Speaker: Andy Spera, Head of Facilities Services (3 years in current position), Baltimore County PL

Background = Construction Management and Law; Electrician and Carpenter Apprenticeship

Baltimore County Government, Construction Management (13 years) and County Budget Office (8 years)

Facilities Services

- 16 Full Time staff (including maintenance crew, purchasing agent and assistant)
- Andy’s crew is responsible for performing all repairs
- Oversee time and material contracts for ongoing projects (last 3 years = 15-18 major projects)
- Facilities = managed centrally. East/West maintenance crews. Maintenance requests are filed electronically by branches, Andy prints and assigns work orders to a team who visit the branch to address problem.
- Emergencies that can’t wait until morning? Call maintenance team leaders.
- Janitorial is contracted at BCPL. 3-6 hours per day per branch.
- Side notes and tips:
  o Recommends uniform furniture/shelving across system, if possible
  o The County has its own architectural consultants; they can be used on library remodels that go through county, making the process easier.
  o Andy’s expects...branch staff **should know** the location of sprinkler main shut off, location of fire panel (trouble alarm shut off), location of video detection system/security cameras (if any), location of main water shut off, be familiar with the building alarm system, the emergency call list. Branch Manager, Branch Assistant Manager and Circ Managers should be able to use the eTicketing system for submitting work orders. Staff **should not** call contractors directly.
Speaker: Scott Reinhart, Assistant Director for Facilities, Carroll County PL

- Scott has oversight of facilities, delivery, IT and Technical Services
- Carroll County PL is an independent agency, not a department of the county; however, branches are county buildings.
  - Library maintenance staff handle cleaning and basic maintenance at branches
  - The County’s Facilities department handles major work (electrical, plumbing, etc)
- Capital grants = average 1 per year
  - 50% state monies; 50% local match (recent examples...Westminster branch = $2.5 million; Eldersburg Remodel = $500k; North Carroll branch = pending)
- Side notes and tips:
  - Uniform carpet squares systemwide to make replacement easy
  - Scott’s expectations...branch staff could be expected to plunge toilets, shovel sidewalks and spread salt (if County Facilities Dept has not made it to their branch yet). They should also be able to differentiate -- with training -- which facilities problems should be reported to library maintenance staff and which should be reported to the HQ Administrative Assistant who files a work order with County Facilities Department.

3 takeaways (AKA what we learned):

- The maintenance responsibilities of frontline staff vary by system. There seem to be no statewide universals. (Scott wanted his folks to be able to plunge a toilet; Andy didn’t want them to handle this, their responsibility was simply to report the problem)

- It is imperative that library systems make expectations clear for every level of staff -- for facilities/maintenance staff, for branch managers and department heads, for front line staff.

- These expectations should be an essential part of staff’s initial and ongoing training.

[NOTE: Both presenters indicated that they would be willing to speak at a future LMD meeting. We will try to plan another Facilities forum later in the year.]