted for specific materials.

This gives FCPL a total revenue of \$156,878 with a complete total of \$2.7 million.

**b. Development Update:** J. El-Zeftawy introduced herself as the Development Officer (professional fundraiser) for Frederick County Public Libraries.

She began her update by thanking Teresa Wax and the C. Burr Artz Trust. Teresa made a very generous gift to FCPL in memory of her mother, Loretta. Upon receipt of the very generous gift, Ms. El-Zeftawy spoke with library staff about what to do with this generous donation. Staff suggested Everbright. Everbright is an innovative art installation that is designed to spark excitement, enhance learning through play and increase customer visits and circulation in the children's library. She added that only a few libraries have Everbright. It's unique because it combines a tactile hands-on experience with screen-less technology with hundreds of programmable, color-changing lights. All customers can play with and access this installation, making it a landmark in the children's department. It is ADA accessible and is enjoyable for customers on the spectrum or with other sensory differences. It is quiet and something Loretta would have loved. The installation creates a collaborative play space that is large enough that customers can co-play independently or work collaboratively to make small or large designs. The Everbright will be a unique and expensive addition to the library with a price tag of over \$20,000. FCPL will have it because of Loretta, and the generosity of Teresa Wax and the C. Burr Artz Trust. Ms. El-Zeftawy noted that there will be a mini-ribbon cutting event, when Everbright arrives, and everyone will be invited.

Thereafter, Ms. El-Zeftawy provided an update on the Read-A-Book Ball. The first Read-A-Book Ball was held in August, 2020 and 318 donors raised over \$20,000. The premise behind the Read-A-Book Ball is simple. To participate, you make a gift to the library in any amount to RSVP and then, on the day of the event you stay home, read a book and have a ball benefiting FCPL's Greatest Need Fund. This fund was selected specifically because unrestricted funding gives FCPL the maximum flexibility in responding quickly to the evolving needs of the

community. She noted that the best thing about this event is that people are connected through their shared love of reading and the library and they don't have to do anything they don't want to do. After the great success of our first Read-A-Book Ball, we were curious to see if it was a one-time success due the pandemic or whether it could be repeated – so, we did it again.

The Read-A-Book Ball was brought back again but this time the event was improved with even more ridiculous campaign components inspired by a Bridgerton theme, the Regency romance series trending on Netflix. This TV series is based on a very popular historical fiction romance series authored by Julia Quinn. The purpose of this event is fundraising so generating revenue that the library needs is important but it is also about creating connections. And, for this event in particular, engagement took place almost entirely on our digital and social platforms (Facebook and Instagram). Using social media platforms gave FCPL a lot of latitude to be playful. We put up silly photos, poll questions and sparked a conversation about reading recommendations to help people feel connected in the midst of the pandemic that extended longer than anyone thought it would. This year we saw lots of pets and started to see people sharing pictures of themselves enjoying books in unusual locations. Ms. El-Zeftawy thereafter displayed numerous pictures which demonstrated the campaign's effectiveness in that FCPL had a diverse group of active and engaged participants. Other libraries supported FCPL's event as well and shared it in their social networks. She did a shout-out to the Littlestown Library in Adams County, Pennsylvania. She noted that not all supporters were library customers. Some of them are colleagues who made donations and celebrated the event while working. Ms. El-Zeftawy advised that this year's event had 284 amazing donors and they raised over \$19,000 for the Library's Greatest Need Fund. The cost to raise \$1.00 was roughly \$0.20. The national average for a special event is \$0.50. She noted that staff are very proud that this event is cost effective. She thereafter thanked her colleagues who served on the Read-A-Book Ball Committee. Another stand-out for this year's Read-A-Book Ball was the inclusion of virtual programming. She also noted that there was a promotional video created with the help of the FCG-TV crew and this was used for marketing the Read-A-Book Ball and it also ran as an ad on HULU. In conclusion, she stated that the 2021 Read-A-Book Ball was great. She added that FCPL will keep doing the Read-A-Book Ball until it doesn't work anymore and then we will do something else.

The third edition of the Read-A-Book Ball will be held on Saturday, August 20, 2022. This year the program will be inspired by Dolly Parton, a country music icon and a champion for literacy.

Thereafter, Ms. El-Zeftawy, noted that the next upcoming campaign for this year is the kick-off of the Summer Challenge, FCPL's summer reading program. She noted that there will be a presentation at an upcoming board meeting about the new summer reading program so she doesn't want to steal their thunder but she noted that she will speak about a change to the prizes for this year. The prizes are important because they motivate our summer readers to reach their goals. Summer reading is important because of a bunch of reasons but a big one is the summer slide, which is essentially the loss of academic skills over the summer. The good news is that summer reading programs have been shown to be statistically successful with helping the young people in our community gain and retain important literacy and academic skills so when they head back to the classroom, they are ready to read and succeed. She added that we are expecting participation to increase this year and hope to see a dramatic increase in people finishing the

program. With fair weather in the summer and vaccination rates increasing, we are hoping to return to library programs and services this summer that will increase library traffic and Summer Challenge participation

Ms. El-Zeftawy noted that one of the things FCPL really needs this year is books. One of the best parts of Summer Challenge is that when a reader finishes the program, they win a book to take home and keep. The books FCPL had been ordering were low quality, bargain-bin books. She noted that although this sounds unkind because to us all books are treasures, we made that choice to be good stewards of our donor dollars and maximize the number of books we were able to order and award each year. This year we would like to give our readers books that will go to the top of their “to be read” pile. We are also getting rid of the treasure chest for children that are enrolled in the Summer Challenge. Most of the low-quality prizes end up in landfills so instead FCPL wants to offer rewards that motivate our customers to reach their summer reading goals. She thanked the Brunswick, Myersville and Urbana Friends of the Library who have already committed to helping fund Summer Challenge prize books this year. In addition to the prize books, we will also have grand prizes. The more you read the more chances you get to win. Last year we were able to offer Chromebooks which were donated by Clark Computer Services, a local small business IT management and solutions company. They wanted to help bridge the gap from in-person to virtual. They donated five brand new laptops for the Summer Challenge. Ms. El-Zeftawy stated that she received a note from a mom of one of the children enrolled in Summer Challenge who won a Chromebook. The mom stated that the family is using it as a family laptop to help with homework and other school assignments. Ms. El-Zeftawy shared an instagram post from Lindsey. Her daughter won 1 of the 2 American Girl Dolls which were donated to FCPL in 2021 by American Girl. Her post stated “Dreams really DO come true!!! My voracious little bookworm read more than 20,000 minutes for summer reading. She entered all of her tickets into the drawing for Melody. She has spent the last couple weeks as if she already had her .... Making her a seat at the table, engineering a bed, and thinking about her name and what they would play together. Today we got the call that she won and I got to watch her jump up and down shrieking my dreams came true (all day long).” To this little girl, the summer reading experience is everything to her (and everything to FCPL).

Ms. El-Zeftawy noted that FCPL is creating a wish list of six top-tier Summer Challenge grand prizes. She noted that library supporters can make a donation in the amount of the doll or the Chromebook, or the telescope or the bicycle to sponsor those prizes. When you give to this campaign, you are not buying a toy – what you are buying is a little girl dreaming of winning that doll and the joy in her heart and the love for the library, when she does. You are giving the gift of making dreams come true for kids who work hard and read all summer long. She added that your donation will give an amazing opportunity to share in some joy this year. The chance to reward kids for their hard work and encourage an excitement for reading, is a priceless gift. And, thereafter she asked all public library supporters to help FCPL in this mission by supporting the Summer Challenge this year. She added that in a few weeks she will be sending an e-mail with a link to FCPL’s Summer Challenge wish list and she hopes everyone will consider making a gift.

Mr. O’Leary stated that he is glad the Read-A-Book Ball will return this year. This program also has a good ROI (return on investment).

Ms. D'Agostino inquired whether anyone has been in contact with Dolly Parton and her team for the upcoming program. Ms. El-Zeftawy stated that we have not. She is a champion for literacy and someone from our team may reach out to her. We want to be respectful and right now we are saying it is inspired by her.

**c. Walkersville Library Update:** Robin Bowers, Branch Administrator at the Walkersville Library provided everyone with an update on the Walkersville Community Library, which is located on the east side of the county.

She noted that an Easter Egg Hunt was the first event we did last year. Over the course of the week, there were 6 egg hunts utilizing all the parks in Walkersville. Over 200 kids participated over the course of the week. The Easter Bunny provided clues on social media to send people to the correct park. When the children found eggs at the park, they brought them back to the library to redeem them for prizes through the drive-thru. This was a new way to do the event but everyone adapted and we were still able to hold on to this community tradition.

During the first half of the year, staff were still doing lots of virtual programming. COVID gave us the opportunity to learn lots of new things this past year. Since we were completely outside until June 1<sup>st</sup>, we used that opportunity to open our Farmer's Market. There were 12 vendors and we had a very successful year. We are working now on getting this going again for this upcoming year with the addition of more vendors and activities/performers. The Farmer's Market is weekly and runs from May through September.

Ms. Bowers noted that this was the fourth year of summer lunch. This program is brought to our community in partnership with the Glade Valley Community Service, the Town of Walkersville, the Friends Group, and the Walkersville Library. We were able to adapt this program to curb-side in 2020 and hybrid curb-side and take-out option in 2021. She added that over 11,000 lunches have been served since the program began.

She added that the outdoor space at the Walkersville Library has never been used more than this year. The extended wi-fi allows access 24/7 in our outdoor spaces and from cars. We also introduced an outdoor story time series. A very popular kindergarten readiness school skills program was offered outside this past summer to help our kids get ready for school in the fall. The Walkersville Library hosted over 2,000 kids at story times this past summer.

Ms. Bowers noted that staff at the Walkersville Library were able to reconnect with some of their community partners. She displayed photos from the superhero series which was in partnership with the Walkersville Southern Railroad. This event was held at our local park and we received some great press coverage by The Frederick News-Post.

The Walkersville Library introduced Sunday hours for the first time in September. Events were developed that would attract our community into the library on Sundays to market our new hours. She displayed photos from a Tailwaggers event where nearly 70 people were in attendance.

Local businesses participate in a community tradition, Trunk-or-Treat. There is always a large turn-out for this event. Last year, the kids participated from cars but this year they were able to walk through the parking lot to trunk or treat. There were 565 participants this past year.

The Walkersville Library also hosted lots of special visitors this fall, one of which was Mick O’Leary, when he attended a story time event and staff were dressed up for Halloween. The Walkersville Library also hosted Miss Monocacy, Kendall Neel, who let all of the kids wear her crown and take pictures. She noted that Walkersville Library was also able to have the annual firefighter visit. The kids always look forward to this event. There were 128 kids in attendance for this event.

She added that as everyone can probably see from the pictures, there is a trend for staff at Walkersville Library. Any good reason to wear a costume seems like a good idea to library staff. We reached out to the Frederick County Health Department about helping to distract kids from the shots at the vaccine clinics. Staff dressed as characters on six Saturdays in the fall in cooperation with the COVID clinic. This was a very positive experience for staff and we were super glad to be able to help with this community effort. She noted that 2,537 kids received their shots while Walkersville staff entertained them.

The Walkersville Library holds a Christmas Market every year at different locations throughout the Town of Walkersville and we were able to do that this year. Staff attended the Christmas parade in costume and there was even a visit from a “reindeer”.

Libraries have been the principal distribution site for COVID kits and masks and a significant number of kits and masks have been distributed. The Walkersville Library has also begun hosting vaccine clinics. To date there have been five clinics at Walkersville Library and the clinics will run through the end of March at the Walkersville Library.

She concluded noting that it is with great pride that the staff at the Walkersville Library have been able to serve our community throughout the pandemic. She added that she is incredibly proud of her team who have answered every call to help with passion and comradery. The Walkersville Community has always shown such gratitude for our service by providing us with cold drinks and ice cream via the drive-thru line when it was hot and donuts and coffee when it was cold. Staff have also received hundreds of notes from our customers to express their thanks and appreciation for the work that we do. She noted that the Walkersville Library staff are proud to have served our community this year and look forward to what next year brings.

Members of the Library Board noted their thanks to the Walkersville Library staff for all the work that they do.

**d. Strategic Plan Update:** S. Jones, Communications Manager, and A. Whitney, Branch Administrator of the Thurmont Regional Library and Emmitsburg Library provided an update on the Strategic Plan.

It was noted that the Strategic Plan of FCPL is updated every three years but FCPL’s core values, vision and mission remain the same. It is critical that our Strategic Plan work in harmony with



these other directives to insure cohesive messaging. FCPL's last Strategic Plan led to three strategic priorities: Simplify Access, Build Bridges and Spark Excitement. The simplicity of these goals allowed FCPL to quickly adjust while maintaining our dedication to the community.

**Simplify Access** – going fine-free was one of FCPL's largest goals and achievements under the existing Strategic Plan. FCPL reviewed its physical space and customer service points to evaluate accessibility and streamlined and simplified access to digital content and resources.

**Build Bridges** – FCPL provided space for community conversations, expanded partnership with community businesses and connected people in need with social services.

**Spark Excitement** – FCPL identified and connected with new audiences, hosted bold new events to reach new audiences and found new opportunities to promote FCPL.

In order to solicit diverse community and staff feedback, multiple formats were prepared including online and paper surveys, focus groups and community art installations. Each of these collected feedback on current services and asked where FCPL needed improvement to meet community needs moving forward into the next three years. The research was done in January, 2022, when, unfortunately the Omicron surge was going on and visitor counts were low so FCPL saw fewer responses to paper surveys and the art installations than was hoped. Demographics were not captured for the surveys but we will do so in the future. There were some discrepancies between staff and community responses. Staff feedback focused on individuals who may not have had a voice in this survey process.

The focus groups started by asking participants what Frederick County would look like in 2025. Across all 14 sessions, there were a few common threads that emerged. The population across the county will continue to grow and more developments will be built to meet the need. Many community members expressed that the senior population would have out-sized growth within the county and will rely heavily on library services and resources within the next few years. We also heard from staff and customers that many individuals will now have teleworking options and may move to Frederick from the DC area for more affordable housing which would ultimately diversify our customer base and possibly increase the need for private workspaces within our branches. Many parents expressed interest in homeschooling resources and feel that the population of our community will continue to grow in the wake of the pandemic.

Across staff and customers, we see a continuing need for access to technology and digital resources. There was a large number of requests for lendable technology such as laptops, hotspots, etc. from customers and staff. The demand for digital resources will also continue to grow. Our customers became more acquainted with this option after the past two years and it will be a big part of FCPL's future. Staff expressed a need to expand support with social services including adding social workers to FCPL's team to help handle the large community needs. Staff and customers also acknowledged the growing population of individuals who do not speak English or don't speak it as a first language and the need to have diverse staff who reflect this need and can assist our various communities. Finally, many made note of the growing political divide that we see nationally as well as locally. With the current County Executive's term about to expire, there is uncertainty for what the future holds. The library, as an institution

in the community, will play a critical role in bridging the divide and offering facts to all individuals.

We then narrowed the focus on libraries to determine why and how people use the library. The most common reason is borrowing materials (print or digital). Next, was the attendance at programs and events and to use the space for meetings to connect with others. Many comments were received about how our customers value our spaces, the peace and quiet and coziness and, in particular, mentioned the unique spaces that our branches offer such as the Nature Trail, fireplaces and children's museum-quality play places. Top responses also focused on supporting the community through resources and the spaces we provide. Individuals want to see a larger and more diverse collection as well as expanded resources and programming for seniors. Parents want more support with childhood development through programming and our collection. Staff and customers both wished to see a more diverse staff at the library that reflects the diversity of our community. Staff consistently mentioned the need for resources and services to support customers' well-being.

It was noted that when people are in the library, they feel our collections are most important. Participants had a lot of feedback about a wish for larger collections and more variety in specific areas. People also understand that in a growing community, there will also be a need for more libraries. In addition, with the changes in how people work and attend school there was recognition of the need for more meeting and study spaces and the need to update existing spaces to support these changes. Physical items remain the heart of our collection in the eyes of our customers and staff.

And, finally, respondents would like to see FCPL continue our outreach at community events, senior and childcare centers, parks and social services agencies. FCPL staff was unable to continue this work during the pandemic but staff will resume outreach to promote the library's services and resources. With the upcoming arrival of our sprinter van, FCPL will have the ability to expand its outreach and offer pop-up library services to under-served communities.

The following topics came up across multiple platforms as places where FCPL still had room for growth and improvement. While many agreed that FCPL had achieved a lot with "building bridges" there is still a lot of work to do when connecting to our community. Technology was a consistent topic across all platforms as well. People want more technology available within their library and have the ability to check it out. Staff and customers agreed that many in our community still don't know about the library (assuming we are just a building of books or view us an inconvenient option for accessing materials). FCPL needs to improve the perception of the library and change assumptions about who we are and what we do. Everyone is looking forward to the return of programming. Staff and customers agree that it is critical to FCPL's impact in the community and they also noted that they would like to see more of it, particularly for teens and seniors. Many staff and customers agreed that without having in-person programming for the past two years our main way to "spark excitement" was hindered. It was also felt by many that FCPL's fine-free work had achieved "simplify access" yet they recognized that our community still faces issues with access.

The next step in the Strategic Plan process will have a similar framework and approach with open and flexible actions. At the May 11<sup>th</sup> Board Meeting, the Board will be provided a draft plan of the Strategic Plan. At the June 1<sup>st</sup> meeting, the Board will have the opportunity to vote on the Strategic Plan.

Mr. O'Leary requested a copy of the Strategic Plan PowerPoint presentation be sent to all members of the FCPL Board of Trustees. He noted that FCPL customers want us to do many different kinds of things. It is wonderful that our customers have had good experiences but there is a lot that they want FCPL to do.

K. Spertzel inquired whether there will be a wrap-up presentation of the previous Strategic Plan for members of the FCPL Board of Trustees and public. Mr. Kelly noted that staff will do a wrap-up for the Board and, of course, this would all be public information. We are waiting until we get through the end of the fiscal year so that we have all of the data and be able to present a complete picture. This presentation will probably be in the fall since the Board does not meet in July or August.

J. D'Agostino inquired whether there have been any efforts to gather information from those that don't currently use the library. Mr. Kelly advised that obtaining information from non-users is extremely difficult. He added that one of the things staff does is look at reports prepared by other organizations within our community so even if FCPL is not reaching some of the non-users, reviewing the other reports provides FCPL with the needs of the community.

**BOARD QUESTIONS AND COMMENTS:** None.

**OTHER CITIZEN REMARKS:** None.

The next FCPL Board of Trustees meeting will be held virtually on April 6, 2022 at 7:00 p.m.

C. Smith made a motion to adjourn the meeting, seconded by J. D'Agostino. No further discussion. VOTE: Unanimous.

The meeting adjourned at 8:20 p.m.

A handwritten signature in black ink, appearing to read 'M. O'Leary', is written over a horizontal line.

M. O'Leary, Chair  
Frederick County Public Libraries Board of Trustees