Library Management Division Meeting  
June 16, 2011, 12:30-2pm at the Arbutus Branch of the Baltimore County Public Library

Present: James Kelly (incoming president), Patty Sundberg (incoming vice president), Morgan Miller (incoming secretary), Janet Vogel, Sydney McCoy, Matt Aaron, Margarete Dawson, Theresa Murphy, Kimberly Evans, Erika Cooper, Lou Sica, Debra Mattingly, Andy Spera, Scott Reinhart

Business Meeting

The following LMD meeting dates, locations, and proposed topics were set for FY12:

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 25</td>
<td>Cecil County PL-Perryville</td>
<td>Risk Taking</td>
</tr>
<tr>
<td>Oct 27</td>
<td>(Washington or Frederick-TBD)</td>
<td>Conflict Resolution/Communication style (3 hour standalone program)</td>
</tr>
<tr>
<td>Dec 29</td>
<td>Anne Arundel: West County</td>
<td>Networking/Meet and Greet</td>
</tr>
<tr>
<td>Feb 23</td>
<td>Harford County PL: Bel Air</td>
<td>TBD</td>
</tr>
<tr>
<td>March ?</td>
<td>TBD</td>
<td>Team Building/Workplace culture (3 hour standalone program)</td>
</tr>
<tr>
<td>Apr 26</td>
<td>(Washington or Frederick-TBD)</td>
<td>TBD</td>
</tr>
<tr>
<td>June 28</td>
<td>PG: Surratts-Clinton</td>
<td>TBD</td>
</tr>
</tbody>
</table>

2012 Conference Programs:

This year’s conference may have “tracks,” including a management track. The following programs were proposed: Pre-conference on change management and a conference workshop on budgeting (panel discussion). Patty is communicating with her professor about a program on the inner workings of leadership.

Other Business:
LMD is now on Facebook! Check out our page at [http://www.facebook.com/LMDmla](http://www.facebook.com/LMDmla)

This year’s LMD steering committee: James Kelly, Patty Sundberg, Carrie Willson Plymise, Debra Mattingly, Morgan Miller, Robert Maranto, Erika Cooper, Janet Vogel, Sydney McCoy, Elizabeth Hulett

Discussion: Facilities Management for Librarians

*With Scott Reinhart, Assistant Director for Operations at Carroll County Public Library and Andy Spera, Head of Facilities Services at Baltimore County Public Library*

Each system has a different system for facilities management. BCPL has a maintenance staff of 12 and responds to 250 requests each month for its 17 branches and administration building. To make a maintenance request, staff submit a ticket via email through a centralized system, helping to eliminate unnecessary calls to contractors. Frontline staff are expected to call maintenance directly in emergency situations and submit work orders in non-emergency situations. They are expected to know how to silence alarms and shut down the water main supply in order to minimize damage.
Carroll County has a maintenance staff and also works with the county to perform some maintenance operations, such as snow removal. Maintenance staff usually clean and attend to maintenance requests in the early morning (6am-11am/7am-2:30pm). Both Baltimore and Carroll Counties contract out carpet cleaning services and those in other service areas.

Suggestions for making maintenance staff feel like part of the team, including those employed by the library system and those employed by the county, are to hold an annual thank you breakfast (Carroll County does this annually) and invite all county maintenance staff, managers, and the director to say thank-you. Thank you goes a long way for all maintenance staff and including them in branch parties/events also makes them feel like part of the team.

Procedurals and Expectations:

• Know how to handle food/drink spills when maintenance staff are not in the building. The design of some carpet systems make them easily replaceable, but you should also know basic stain treatment methods. Some systems keep scotch guard and a Rug Doctor on hand.
• Power Outages: Most systems maintain service during a power outage until it is no longer safe for patrons and staff to do so, i.e. when it becomes dark and emergency lighting is lost. One system suggested using a laptop with a power back-up and access to the ILS to do checkouts instead of the old pen and paper method.
• Toilets: Plunge; if that doesn’t work, call maintenance and close the stall/restroom.
• Facilities management expectations for frontline staff vary by system, so be sure to communicate with facilities staff in your system. Some basic expectations for frontline staff:
  o Know how to shut off sprinklers
  o Operate fire panel
  o Security System
  o Main Water Shut-Off
  o Maintain an emergency call list with the names of vendors and service providers.

Capital Grants

Both Baltimore and Carroll counties have been successful in obtaining capital grants for facilities projects. Carroll County is entering its fifth year of receiving at least one grant. The 50/50 match with the county is a good incentive and selling point. These grants have allowed them to purchase new furniture, shelving, and improve the children’s layout in some branches, in addition to building a park in front of the Westminster branch, improving the interior and parking lot of the Eldersburg branch, and expanding the Taneytown branch by 5000 square feet.

In Baltimore County, Andy supplies the technical details to the public relations manager and director to write the grants. The county has been very supportive and sets aside $1.59 million every two years to use as a match for the grants. This has allowed them to make improvements to the Perry Hall, Cockeysville, Randallstown, and Sellers Point branches, among others.

Managing a Renovation Project

Lou Sica of Baltimore County offered advice from his recent renovation project at the Cockeysville branch of BCPL, when all staff and operations were moved to the library’s meeting room for 10 months during a renovation. All hands were involved in the process and subgroups were formed to work on
layout, organization, etc. It was very important to keep patrons and especially staff informed of the process/progress and to make them feel engaged. He posted pictures of the progress for staff and patrons throughout the renovation. While some patrons complained, most kept coming.

Other suggestions were to make sure you’ve spent enough time planning and to pull everyone in for input on activities and the anticipated duration of each step of the process—don’t just push the schedule. Keep in mind ADA.

Thanks to Scott and Andy for their time and expertise!

Next Meeting: Thursday, August 25th at the Perryville Branch of the Cecil County Public Library. Business Meeting begins as 12:30pm with a discussion/program on risk-taking for managers to begin at 1pm.