

**HARFORD COUNTY PUBLIC LIBRARY
FY 2020 BOARD OF TRUSTEES**

MEETING MINUTES

January 16, 2020

Present: William B. Allen, Alex M. Allman, Kenneth R. Avery, Honorable Susan H. Hazlett, Taryn J. Martin, Durbin Vido, Carol Wright, Student Liaison David C. Oguh, CEO Mary L. Hastler, and Jennifer Button

Absent: Trustee Dwayne Adams, Nancy Brown, and County Councilman Chad R. Shrodes

CALL TO ORDER

Chairperson Alex Allman called the meeting of the Harford County Public Library Board of Trustees to order at 6:30 PM in the Bel Air Library.

CHANGES TO THE AGENDA

There were no changes to the agenda.

Mr. Allman noted there were a number of guests present at the meeting. He requested that anyone interested in speaking during the Public Comments section of the agenda sign up on the sheet provided, and noted that speakers would be recognized in the order listed.

PRESENTATIONS/RECOGNITIONS

There were no presentations/recognitions.

APPROVAL OF MINUTES

MOTION: Motion by Ms. Martin, seconded by Mr. Vido and approved by unanimous vote to accept the Minutes of the November 21, 2019 Board Meeting. Judge Hazlett and Mr. Avery abstained from the vote since they were not present at the November 21, 2019 meeting.

TREASURER'S REPORT

Mr. Vido reviewed the new Treasurer's Report as prepared by Kathy Cogar, Chief Financial Officer. Operating expenditures through the six months ended December 31, 2019 were within the FY2020 budget. Revenue from operations is under budget as Fines are down 10% compared to the budget. Passport Fees are also down 5% from budget. The Materials Budget is overspent. Databases and Downloadable Media have large payments in the beginning of the fiscal year. The ILS system's annual maintenance was paid in full in July causing the budget to appear over. The Audit Fee was also paid in full in September. Utilities are slightly over budget. This report was prepared using the cash basis of accounting.

There were no questions or comments regarding the Treasurer's Report.

COMMITTEE REPORTS

Budget & Finance Committee - Mr. Avery

The Budget & Finance Committee did not meet.

Executive Committee – Mr. Allman

The Executive Committee did not meet.

Capital Improvements Committee – Mr. Allman

The Capital Improvements Committee did not meet.

Human Resources Committee – Judge Hazlett

Judge Hazlett noted that she was not present at the November 2019 Board meeting due to a work commitment; she was out of town fulfilling her work responsibilities and otherwise would have been present at the meeting. However, she heard in great detail what was said at the meeting. The Board HR Committee met based on those comments and appreciated the opportunity to review the salary scale more extensively in order to consider making additional changes. Judge Hazlett also noted that all but a handful of staff have had the opportunity to sit down with Senior Staff to address questions. If additional questions remain, staff are encouraged to make their issues known following the appropriate process since senior management is anxious to address them.

The Human Resources Committee met on December 12, 2019 to discuss the compensation and classification study and resulting recommended salary scale. The entire committee was present except one member, and Mr. Allman was able to attend in their stead. There was significant feedback, both positive and negative, in response to the initial attempted rollout. After additional review and discussion, the committee approved the recommendations made by senior staff to increase salary range spread, changes to position titles, and other minor adjustments. Judge Hazlett noted that the Board sets policy but is not involved in the daily management of staff. They have been charged with stewardship and have a responsibility to the “people coming behind us” to ensure the library system can be sustained regardless of budget fluctuations. Each of the concerns expressed at the November was considered, but the Board must make decisions based on the library as a system, not consider individual performance to set salary. Judge Hazlett stated that this is the Board’s responsibility, and each member took this very serious project to heart. On behalf of the HR Committee, she will request that the Board approve the recommendation presented. The committee did not recommend implementing resulting salary increases retroactively. Judge Hazlett also reminded all present that the Board is doing its best to ensure the library is sustainable moving forward, especially when considering decisions like salary and compensation. She noted that the committee had a very productive meeting and, although not all members agreed, each was civil and together they arrived at an appropriate solution.

Mr. Allman reiterated that as a Board, their job is to set policy for the entire organization. They do not make decisions based on an individual, but must ensure the sustainability of the library system. Implementation of the salary scale was delayed in order to allow for further review. After the November Board meeting, Mr. Allman and Judge Hazlett discussed staff comments at length, and the HR Committee spent multiple hours in robust discussion. The committee determined that they could not make significant changes to the salary scale that were so far out of line with the consultant’s recommendations and the market, as this would be irresponsible for the library. They respected all comments received and the committee focus should, and did, remain focused on the organization as a whole. The HR Committee recommended senior management to re-roll out implementation while also addressing some of the concerns expressed by staff. Mr. Allman also noted that some recommendations may not please everyone, and Judge Hazlett noted that the majority of staff benefit from the revisions.

The Human Resources Committee met in person on December 17, 2019 to discuss post-retirement benefits. The AON Consultants provided an overview of the Harford County Benefits Consortium, Retiree Health: Medicare Retirees Strategy. The Harford County Public Entities (HCPE) Consortium commissioned a study for Group Medicare Advantage with Part D (Group MAPD) benefits and individual market Medicare benefit delivery. This would replace current Medicare retiree health coverage and would only be pursued if potential annual savings exist for Medicare retirees and HCPE Consortium members. The members of the Consortium participating include the Harford County Government, Harford County Public Schools, and Harford County Public Library.

The consultants discussed the current plans comparison to Group MAPD Plan along with plan designed to be requested in the Request for Proposal process. A retiree contribution strategy along with project timeline was also reviewed. The HR Committee hopes to have additional information to share with the Board in May, which should be good news for retirees and offer significant cost savings with increased benefits.

Foundation – Ms. Martin

The Foundation Board did not meet.

Statistics – Ms. Parry

November statistics were submitted for review. In December, physical circulation was at 199,421 and e-products at 39,703 with a total year to date circulation at 1,637,880. Online databases were 25,482, online classes at 9,252, PC sessions at 15,444, and WiFi usage at 19,375. Information reader assistance was 35,709. There were 694 programs with 29,237 attending. There were 95,183 walk-ins and 8,139 drive-thru customers.

Branch Programming – Ms. LaPenotiere

During November, the branches prepared for the holidays. Multiple sites offered dance selections from *The Nutcracker* performed by Ballet Chesapeake and the Susquehanna Youth Ballet's performance of excerpts from *Peter & the Wolf*. Bel Air' Holiday Green Screen Program brought in many excited customers taking photos for their holiday cards. One family appeared in the pajamas! Fallston's "29 Let's Go!" event featured a local veteran, Dr. Bond. He shared the history of the 29th Army division through a video presentation, artifacts, and question and answer session.

Holiday Open Houses began December with a bang. Crafts, refreshments, school choruses and bands, provided wonderful entertainment for all. Cookie Cutter programs using 3D printers were very successful. Havre de Grace's Frozen Fun Fest was a huge hit! Children met with Elsa the snow queen from Frozen and got to snap a photo with her. STEM activities were also available, featuring 3D printing, ice castle construction, creating snowflakes and Osmo Kaleidoscope. Of course, Frozen themed crafts and games were also available.

The holiday season ended with festive Noon Year's Eve celebrations at many branches. Activities included dance parties, crafts, green screen photos and balloon drops.

Teen Highlights – Mr. Oguh

Thirty Bel Air High School students and their education track teacher participated in a 90-minute early morning program during which they talked to a children's librarian about how to plan an effective preschool story time. Kim Truxel modeled "best practices," answered student questions and gave a tour of the department. Capture the Flag, an ethical hacking contest also held at Bel Air for the second year with six teams participate.

During Fallston's December Teen Time, participants ate snacks and played video games. They chose the old-school Wii instead of the newer Wii U. The evening also featured a holiday trivia challenge and an origami craft. Whiteford's Teen Advisory Group helped many excited kids build mini gingerbread houses. The staff couldn't decide who had more fun, the kids or teens!

Mr. Allman congratulated Mr. Oguh on receiving a Charlie Riley Community Service Scholarship Foundation award.

CEO Report – Ms. Hastler

Building Projects

Aberdeen Children’s Area Refresh - The Library is currently in the design phase to refresh the Aberdeen Children’s area. The refresh would include demolition of the floor bulkhead that runs the perimeter of the department, new shelving, furniture, paint and carpet. In addition, a special feature to the entrance of the Children’s Department has been planned. Also planned is an outdoor Story Garden area for holding story times and STREAM activities. A new book drop room is also in the plans. Also under consideration is upgrading the lighting for the space. The team is working on a timeline/sequence of events for work to begin. The details of the story garden fencing are being finalized. A timeline will be prepared when final vendor quotes are received. The LED lighting retrofit project for the interior public areas started December 30 and is estimated to be complete by the end of January.

Abingdon HVAC Replacement Project – The Maryland State Library notified the library that our application for \$120,000 County Library Capital Grant Program for HVAC Replacement was approved for FY 2020. The County provides matching funds for the remaining cost of the project. The library is working with the County to see if the HVAC replacement can take place sooner because of the recurring leaks. The County has reported that the units will be replaced with minimum interruption to the branch being open to the public. It will take place by zone over a period of several weeks and there are five zones in the Abingdon Library. The County held its first meeting with a design vendor during the first week of October. Once the design is complete, the County will advertise the bid with a closing date near the end of January. The bid should be awarded in early March. Installation will soon follow, to be completed by June or July.

Edgewood HCC Classrooms – The Library is working with the college for a refresh in the classroom space. HCC decided not to replace the carpet or ceiling tiles at this time and went forward with painting three classrooms and refreshing technology. The Library installed banners on the exterior lightpoles with motivational words.

Various Small Projects:

Bel Air – Estimates to refresh the large meeting room are pending. The refresh will include window blinds, wallpaper removal and fresh paint, bi-fold doors to the recessed areas, new ceiling tiles and ceiling fans, new LED lighting, and new carpet. On hold pending completion of the Aberdeen project. In addition, the library may be requesting design funds in FY 2021 in anticipation of renovating the building. A meeting has been scheduled in February with the County and Architect to begin preliminary planning for the space use.

Joppa Library - Facilities is soliciting bids for retrofitting the interior lighting to LED for additional energy savings. Bids have been received. Waiting to schedule work after Aberdeen is closer to completion.

Whiteford – County Facilities has ordered a replacement water heater for the one that sprung a leak in the custodial closet.

Administrative offices – Installation of cameras to view snow conditions for the front and rear parking lots is in progress. The cameras will be tested to see if installation should be expanded to the branches. A dumpster was rented so that the facilities storage area could be cleaned out and reorganized. Outdated furniture and miscellaneous items were surplus and properly disposed of.

New management teams at the Havre de Grace and Jarrettsville branches were provided a review of the buildings’ mechanical, life-safety and emergency shut-off valve locations by Facilities & Operations.

Legislative Updates – The Legislative Preview Session was held on December 11, 2019, at the Bel Air Library. The full day session provided an opportunity for the County, HCPS, Sheriff’s Office, Library and others to present their legislative priorities for the 2020 session. The Library CEO discussed the State funded Library Capital Grant program and the intention of public libraries to request an increase from \$5 million to \$7.3 million. The Governor’s Budget was released this week and it included this requested increase of \$7.3 million. In addition,

the CEO discussed pending legislation prohibiting public libraries from charging overdue fines and provided an update on the eBook embargo with publishers.

Retiree Medicare – The Library participates in the Harford County Benefits Consortium along with the County Government, HCPS, HCC, and Sheriff's Office. The Consortium is exploring moving to a Group Medicare Advantage with Part D (Group MAPD) benefits for eligible retirees. AON Health Solutions is the consultant working with the Consortium and preparing a RFP (request for proposal). The consultants have been meeting with the HCPS School Board, County officials, and the Library Board HR Committee. The goal is for both a cost savings for retirees and sustainability for the Consortium entities.

457 Plan – Harford County Government and the Harford County Public Library participate as a group plan with Lincoln Financial. We have been with Lincoln for many years and under County procurement procedures it is time to reassess. We are in the RFP process and have completed a round of initial interviews with potential vendors.

Comp & Class Update – The Board HR Committee met in December and discussed the proposed salary scale. As recommended by the Board HR Committee, Senior Staff held a series of 16 meetings over the course of seven days providing small group compensation review sessions with all employee groups. Each session focused on a specific pay grade and the positions in those pay grades and covered FAQs, salary scale and new job description. The intent of the small focused group meetings was to provide information and an opportunity to address questions and concerns so that all employees gain a good understanding of the comp and class project along with having a strong understanding. Smaller 1:1 meetings will be scheduled for employees who were unable to attend one of the sessions and meetings with the Circulation Assistants (Pages) will be held next week. Below are the following outcomes of the meetings:

- 1) How the market pricing process works and how positions are assigned to grades;
- 2) The reasons for your position being classified as exempt or non-exempt;
- 3) The reason for your pay type being classified as salary or hourly;
- 4) The steps that are being taken by HCPL to address the compression issues that exist within the organization;
- 5) The changes that have been made to your specific pay grade;
- 6) The process to have your position evaluated if you believe that it has been incorrectly placed within the salary structure.

The documents pertinent to the comp and class study have been made available to all employees on Passport, the library intranet, immediately following the last meeting. This was also a recommendation of the Board HR Committee to ensure that everyone has the opportunity to hear consistent information to help reduce misinformation being shared. A list of the documents posted are below:

- 1) Revised HCPL Salary Structure – *subject to final Board approval*;
- 2) Revised position descriptions;
- 3) Request for Reclassification Review Form;
- 4) Recordings of the compensation sessions (Morning and Afternoon) conducted with CBIZ;
- 5) The Compensation & Classification Frequently Asked Questions (FAQs).

All staff have been made aware that salary increases as a result of the new salary scale will not be retroactive. Once approved by the Board, new compensation and classification letters will be generated for all employees following an update of the Paycom system reflecting the new information. The updates will be effective February 9, 2020, and pay changes will appear on the March 6, 2020 paychecks.

In addition, the next phase of the comp and class study is to begin addressing the pay compression issue. Senior Staff is working on estimating the cost to address the compression and the proposed Budget for FY 2021 will be modified to include this number pending Board approval. The County has been apprised that the budget will reflect this additional request. We have also asked the Library Staff to attend or participate virtually in the upcoming January 23rd Virtual Town Hall hosted by the County Executive and thank the county for their past support and to support the requested funds to address the compression issue.

Board Orientation – Newly appointed Trustee, Carol Wright, participated in Board orientation on Friday, January 10, 2020, at the Riverside location. The orientation included a tour of the facility and brief meetings with department heads.

Meetings & Presentations – December 2019

- 12/1 MAPLA Legislative Conference Call
- 12/1 Holiday Open House: Darlington Library
- 12/1 Holiday Open House: Whiteford Library
- 12/3 Holiday Open House: Jarrettsville Library
- 12/3 Town of Bel Air Open House
- 12/3 HLA Holly Jolly Mixer
- 12/4 Holiday Open House: Fallston Library
- 12/4-6 MACo Winter Conference
- 12/5 Holiday Open House: Norrisville Library
- 12/5 Jordan Lally Choose Civility Concert & Workshop for Teens
- 12/7 HCPL Foundation Holiday Tea with Santa & Friends
- 12/9 HCEF Board Development Meeting
- 12/9 Holiday Open House: Bel Air Library
- 12/10 Holiday Open House: Havre de Grace Library
- 12/10 Substitute at Aberdeen Library
- 12/11 Harford County Delegation Pre-Session Legislative Meeting
- 12/11 GBCF Holiday Annual Meeting
- 12/12 Chamber Executive Committee Meeting
- 12/13 Maryland Humanities Board Meeting
- 12/13 Maryland Humanities Racial Equity Workshop
- 12/16 Harford County MAPD Meeting
- 12/17 GBCF Holiday Annual Meeting
- 12/18 Holiday Tour of HCPL Branches
- 12/19 457 Bid Process
- 12/31 Noon New Year’s Eve – Bel Air & Abingdon Libraries

Marketing

General

- 256 projects completed by department.
- The HCPL social media audience & interaction continues to grow.
 - HCPL Main Facebook – 6,585 followers
 - Branch Facebook combined – 11,985 followers
 - HCPL Main Instagram – 506 followers
 - Branch Instagram combined – 2,599 followers
 - HCPL Main Twitter – 1,734 followers

Outreach & Events

- HCPL again partnered with Harford County Government to support their annual No-Shave November Campaign by collecting socks, mittens, hats, and gloves to benefit local veterans and those experiencing homelessness in Harford County. Donations were accepted at each branch and at Riverside through November 30.
- HCPL continued its annual involvement with The Empty Stocking Fund. Donations were accepted at each branch and at Riverside from November 1 through December 2.
- Branches participated in six community outreach events. Promotional items, along with resources/program information and Choose Civility Harford County items were distributed.

Press Releases Distributed

- November 7... “Holiday Tea with Santa and Friends”

Board Meeting Minutes – January 16, 2020

- November 13... “HCPL Foundation Raises More Than \$100,000 at 15th Annual Gala”
- November 15... “HCPL Presents Roenna Fahrney Awards & Staff Service Anniversaries”
- November 19... “HCPL Receives Statue in Memory of Joyce Bonsell”
- November 21... “Jordan Lally and Big Infinite Concert at Abingdon Library”
- November 27... “Carol Wright Appointed to HCPL Board of Trustees”
- December 9... “Winter Reading 2020: We Love to Read a Latte”
- December 16... “Noon Year’s Eve”

Recent Articles and Mentions Received

- “One Maryland One Book Author Visit” – *The Bargaineer* (online), *The Baltimore Sun: WKND*, *The Aegis*; *The Bargaineer*, *The Aegis* (online) – November 1
- “Author Bruce Mowday Visit” – *The Bargaineer*, *The Aegis* – November 1 – *Aberdeen*, *Bel Air*, *Fallston & Havre de Grace Patch*, *Harford County Living* – November 4 – *The Aegis* – November 6, 8, 13, 15 – *The Baltimore Sun: WKND* – November 15 – *The Aegis* – November 20
- “Holiday Tea with Santa” – *Harford County Living* – November 8 – *Bel Air News & Views* – November 11 – *Aberdeen*, *Bel Air*, *Fallston & Havre de Grace Patch* – November 14 – *APG News* – November 14, 21, 28, December 5 – *The Bargaineer* – November 15, December 6 – *The Aegis* – November 20, 21, 22, 27, 29, December 4, 6, 11
- “Summer Reading Challenge Completions” – *The Aegis* – November 13
- “15th Annual HCPL Foundation Gala” – *Aberdeen*, *Bel Air*, *Fallston & Havre de Grace Patch*, *Bel Air News & Views*, *I95 Business* (online), *I95 Business Enewsletter* – November 13 – *Harford County Living* – November 14 – *The Bargaineer* – November 15 – *The Baltimore Sun* – November 24 – *The Aegis* – November 27 – *The Daily Record* – December 26 – *Baltimore Magazine* – January 2020
- “2019 HCPL Roenna Fahrney Awards & Staff Service Anniversaries” – *Aberdeen*, *Bel Air*, *Fallston & Havre de Grace Patch*, *I95 Business* (online) – November 15 – *Harford County Living* – November 18 – *Bel Air News & Views* – November 19 – *The Bargaineer* – November 22 – *The Aegis* – December 11
- “Bonsell Family Donates Statue” – *Aberdeen*, *Bel Air*, *Fallston & Havre de Grace Patch*, *I95 Business* (online), *Bel Air News & Views* – November 19 – *Harford County Living* – November 20 – *The Bargaineer* – November 29 – *The Aegis* – December 13
- “Jordan Lally and Big Infinite Concert” – *Aberdeen*, *Bel Air*, *Fallston & Havre de Grace Patch* – November 21 – *Harford County Living* – November 22 – *Bel Air News & Views* – November 26 – *APG News* – November 28 – *The Bargaineer*, *The Aegis* – November 29
- “Holiday Fun at the Library” – *The Bargaineer* – November 22
- “Carol Wright Appointed to HCPL Board of Trustees” – *The Daily Record* (online), *Bel Air News & Views*, *Aberdeen*, *Bel Air*, *Fallston & Havre de Grace Patch*, *I95 Business* (online) – November 27 – *Harford County Living* – November 29 – *The Daily Record* – December 3 – *The Bargaineer* – December 6 – *The Aegis* – December 13
- “Whiteford Library Open House” – *The Star* – November 28
- “Winter Reading 2020: We Love to Read a Latte” – *Aberdeen*, *Bel Air*, *Fallston & Havre de Grace Patch* – December 9 – *Harford County Living*, *Bel Air News & Views* – December 11 – *APG News* – December 12, 19 – *The Bargaineer* – December 13 – *The Aegis*, *The Record* – December 20
- “Noon Year’s Eve” – *Aberdeen*, *Bel Air*, *Fallston & Havre de Grace Patch* – December 16 – *Bel Air News & Views* – December 17 – *Harford County Living* – December 19 – *The Bargaineer* – December 20, 27 – *The Aegis* – December 25 – *The Record*, *The Bargaineer* – December 27
- “Accuplacer Testing Offered at Edgewood Library” – *The Bargaineer* – December 20

Advertising

Radio

- Harford’s Edge on WAMD 970 AM – Show airs from 9-10 am on Fridays and is repeated on Saturday. The Library is the program sponsor and recent guests included:
 - 11/1...Author Bruce Mowday – “Stealing Wyeth”
 - 11/8...repeat of 10/25 show
 - 11/15...Joanne Healey and Julie Ruhnke – Lock House Museum & Candlelight Tour
 - 11/22...Sandy Guzewich – Chesapeake Cancer Alliance Festival of Trees

- 11/29...repeat of 11/22 show
- 12/6...Chris Pineda – Bel Air Downtown Alliance
- 12/13...Ron Kornrumpf and Sarah Klein – The Klein Family Crisis Center
- 12/20...Terri Kearney – Susquehanna Workforce Center
- 12/27...repeat of 12/13 show

Foundation

The next meeting of the HCPL Foundation Board of Directors will be January 28, 2020.

Annual Giving and Giving Tuesday

The Foundation participated in Giving Tuesday, which is the Tuesday after Thanksgiving, raising more than \$2,311.00. This is the fourth consecutive year we have promoted this international day of charitable giving. Simultaneously, our Annual Giving Campaign was received by our more than 1200 donors. This year we featured a collage of photographs from our 2019 Summer Reading Challenge kick off at the Bel Air Branch and offered a “Recurring Gift” donation option. Our Annual Giving Campaign has raised \$9,915.00 to date.

Holiday Tea

The Foundation hosted a Holiday Tea with Santa (and the Mrs) and Friends on Saturday, December 7 at the Abingdon Library. Families enjoyed ice skating on an indoor synthetic ice rink, a virtual trip to the North Pole, light refreshments provided by Klein’s Shoprite and Coffee, photographs with Mr. and Mrs. Claus and Chesapeake Therapeutic Riding’s Buttons, a seasonal craft, and musical entertainment by Patterson Mill High School orchestra students. The event was featured in the December 11 edition of The Aegis.

Winter Reading

Winter Reading began on December 21st, the first day of Winter. The Foundation is proud to support the Library initiative again and are thrilled to welcome both new and previous sponsors back to the 2019/20 program. They are Klein’s Shoprite, Gold Medal Physical Therapy, and Shaffer, McLaughlin and Stover LLC. This year the Foundation supported the purchase of the completion mugs and the special programming jute tote.

16th Annual HCPL Gala

Next year’s Gala, *South Beach: An Evening in the Stacks* will be hosted on Saturday, November 7, 2020 at the Abingdon Library. The Auction and Sponsorship committees will begin to meet in January and the planning committee will begin to meet in March.

DRAFT Statement of Financial Position as of November 30, 2019

Assets:	
.....	
Checking/Savings	\$ 618,964.92
Accounts Receivable	19,500.00
Total Current Assets:	\$ <u>638,464.92</u>
Liabilities & Equity:	
.....	
Accounts Payable	\$ 1,350.00
Other Liabilities	<u>3,808.80</u>
Total Current Liabilities:	<u>5,158.80</u>
Equity:	
.....	
Temporarily Restricted Net Assets	242,543.19
Board Designated Net Assets	2,258.99
Unrestricted Net Assets	330,072.46
Net Income	<u>58,431.48</u>
Total Equity:	<u>633,306.12</u>

PROMOTIONS:

Terri Shields, Library Assistant I – Circulation, Bel Air Branch, 19 hours per week has been promoted to the position of Library Assistant II – Circulation, Bel Air Branch, 37.5 hours per week. Effective Date: January 12, 2020.

OTHER CHANGES:

None

RETIREMENTS:

Robert Hoff, Library Assistant II, Bel Air Branch 37.5 hours per week, effective date 1/1/2020.

RESIGNATIONS/TERMINATIONS:

Rachel Lamantia, Assistant Branch Manager, Joppa Branch, 37.5 hours per week. Effective Date: 12/31/2019.

DISCIPLINARY ACTIONS:

None

LEAVE OF ABSENCE REQUESTS:

An employee has requested FMLA for a family member from November 13, 2019 to December 31, 2019.

An employee has requested FMLA to care for a family member from December 15, 2019 to December 14, 2020.

An employee has requested FMLA for the care of a family member from October 11, 2019 to October 10, 2020.

OPEN POSITIONS:

- **Assistant Branch Manager II – Adult Services**, Abingdon Branch, 37.5 hours per week. Posted internally/externally. Closing Date: September 29, 2019. Scheduling phone interviews.
- **Assistant Branch Manager II – Adult Services**, Bel Air Branch, 37.5 hours per week. Posted internally/externally. Closing Date: September 29, 2019. Scheduling phone interviews.
- **Assistant Branch Manager**, Edgewood Branch, 37.5 hours per week. Posted internally/externally. Closing Date: September 29, 2019. Scheduling phone interviews.
- **Assistant Branch Manager**, Joppa Branch, 37.5 hours per week. To be posted.
- **F&O Assistant**, Abingdon Branch, 28 hours per week. Posted internally/externally. Closing Date: September 12, 2019. Note – this position was originally 19 hours per week, Senior Staff approved to add 9 hours due to F&O staffing needs. To be reposted.
- **F&O Assistant**, Administrative Offices, 28 hours per week. Posted internally/externally. Closing Date: September 12, 2019. Note – this position was originally 19 hours per week, Senior Staff approved to add 9 hours due to F&O staffing needs. To be reposted.
- **F&O Assistant**, Bel Air Branch, 37.5 hours per week. Posted internally/externally. Closing Date: September 12, 2019. To be reposted.
- **Human Resources Generalist**, Human Resources Department, Administrative Office, 37.5 hours per week. Posted internally/externally. Closing Date: September 29, 2019. Conducted phone interviews.
- **Library Associate I/II – Adult Services**, Havre de Grace Branch, 37.5 hours per week. Posted internally/externally. Closing Date: November 12, 2019.
- **Library Associate I/II – Adult Services**, Whiteford Branch, 37.5 hours per week. Posted internally/externally. Closing Date: November 12, 2019.
- **Library Associate I/II – Children’s Services**, Edgewood Branch, 37.5 hours per week. Assessing position.
- **Library Associate I/II – Children’s Services**, Havre de Grace Branch, 37.5 hours per week. Assessing position.

- **Library Associate I/II – Teen Services**, Jarrettsville Branch, 37.5 hours per week. Posted internally/externally. Note – this position was previously designated as a Librarian, Senior Staff approved to change to Library Associate to expand applicant pool. Scheduling interviews.
- **Library Associate I/II – Adult Services**, Bel Air Branch, 37.5 hours per week.
- **Library Associate I/II**, Aberdeen Branch, 20 hours per week. Posted internally/externally. Closing Date: November 15, 2019.
- **Library Associate I/II**, Abingdon Branch, 15 hours per week.
- **Library Associate I/II**, Edgewood Branch, 15 hours per week.
- **Library Associate I/II**, Havre de Grace, 15 hours per week (2 Positions). Posted internally/externally. Closing Date: November 15, 2019.
- **Library Associate I/II**, Joppa Branch, 15 hours per week. Posted internally/externally. Closing Date: November 15, 2019.
- **Library Assistant II – Circulation**, Havre de Grace Branch, 37.5 hours per week. Posted internally/externally. Closing Date: September 29, 2019. Reviewing applications.
- **Library Assistant II – Circulation**, Norrisville Branch, 37.5 hours per week. Posted internally/externally. Closing Date: September 29, 2019. Reviewing applications.
- **Library Assistant II – Circulation**, Whiteford Branch, 20 hours per week. Posted internally/externally. Closing Date: November 15, 2019.
- **Library Assistant I – Circulation**, Abingdon Branch, 15 hours per week. Posted internally/externally. Closing Date: November 22, 2019.
- **Library Assistant I – Circulation**, Fallston Branch, 15 hours per week (2 Positions). Posted internally/externally. Closing Date: November 22, 2019.
- **Library Assistant I – Circulation**, Bel Air Branch, 15 hours per week. Posted internally/externally. Closing Date: November 15, 2019.
- **Library Assistant I – Circulation**, Bel Air Branch, 19 hours per week.
- **Library Assistant I – Circulation**, Joppa Branch, 15 hours per week. Posted internally/externally. Closing Date: November 15, 2019.
- **Library Assistant I – Circulation**, Whiteford Branch, 15 hours per week. Posted internally/externally. Closing Date: November 22, 2019.
- **Purchasing Manager**, Administrative Office, 37.5 hours per week. Posted internally/externally. Closing Date: November 15, 2019. Reviewed applications.
- **Library Associate II – Materials**, Materials Management Department, Administrative Office, 37.5 hours per week. Assessing position.
- **Library Assistant II – Technical Services**, Technical Services Department, Administrative Office, 30 hours per week. Assessing position.
- **Page II**, Bel Air Branch, 18 hours per week. Assessing position.
- **Receiving & Processing Manager**, Administrative Office, 37.5 hours per week. Assessing position.
- **Children & Teen Services Coordinator**, Administrative Office, 37.5 hours per week. Assessing position.
- **Administrative Assistant I**, Administrative Office, 37.5 hours per week. Assessing position.
- **Programming Specialist**, Administrative Office, and 37.5 hours per week. Assessing position.
- **Administration position**, 37.5 hours per week, (previously Manager I - CSC Department). Assessing position.
- **Computer Network Technician**, CSC Department, Administrative Office, 37.5 hours per week. Assessing Position.
- **Specialist III – Web Services**, Administrative Office, 37.5 hours per week. Assessing position.

MOTION: Motion by Judge Hazlett, seconded by Mr. Vido and carried by unanimous vote to approve the personnel changes for January 2020 as presented.

OLD BUSINESS

None

NEW BUSINESS

Mr. Ross noted the proposed Salary Scale included in the Board packet, revised on January 3, 2020. Judge Hazlett thanked the HR Committee for providing a fair salary scale, and thanked Mr. Ross for his hard work on this project. Mr. Allman noted that the HR Committee had asked Mr. Ross to provide a substantial amount of additional information and proposed revisions to consider. Mr. Allman also noted that the Board's role is to set policy and take care of the organization as a whole.

MOTION: Motion by Judge Hazlett, seconded by Mr. Vido and carried by unanimous vote to approve the Salary Scale dated January 3, 2020 as presented.

BUSINESS FROM THE CHAIRPERSON

None

BUSINESS FROM BOARD MEMBERS

Ms. Hastler noted two outstanding announcements in the Board packet. Harford County Public Library was again designated a 4-star library by *Library Journal*, based on statistics, programming, etc. HCPL is one of three libraries in the state who have consistently received this designation. And, the library was featured in *American Libraries* magazine for its Longest Table Choose Civility program. It was an honor for HCPL to be featured in this publication.

COMMENTS FROM THE PUBLIC

There were 7 members of the public that requested time to address the Board including current HCPL staff members and a community member. The speakers expressed their thoughts about the recent Compensation & Classification study, salary scale and implementation.

Ms. Leslie Greenly Smith, current staff member, thanked the Board for all the work they do in service to HCPL as well as the effort and time spent on the recent study. Ms. Greenly Smith noted that the Board's willingness to address the concerns of all staff is "proof of your dedication to staff and customers."

Ms. Michele Louderback, current staff member, stated that she wanted to be sure she hadn't provided misinformation when she spoke at the November Board meeting. She expressed her opinion that morale was low as a result of the position vacancy within the HR department, the lack of training and the lack of wellness programs. Ms. Louderback stated that at a recent staff meeting she was identified as sharing misinformation about the compensation and classification study. She also stated that she welcomed any questions from the Board to provide clarification. She thanked the Board for the time spent evaluating and reevaluating the results of the study, and asked the Board to spend the same amount of time on morale, believing it to be difficult to move on when morale hadn't been addressed. She further noted that morale issues had been present within the organization before the compensation and classification study. Ms. Louderback stated she would like a more flexible work environment and would like to be given the responsibility to make decisions regarding her job duties. She suggested the Board should do their due diligence and conduct an anonymous survey of staff to determine whether there is a morale issue. Ms. Louderback also suggested the Board should include a current library staff member on the Board to provide input when difficult decisions need to be made.

Mr. Spencer Elmore, community member, expressed his opinion on the recent renovation at Abingdon. He shared his disappointment with the renovation regarding layout, accessibility, and aesthetic, noting that there wasn't enough privacy around the computers, chairs were difficult to get out of, and there was too much open

space. He stated that staff had difficulty locating materials in the newly reopened space. Mr. Elmore also stated that staff “are undoubtedly the best I’ve ever worked with, knowledgeable, and professional.”

Ms. Jenny Dombeck, current staff member, thanked the Board for all their hard work and encouraged them to continue to support the library. She stated that the Board makes the Foundation’s job easier by supporting all that they do. She also stated that library staff are great supports when Foundation events are hosted at the library and transform the branch into a unique space. Ms. Dombeck thanked the Board for taking additional time to review the compensation and classification study. She stated that change can be difficult, but is necessary to move forward and be a successful organization.

Ms. Colleen Martin, current staff member, shared her opinion on morale. She stated “the culture of fear is real” and that some staff are scared to attend Board meetings, that they are afraid of retaliation and retribution. She stated that she would rather “walk away because of the unpleasant atmosphere we’ve been forced to endure for years.” She noted there were 18 position vacancies in 2016 and “twice that number now, in career positions that people had stayed in for decades.” As an example, she noted a recent employee that resigned to accept an opportunity elsewhere since there was not a similar position being filled at HCPL. Ms. Martin asked why an employee would stay in such a “toxic environment?” Ms. Martin also asked the Board why they hadn’t provided a place where staff could speak in confidence since the Board had been urged to reach out to staff by some in attendance at the November Board meeting.

Ms. Shannon McElroy, current staff member, stated she agreed with the comments made by Ms. Louderback and Ms. Martin. She expressed her belief that morale had been declining and there was a sense of retribution if staff spoke. Ms. McElroy also requested an apology from the Board for “the message sent at Staff Day,” stating that employees were taken to task for the actions of a single employee and didn’t deserve to be chastised by the Board.

Ms. Megan Baker, current staff member, shared her thoughts on the recent small group meetings conducted by Senior Staff. The intention of those meetings was to ensure all staff received the same information regarding the compensation and classification study and process for implementation. Staff were also provided folders with frequently asked questions, their revised job description, and their individual salary grade ranges. Ms. Baker shared her opinion that receiving those documents when arriving for the meeting made it difficult to have an informed conversation. She also noted that her small group included 5 staff members sitting across from 5 Senior Staff members, although the room was still setup with 40 chairs from an earlier meeting. Ms. Baker stated that during her meeting, staff were told several positions in the organization had been overvalued by previous administrations, and Ms. Baker said she took “great offense to that.” She further noted that she had always gone “above and beyond for this organization” but is hesitant to do so in the future since she believes it “doesn’t amount to anything in this organization.” Ms. Baker also stated that after speaking at the November Board meeting, she felt she had faced consequences from colleagues for speaking up and that others accused her of saying things she hadn’t said, making for a difficult holiday season. Ms. Baker stated it was poor planning to implement the new salary scale ten days before the holiday. She said she didn’t understand why her position was demoted and that going through the reclassification process was not worth it since she didn’t foresee staying with the organization. Ms. Baker also stated that the Board would soon be dealing with more than the current 40 vacancies since the vacancy that occurred after the November meeting “is just the beginning.”

Ms. Andrea Pentz, current staff member, thanked the Board for taking time to review the impact of the compensation and classification study on custodial staff. She stated that she appreciated that their salary grade was raised but sad that their name wasn’t changed back to their previous title and that the Board didn’t review the maintenance technician position or her own position. Ms. Pentz stated that her position was used as an example of how the reclassification process worked, which she disagreed with since the reclassification process took two years to complete, and changes to her position had been made since then. She stated that she was “doing half of my supervisor’s tasks because he can’t handle them all” and that she had been demoted while doing the same tasks while he was paid a higher salary. She stated that the maintenance technician fills in for their supervisor as well. Ms. Pentz shared that the Facilities & Operations department has had several vacancies over the past year that have been filled by temporary staff rather than by hiring permanent staff. She stated that

morale was low and that upper management needed to choose their words wisely since unhappy staff would leave. Ms. Pentz also claimed that she was told if she didn't love her job anymore she should leave, and that she was starting to look for a job outside of the library.

Ms. Angie Ratajczak, current staff member, shared that she felt it was "fate" that she saw the following quote from Richard Branson on Facebook during the meeting, "Train people well enough so they can leave, treat them well enough, so they don't want to." She stated that "summed it up" for her.

Mr. Allman stated that on behalf of the Board, they do appreciate all the comments shared this evening. He noted that although everyone had spent a lot of time and effort on the compensation and classification study, there were still other concerns to be addressed. Mr. Allman also stated that the Board discusses vacancies as part of the HR Report.

Mr. Allman requested a change to the agenda to include a closed Executive Session of the Board to discuss a personnel matter.

ADJOURNMENT OF PUBLIC MEETING

Mr. Allman requested the Board retire to an Executive Session to review a personnel matter.

Mr. Allman cited the provision in the Maryland Open Meetings Act allowing for closed sessions:

Maryland Open Meetings Act § 3-305

(b) In general – Subject to subsection (d) of this section, a public body may meet in closed session or adjourn an open session to a closed session only to:

(1) discuss:

(i) the appointment, employment, assignment, promotion, discipline, demotion, compensation, removal, resignation, or performance evaluation of an appointee, employee, or official over whom it has jurisdiction; or

(ii) any other personnel matter that affects one or more specific individuals;

MOTION: Motion by Judge Hazlett, seconded by Mr. Avery and approved by unanimous vote to approve the closing of the Public Meeting and go into a closed session.

There being no further comments or questions, the public meeting adjourned at 7:57 PM.