

**FREDERICK COUNTY PUBLIC LIBRARIES BOARD OF TRUSTEES  
MINUTES OF MEETING  
OCTOBER 9, 2019**

The Frederick County Public Libraries Board of Trustees Meeting convened at 7:00 p.m. on October 9, 2019 at the C. Burr Artz Library, Frederick, Maryland.

**BOARD MEMBERS PRESENT:** J. D'Agostino, G. Laugelli, M. O'Leary, K. Spertzel, S. White and County Liaison, J. Donald.

**BOARD MEMBERS ABSENT:** C. Greenway and C. Smith

**STAFF PRESENT:** J. Kelly, Director; S. McDuff, Associate Director; C. Hall, Associate Director; J. Vogel, Youth Services Coordinator; J. Marshall, Manager-Systems; B. Hissong, Community Services Coordinator; B. McDermott, Finance Manager; S. Jones, Communications Manager; T. Vorce, Materials Manager; C. Brohawn, Project Coordinator; B. Heltebridle, Branch Administrator – C. Burr Artz Library; J. Diaz, Branch Administrator – Brunswick Library; R. Frecker, Branch Administrator – Walkersville Library; M. Currens, Branch Administrator, Myersville Library; A. Whitney, Branch Administrator – Thurmont Regional Library/Emmitsburg Library; A. Moser, Assistant Branch Administrator – C. Burr Artz Library; M. McDonnell, Librarian – C. Burr Artz Library; and L. Tibbs, Recording Secretary.

**CITIZEN REMARKS:** None.

**APPROVAL OF MINUTES:** G. Laugelli made a motion to approve the Minutes from September 4, 2019; seconded by K. Spertzel. No further discussion. VOTE: Unanimous.

**CHAIR'S REPORT:** Mr. O'Leary advised that C. Smith, Chair, was unable to attend tonight's meeting, therefore, there will be no Chair Report this evening. He noted that he will be chairing the meeting in her absence.

Mr. Laugelli noted that Trudy Fry recently passed away and she was a great supporter of our library system, particularly at Point of Rocks. She was a remarkable woman and quite a prominent figure. She will be greatly missed. Mr. Laugelli stated that on behalf of the Library Board he wanted to recognize her tremendous contributions.

## **DIRECTOR'S REPORT:**

**a. FCPL – Update:** Mr. Kelly acknowledged the passing of Trudy Fry. He advised that he first met Trudy Fry over ten years ago and noted that one of his favorite memories was shadowing our previous library director at a meeting with Trudy. He noted that he remembers sitting at her dining room table in Adamstown and hearing her passionately speak about the Point of Rocks Library. Trudy was always careful to frame her support of the library as the last wishes of her late husband, Edward Fry, for whom that library is named and however true that might be, she continually deflected attention away from herself. It was Trudy who spent her time and resources advocating for and supporting this treasured community resource. Frederick County residents, particularly those in Point of Rocks, owe Trudy Fry a debt of gratitude for her years of support. He further noted that we were saddened to hear of her passing and our thoughts are with her niece, Sarah Moxley, her nephew, Carroll Shry, and the entire family at this time.

Thereafter, Mr. Kelly introduced Samantha Jones, FCPL's new Communications Manager. Sam has worked in non-profits throughout Washington, DC and Maryland managing large-scale communications initiatives and on-the-ground community outreach. She is eager to bring her engagement and creative skills to our organization where she hopes to help us spark excitement across the county. FCPL is thrilled to have Sam join us and she has hit the ground running in her first few weeks already articulating a vision for the work her team will be engaged in this year to help FCPL move the needle on our three strategic priorities. Sam lives in Damascus with her husband, Matt, and their dog, Ruby.

Mr. Kelly thereafter introduced Nicole Coleman and Sara Lewis who are in the audience this evening. They are enrolled in Clarion's Graduate Program for Information and Library Science. They have a class assignment which has them spending time with me and members of our team and encourages them to attend a library board meeting as well.

Mr. Kelly noted that the FY17 – FY19 Strategic Plan was the first Strategic Plan that FCPL ever had. That plan ended in July and last month you heard a presentation which outlined the successes of that three year plan, however, the September debrief was the only formal overview that you received during the life of that plan.

Every month staff report on initiatives and you are asked to vote on matters of policy or budget. Every one of those items are priorities to our Strategic Plan but we acknowledge that we can do a better job of framing these efforts in terms of the plan and of keeping you informed of progress and trends with greater regularity.

He further noted that as we embark on the FY20 – FY22 plan, we want to improve our processes. We will be providing you with Strategic Plan updates every six months. The first formal update will be at the January, 2020 board meeting and will cover the first 6 months of the plan. Additionally, my team will try to be more mindful about framing the monthly agenda items in terms of the plan's priorities and he noted that he will attempt to do the same with initiatives that

he reports on as part of his Director's Report.

To that end, Mr. Kelly noted that it is hoped that the process improvements outlined will 1) simplify access to the efforts of our hardworking team and to the trends we see from month-to-month and why they matter to our strategic direction; 2) build bridges between the Board and the library by improving communications and engendering transparency; and 3) while it may seem like a reach, it is hoped that these changes spark excitement for you because you will be better informed advocates for the library, helping us tell our story and demonstrate our value to the community, which is perhaps your most vital and impactful role as a member of the Library Board.

Mr. Kelly thereafter reviewed some statistical highlights from August, 2019. Visits and circulation were modestly down from where we were this time last year but those numbers are still performing ahead of the three year average. Visits were up 15% for the year and circulation was up 4.5%. Numerous factors could contribute to fluctuations we see in these numbers. He noted that as he thought back to what was going on last August, FCPL had an amnesty weekend so that may have brought in more customers than we had seen for a while and they may have checked out more items last August. This may be one factor as to why the numbers from August, 2018 may be higher than the numbers for August, 2019.

New card registrations were up 32% for the year. Mr. Kelly noted that this is a measure that he is always happy to see more growth in.

Programs offered were up 10% and attendance numbers were up 14%, which is a testament to the hard work of our team in developing programs that resonate with our communities, build bridges and spark excitement.

Mr. Kelly advised that Staff Day is coming up on Monday, October 14, 2019. It will be held at the Myersville Fire Hall. He is aware that a few members of the Library Board will join us. He added that it is, to his knowledge, the first time members of our Library Board will be at that event and we are very glad that some of you will be participating. Mr. Kelly further noted that every month members of the FCPL Board of Trustees listen to him report on the great work happening across the county and he thinks that Staff Day will be a wonderful opportunity for members of the Board to meet and interact with members of our fantastic team doing the work.

Mr. Laugelli inquired whether the increase in new library card registrations could be related to last year's amnesty week. Mr. Kelly noted that the increase in new patron registrations occurred in August, 2019 and added that staff are working very hard through outreach, student success cards, etc., to get those numbers up.

**b. CIP/Budget – Update:** Mr. Kelly advised that budget planning for the FY 21 budget is ongoing. The audit will be presented at next month's board meeting.

As reported last month, staff have been working with the County Budget Department helping the new Budget Director understand the trends we see in library use and the challenges that come with our existing revenue streams. He added that during this evening's presentation, Catie and Teresa will provide the Board with some of those trends and challenges through the lens of just one format – e-Content, which is a big one. 25% of circulation was e-Content last year.

Thereafter, Mr. Kelly advised that the renovation project at Point of Rocks has been completed and work is underway on development of the Fiscal Year 2021 Capital Budget. There are two projects in the existing CIP: 1) Middletown Library (design in 2021 and construction in 2023) and 2) the East County Regional Library in the out-years. It is our hope that the County's CIP Committee will keep the Middletown Library on its current timeline and that the East County Regional Library will move from the out-years and get design funds designated in the last year of the CIP which would mean in Fiscal Year 2026.

He further noted that we would like to see a West Frederick City Library project placed in the out-years of the CIP. Even that step would give the project a placeholder and formally put it in the County pipeline. Since this is the first year we will be advocating for this project, he noted that he doesn't know the likelihood of it being added to the CIP.

Related to the Golden Mile Project, staff reported at the last meeting that FCPL launched a second bookmobile stop near Waverley Elementary to serve the communities north of the Golden Mile. There was a soft launch of that stop in early September but Bryan and Samantha have been working on a larger scale event for Tuesday, November 5, 2019 at 4:00 p.m. Mr. Kelly added that he spoke with Councilwoman Keegan-Ayer this morning and she represents that community and is very excited about the new stop. She shared information about the November 5<sup>th</sup> event on her social media page today and is helping us spread the word of the new bookmobile stop via her network of community partners in the area.

K. Spertzel inquired whether people are starting to show up for the new bookmobile after the soft launch. Mr. Kelly stated that it was intentional to have the soft launch in September but the program in November will be a wonderful program. There will be several community partners that will be joining us that day. J. D'Agostino advised that she went to the new bookmobile stop a few weeks ago and there were other people there besides her.

## **NEW BUSINESS:**

**a. Financial Report:** B. McDermott reviewed the latest financial statement which includes data through August 31, 2019. She noted that our revenues are at 2% but she pointed out that FCPL had an increase of \$15,000 in library fines, a \$12,000 increase in miscellaneous operating revenue and a \$7,000 increase in passport fee revenue. Ms. McDermott explained that miscellaneous revenue includes t-shirt sales, book sales, public copier fees, and conference rental fees. She thereafter noted that expenditures are at 14%.

She further noted that FCPL was awarded three grants (Staff Development Grant, Pre-school Development Grant and Collaborative Competition Grant) totaling \$8,742. FCPL has submitted grants totaling \$302,000. Donations are at \$23,000.

Ms. McDermott thereafter reviewed endowment account revenue. Since last month, FCPL received \$50,000 from the C. Burr Artz Trust. Each year FCPL staff meet with the Board of the C. Burr Artz Trust and they provide a yearly budget based on requests for the C. Burr Artz Library. The funds received from the C. Burr Artz Trust are for the sole benefit of the C. Burr Artz Library. Those funds are provided to FCPL on a quarterly basis. Thereafter, Ms. McDermott advised that FCPL receives interest from the Churney and Nallin CDs on a quarterly basis. The interest we receive from these CDs is designated mostly for large print materials. The Glassman Trust is a quarterly interest payment that is received and there are restrictions for the use of these funds. These funds must be used for science and technology, political science, economics, history and fine arts. To date FCPL has received approximately \$50,000 from these accounts. She added that this gives FCPL a total of \$81,892 through August, 2019.

Mr. Laugelli inquired about the \$15,000 increase in fines. Mr. Kelly noted that library fines have been trending downward annually. At this time, we are waiting to see what the trends are long-term. It is optimistic that we collected \$15,000 in August.

Ms. D'Agostino inquired whether we have any numbers that would reflect the actual amount of fines outstanding versus the amount of fines collected. Ms. McDermott advised that she would check into this and get back to her.

**b. Summer Challenge Update:** M. McDonnell, Librarian at the C. Burr Artz Library, advised that since October, 2018, she served as the Lead for the Summer Challenge work group. She added that she will provide an overview of how the summer went. People really enjoyed the program and we had a lot of positive feedback. Staff were very excited when we got to see some of the numbers.

Ms. McDonnell noted there were 11,684 participants this year. Adult registrations were up and this was a particular area of focus for the group. Additionally, registrations were up in the Birth to Pre-K age group which suggests that we had more family participation this year.

She further added that 4,252 actually completed the program. Every age group had an increase in the percentage of completers. She noted that 27,502 patrons earned badges as well for hitting various milestones in the program. Staff received a lot of feedback regarding how much everyone enjoyed the activities on Beanstack and the game board.

Thereafter, she noted that 4,380,300 reading minutes were logged this year which is 1,000,000 more than last year. This amounts to over eight years of reading time. She thanked everyone who made the Summer Challenge Program possible. She appreciates the support of the Board Members, staff, and everyone in Frederick County. She noted that FCPL is very lucky to have

many community partners. Thereafter, she played a video thanking everyone for their participation in the Summer Challenge Program.

**c. E-Content Challenges:** C. Hall noted that based on recent conversations with members of the FCPL Board of Trustees, we thought it would be time to revisit E-Content with members of the Board. Thereafter, Ms. Hall noted that library relationships with publishers as far as e-content is concerned has been tenuous from the start. The American Library Association and other organizations have worked hard over the years to insure that publishers see the value in working with libraries as partners. However, it has never been a balanced partnership. Libraries have always had to make quite a few concessions in order to provide e-content to its patrons. Vendors have had to find creative ways in order to work with publishers to provide the content to our customers and be able to meet publisher demands. The most recent issues around e-content have to do with an embargo that MacMillan Publishers has put on their new releases and how they will be offering those to libraries starting in November, 2019. ALA has taken a stance on fighting the embargo and making sure that everyone has access to e-books.

Ms. Hall added that the usage trends for e-content are going up steadily. They are very popular and, as James Kelly pointed out, e-content amounted to over 25% of FCPL's circulation last year. Although FCPL has a lot of e-content, Ms. Hall pointed out that we are focusing on e-books and e-audio books for this presentation. This presents a challenge to FCPL because e-content costs a lot more than printed materials. FCPL has to be very strategic in our approach to purchasing these materials to keep up with this demand. She added that there are several areas of perplexity regarding the e-content. The first is the budget. As the popularity grows with e-content materials and the fact that these materials are more expensive, it is hard for FCPL to keep up with the demand. She noted that, as everyone knows from previous budget discussions, FCPL had a few lean years and this had to do with how our ending fund balance was being processed. The processing of the ending fund balance has been corrected so we are hoping we will have some more money to put towards e-content going forward. She noted that the way FCPL's budget works, collections is the category we have wiggle room in. If FCPL is having a lean year, our collections are going to see that and because e-content materials cost the most, this will be seen in our materials collections and this is why we are unable to keep up with demand right now. We are working on ways to improve that going forward but it is a challenge for FCPL. Collection staff does what they can with the money they have, but the popularity continues to outgrow our budget capacity at this point.

The next complexity is that the big five publishers each have their own policies and rules on how they are willing to provide content to libraries. Increasingly, the publishers are seeing libraries as more of a threat to their revenues. This is a concern because it limits FCPL's ability to provide really popular materials to our customers.

The last bit of complexity is that in addition to each of the big five publishers having their own rules and policies, each of the vendors that we use to provide e-content to our customers have their rules, policies and guidelines on how they will provide the content. This provides a layered complexity with trying to provide e-content to our customers.

T. Vorce reviewed Overdrive. It is called Maryland's Digital E-Library. Overdrive is FCPL's most popular service overall. It is the one that FCPL has had the longest and it has the largest collection. FCPL has had Overdrive almost 15 years. Overdrive came out with the Libby App and it has made Overdrive very easy to use. Overdrive has e-books, e-audio books and some magazines and it is the only service that offers the Kindle format. FCPL is part of the Maryland Overdrive Consortium and this is great because we can provide our patrons with a large, state-shared collection. In addition to the shared collection, FCPL also buys additional copies and titles for FCPL cardholders and they are called advantage copies. In the past with the combination of shared and advantage copies, it was confusing for patrons to know where they are on the holds list but the good news is that Overdrive starting using an algorithm that took into account both the advantage and consortium copies so the wait time display has been made much more accurate now. Overdrive offers titles from all of the big five publishers so it includes bestsellers. From the beginning when FCPL started using Overdrive, some of the publishers had titles that expired after a certain number of circulations or after a certain period of time. And, if the title did not expire, the cost to libraries was much higher for that copy. New developments with the big five publishers has made the purchasing models more restrictive and more complex. - now the front list titles from all of the big five publishers expire. Two publishers have e-audio book titles that expire and that is brand new. When they all went to expiring titles, the prices did not go down very much. The most controversial is the MacMillan model. Starting November 1, 2019, only one copy of a title can be purchased on a perpetual license during the first eight weeks of publication. After the eight week embargo, libraries can purchase additional copies that will expire after two years. When titles are embargoed, it is a big problem for libraries because we cannot give patrons what they want. Expired titles are very difficult for staff to deal with and keep up with. We obviously want to purchase those titles that are still popular and have holds on them but it makes it difficult for staff to keep up with the expired titles. It is also confusing for patrons to understand why a title has disappeared from the collection. To add more confusion to the mix, Amazon Publishing Imprints has been producing some popular titles that we have been buying in print and some big authors have gone to Amazon Publishing imprints. Amazon does not sell their books to libraries at least right away.

She then reviewed Cloud Library E-Books. This is a very easy option for our patrons who love e-books. We don't provide audio books through this service and they do not have Kindle formats but they do offer the big five publishers and offer all of the popular, best-selling titles. We have the same issue with them as far as expiring titles are concerned.

Hoopla was reviewed next. FCPL's patrons love Hoopla. The titles in Hoopla are always available so there is instant gratification. Hoopla includes movies, TV shows, and music, as well as e-books and e-audio books. Hoopla is sold to libraries on a completely different model. It is a pay-per-use model. The library pays when an item is checked out. Hoopla does not offer titles from the big five publishers but they still have some very good popular titles. The pay-per-use model that Hoopla uses makes it very hard for FCPL to budget for Hoopla. Patrons can check out ten titles per month. FCPL has also put limits on the cost of items. FCPL only includes titles from Hoopla that cost less than \$2.00 per circulation.

Thereafter, Ms. Vorce reviewed Kanopy. Kanopy has movies including independent films, classics, foreign and educational. They do not provide e-books. She wanted to mention Kanopy tonight because this is a vendor that has come up with some innovative ways to provide better service to our patrons. Kanopy is also a pay-per-view service like Hoopla and patrons are allowed ten check-outs per month. She noted that Kanopy Kids and The Great Courses operate a little bit differently now. Kids films are mostly much shorter and they found that when children would sit down to watch a movie, they would watch several films in one sitting so patrons were using up all of their credits very quickly and patrons didn't like that. Kanopy made a change so when patrons go into Kanopy Kids, they can watch as many movies as they want without using any of their monthly play credits. The Great Courses have a similar issue. If a patron would take a Great Course, it would include several videos to complete a course and a few months to complete the course. As a result, Kanopy made another change. When a patron goes to take a Great Course, the patron can complete the entire course (no matter how many videos) with only using one play credit. FCPL is charged a flat fee when a patron goes into one of these collections.

Ms. Hall summarized by stating this overview provides the popularity and complexity of the issue of e-content. She noted that one of FCPL's strategic priorities is to simplify access and, as you can see, the e-content situation does make that an extra challenge to meet that priority.

S. White inquired as to the comparison cost between a paper copy of a book versus e-content material. Ms. Vorce stated that an e-book can sell for approximately \$95.00 which is quite a bit more than the cost for printed material. She added that publishers of e-content material state that there are 26 circulations per e-content, however, a hard back book is going to last up to 70 circulations. Ms. Hall added that FCPL gets pretty good discounts on printed materials but we do not receive discounts for e-content materials.

Mr. Laugelli stated that the reality is that many people prefer e-content.

Ms. White further inquired whether the challenges FCPL is facing are being faced by libraries nation-wide. Ms. Hall replied that all libraries are facing the same challenges we are facing, however, it would depend on each library's budget which might change things slightly.

Ms. Spertzel inquired as to the benefits of having both the Cloud Library and Overdrive since they seem to overlap quite a bit. Ms. Vorce stated that by having both services, it provides more copies for our patrons. When FCPL started with Cloud several years ago, they had a publisher that Overdrive did not have yet but shortly after we got Cloud, Overdrive got that publisher too. She noted that there is an overlap but when Cloud first came out, their app was very easy to use and Overdrive had now come out with the Libby app. Ms. Hall added that we have so many patrons that love Cloud as well.

A hand-out was provided to members of the FCPL Board of Trustees that lists the various e-content services that are available from FCPL. Mr. Laugelli inquired whether services are



reviewed periodically and if something isn't working out, is the service removed. Ms. Hall advised that this list is constantly reviewed. We rely on Teresa for her recommendations because she has been working with e-content throughout her entire career at FCPL.

J. D'Agostino inquired how negotiable the contracts are with the various providers. Ms. Vorce stated that with Freegal, FCPL pays a subscription fee but with the e-books and audio books, it is the publisher telling Cloud and Overdrive what they have to charge and that is not negotiable.

Mr. O'Leary noted that Teresa gently understated the complexity involved in managing this enormous content collection. There are so many factors that have to be weighed. He added that Teresa and her team deserve enormous credit for the job that they do.

S. White stated that there are no fines with e-books because they just disappear once the time is up. She added that this could result in a loss of revenue.

**d. CBA Reimagined Project:** B. Heltebridle, Branch Administrator at the C. Burr Artz Library, provided an overview of a project that perfectly aligns with our new Strategic Plan goals of increasing access, building bridges and sparking excitement. It is a refurbishment project that we have been calling CBA Reimagined.

When approaching making changes to a library that was designed over 18 years ago, we took every care to be intentional of including multiple perspectives and to observe the ways customers currently use our space and whether that matches the way they would like to use our space. This work was collaborative in a number of ways with staff from all levels contributing to the process. It has also been a great collaboration between the Library and the County. We anticipate that all of the work that will be described today will be completed by 2023. She noted that one of the assessments staff worked on as part of the refurbishment project was the "kindness audit". Staff from all levels at CBA were asked to take a critical eye to the library around them and approach it as they were a new customer identifying things such as things I like, things I don't like, things that are confusing and things that surprised me. We looked at all of those and three main themes bubbled to the surface as areas in which we can improve to provide better customer experience: appearance, functionality and information.

Staff were then asked what immediate changes can we make at the staff level with no resources right now and what changes can be made that would take other resources such as time and funds with the ultimate goal of improving the customer experience. Our goal was to make improvements in these areas while still highlighting the amazing architecture we have in the current space. Through the lay-out, signage and furnishings we plan to insure that our space is easy to navigate and easy to use for work, community connection and play.

An improvement in service points came up time and time again otherwise known as the information desks. To some the information desks were unclear in their purpose and to others they may present themselves as a physical and/or visual barrier. The current information desks

don't allow staff to interact with customers in a way that aligns with our service model. The information desks are primary access points for our customers but sometimes it is difficult to gain the access they are seeking. Additionally, she noted that our spaces overall are not reaching the potential set by the surrounding architecture or vibrant downtown environment. Many of the furnishings are immobile and they have a physical and visual heaviness to them. The spaces are not as bright and as energetic as they could be.

Ms. Heltebridle thereafter shared the vision of a modern, playful and lasting library. She displayed some inspirational photos that are not necessarily representative of the final elements but it will provide a sense of direction as to where we are going. As far as appearance is concerned, staff vision CBA as fresh, bright, and a unique environment that fosters discovery of materials, easy transactions and an inviting place. We want it to be equipped with flexible furnishings to allow us to meet the varying needs of the community now and down the road. In terms of functionality, not only will the furnishings look nice, each selection will be chosen to encourage movement throughout the space, set a mood and provide clear sight lines for customers and staff alike. Flexible furnishings include furnishings on wheels or that are lightweight that will allow us to clear space for events. One thing that we have at CBA is space. This project is really about making sure we are utilizing it for each kind of zone in the most appropriate way. In the children's area, we are thinking about having more kid-friendly furniture and more interactive play areas for families. On the second floor, it may mean having more reading or study areas. Around the rotunda, it may mean having some tables where people can meet right before lunch. It will be different for every place. She noted that we have to also consider meeting spaces which serve as multi-purpose spaces. They allow for library programming, community gatherings and professional meetings among many other things. It also includes reviewing the furniture and technology to insure that a space such as the Community Room can transform from a yoga class – to a story time – to a classroom presentation space – and a community meeting – all in one day.

Lastly, she reviewed the theme of information. We are trying to identify ways we can bring clarity to how one uses the library and to make it easier for staff to have side-by-side interactions with customers. Most often at our service points now we approach questions with full transparency and respond with "That is a great question. I don't know the answer either but I am here to be your partner in finding the solution." Often this means sharing a computer screen by sitting down with someone side-by-side. Our service points at this time do not allow us to do that well. We also want to make sure our computer terminals are easily differentiated from our catalog computers or self-checks. We want customers to know when they walk in to our library how to use it and it is easy for staff to assist customers as well.

Ms. Heltebridle noted that the C. Burr Artz Trust has provided a large fraction of the reimagined project. The updates have already begun. She noted that there are new computer task chairs on the second floor as well as new lounge/reading furniture. Also upcoming from the C. Burr Artz Trust will be replacement of service desks which will improve our customer service interactions. The service desks will have clear ins and outs and staff can get onto the floor more easily to assist customers and they will have both standing and sitting options for a more welcoming and

professional feel. Additionally, work has begun on seeking a redesign of the terrace. Our goal is to brighten the space while making it fun, functional and low maintenance. We want to lean more on the hardscaping rather than the landscaping so it can be easily maintained throughout the year. Ultimately we see the terrace as being a space for programming and events of our own while still allowing the ability to enjoy all of the great music/performances at the amphitheater.

Ms. Heltebridle thereafter gave thanks to the County for providing better lighting throughout the building. A full LED conversion is nearing completion which has helped to bring in some warmth and brightness to some of the dark corners in the library. CBA is on the County's list to update paint and flooring so this will allow us to make an entirely different change in color scheme. She displayed some of the paint samples and flooring samples. The flooring was chosen with great intention as to how the spaces would be used.

She noted a few staff projects that are in progress as well. Our DVD collection is being shifted so that the cases for the DVDs will be located next to the towers where they can be checked out. The "holds" have been moved closer to the circulation desk. The new books have been moved to a location where they can be highlighted. In addition, branch signage is being reviewed. A. Moser, Assistant Branch Administrator, has taken the lead on that project so that all of our signage will be clear and have a unified design.

In closing, the continued support of all of the entities involved such as the County, the C. Burr Artz Trust and administration will further our efforts to create a space that is able to be responsive to the changing needs of the Frederick community. She noted that everyone is super excited about this project.

G. Laugelli inquired whether this is the first major refresh of this building since it was built. Mr. Kelly stated that, as far as he is aware, this is the first refresh of this building. He noted that within the next 10 years we will hit 25 years in this building. At that time, we will need renovation inside to adapt the space. This renovation is just a start and we are appreciative of the County and the C. Burr Artz Trust in helping to fund some of the changes so we can see updates in the short term.

Mr. Laugelli further inquired whether there will be any leveraging of these projects across the system or will it be just for the C. Burr Artz Library. Mr. Kelly noted that from every project we learn things that we like and don't like so as we open new facilities, some of the best practices do end up carrying over. Signage, in particular, could be done across the system.

Mr. Laugelli stated personally he would not like desks where people could get behind his back. He likes to have an area where there is some restricted access. He noted that he understands that we want to be open but there are other considerations. Ms. Heltebridle stated that a number of the desks that are being considered will be two-sided because that is an issue upstairs. The goal is to create a combination of desks where one faces one way and one faces the other way so we can better serve our patrons.

**BOARD QUESTIONS AND COMMENTS:** Mr. O’Leary stated that he spent some time looking over the Facilities Master Plan and found it to be a very solid piece of work. It is extremely detailed and very thorough. It describes all of the locations and as he reviewed all of the locations and comments, he noted that in his opinion it is right on point as to what is required at all of the different locations. He stated that one of the things he was highly impressed with was how much staff input contributed to the plan. It wasn’t just an external group coming in and doing their analysis. It incorporated an enormous amount of staff input leading to recommendations at each of the locations. He noted that he thinks that strengthened the whole effort considerably.

Nicole Coleman of Frederick, MD noted that as a parent who spends a lot of time in the children’s area, she advised that her children and her friend’s children are scared to ask questions of the people inside the desk area so the children ask us, as parents, to help them ask their questions of staff. She noted that the change in the service desks will be a friendly change for children.

J. Donald noted that he was concerned about an article in the newspaper about the Middletown Library and the Senior Center and the fact that the Senior Center may not be located in the library due to cost constraints. Mr. Kelly stated that it is his understanding that it is early in the process and no final decisions have been made yet. He further noted that there have been joint meetings with the electives in Middletown, staff from DPW and the Director from the Senior Center. The Senior Center expressed very particular needs in order for a facility to meet their needs. Mr. Kelly stated that the library is open to having the Senior Center in the same building as the Middletown Library, if we can find a way to accommodate all of the needs of the Senior Center without compromising either one. Mr. Donald questioned whether there have been problems in Urbana with the Senior Center being in the same building as the library. Mr. Kelly advised that it has been an ongoing problem at Urbana. The Senior Center portion at the Urbana Library is very small and they have very unique needs. He further noted that at the Urbana Library, we have three meeting rooms and according to the Senior Center, they can only use the meeting room on the first floor due to staffing levels. Senior services in the County has exploded and they see increasing needs for their services, as we do for the library. He added that he has been working with the Director of Senior Services and he is aware of some of their needs and what they would like to see in a building. At the present time, there isn’t a Senior Center that checks off all of the boxes for them yet. If there are opportunities for a senior center to be co-located with a library and meet the needs of both parties, we are open to that conversation.

Mr. Donald inquired as to what will happen to the old Middletown Library once the new library is opened. Mr. Kelly stated that it is a county-owned building and the county will determine who that building would go to. He further added that use of the old Middletown Library for a Senior Center did come up but it was the senior center staff who said that the building would not be large enough to meet their needs for programming. Mr. Kelly also noted that in order to apply for certain grants, they must have a full kitchen. There is really quite a list in terms of square footage and amenities that a Senior Center must have to meet their needs. Mr. Kelly reiterated

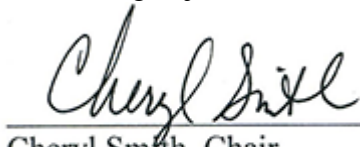
that he has not heard of any final decisions being made regarding this matter and noted that the library is open to continue this partnership, if we can find a space that doesn't compromise services for either organization.

**OTHER CITIZEN REMARKS:** None

The next meeting will be held on Wednesday, November 6, 2019 at 7:00 p.m. at the C. Burr Artz Library – 110 E. Patrick Street, Frederick, MD.

G. Laugelli made a motion to adjourn the meeting; seconded by K. Spertzel. No further discussion. VOTE: Unanimous.

The meeting adjourned at 8:15 p.m.

A handwritten signature in cursive script, appearing to read "Cheryl Smith", is written over a horizontal line.

Cheryl Smith, Chair  
Frederick County Public Libraries Board of Trustees