



Minutes of the Volusia County Library Advisory Board Meeting

Friday, January 20, 2023

Deland Regional Library

103 E. Howry Ave.

Deland, FL 32724

(386)-822-6430

And

Virtual GoTo Meeting

Attending Members:

- Louise Caccamise, District 1
- Rev. Donald Needham, District 3
- Patsy Franklin, District 4
- Christy Jefferson, District 5
- Thomas Hart, At Large
- Debra Grabowski, At Large

Non-Attending Members:

- Marjorie Johnson, District 2

Staff:

- Lucinda Colee, Library Director
- Sharon Whitt, Recorder

CALL TO ORDER:

Thomas called meeting to order at 10:00am

MINUTES OF THE PREVIOUS MEETING:

- Christy moved motion to approve minutes
- Debra seconded.
- All in favor

DIRECTOR'S REPORT:

Appointments – Application Process (See Handouts):

Lucinda provided to members a copy of the application process from the website for Volusia County Advisory boards. This process for year 2023 is an online application.

There's no deadline to apply, however, appointments will start in February so it was suggested of members to submit applications by the end of January or first week of February.

All appointments end on March 31st and board members will need to be reappointed.

Dickerson Library Update:

-The portable is not open yet because the library is waiting on equipment to complete data line connections. It will open once connectivity for computer and telephone access is available.

-A small collection of children and adult materials, office space, public service desk, and rest rooms are already set up.

-The library will have to go out to bid for the restoration of the Dickerson Library building that was damaged during hurricane Nicole.

Volusia Reads Together – Booklet/Books (See handout):

Lucinda provided to members a copy of the Project Hail Mary book by Andy Weir and a library events and activities program booklet.

March 4th is the kickoff date for Volusia Reads events.

Karen Poulsen has written an original play called Moonsuit. The play was inspired by the events of the dedicated seamstresses who went from making Playtex undergarments to working with engineers to construct spacesuits for the first ever walk on the moon.

The play will take stage at the Port Orange Regional Library and the Little Theatre of New Smyrna Beach. The play is free and open to the public. All ages are welcome with general seating, and no required reservations.

Next year will be the last year of Karen Poulson's plays as she anticipates retiring.

County Council Meeting Dates/Times (See handout):

Lucinda provided to members a copy of the County Council calendar for 2023. Some changes to the calendar includes:

February 7, 2023 meeting starts at 10:00am.

February 21, 2023 meeting starts at 4:00pm.

April 4, 2023 meeting starts at 10:00am. This meeting will include a Community Services presentation in which the library is included in the presentation showing an overview of the current budget, service levels, and provided services.

Lucinda commented there are 5 new county council members needing answers to some questions regarding budget and services.

Lucinda has met with some of the new council members and anticipates scheduling a tour of some of the library branches for the members.

The 2023 county council calendar handout shows pictures of the current Volusia County Council members.

County of Volusia Legislative Agenda/FLA Legislative Agenda (See handout):

-Page 3 of the county legislative agenda lists the email addresses of the Volusia delegation for board members interested in reaching out to the Volusia delegation.

Page 10 includes the county legislative agenda for legislative priorities. The county is supporting restoration of state aid back to the historic level of \$33 million.

-The handout for the FLA legislative agenda is the Florida Library Association Advocacy Action Center page. It provides links to valuable information regarding the legislative platform.

Page 1 shows the state aid to public libraries which shows the county advocating for \$33 million, but >FLA (Florida Library Association) wants \$17.5 million and \$6 million in non-recurring.

The library needs to get back to a maintenance of effort level to qualify for all the federal library services in technology act dollars, which is based on the population of the state of Florida.

The maintenance of effort level is 2 years behind which will cause less federal funding for 2023 grants that come down to the state.

>The Library Cooperative Grant of \$2 million helps fund NEFLIN which provides training for staff. Training will be provided in order to implement a written plan in place in case of cyber-attacks, natural disasters, or any unfortunate events.

>Career Online High School appropriates \$750,000. The board approved to take funding from the endowment to fund the career online high school until the library can receive state funding.

The FLA is sponsoring library day in Tallahassee. The library hasn't been involved but has tried to schedule meetings prior to the CoVid pandemic. Lucinda asked members if they would be interested in setting up an appointment with the legislators to advocate for library support.

Members agreed so Lucinda will try to schedule an appointment in February 2023.

Net Promoter Score – Comments (See handout):

Lucinda provided a copy of NPS results from November 2022 per branches.

The results are valuable to the library because it helps to know if patrons would recommend the library to other people to make use of the library.

Weekly 5 percent of people who use the library in the past two weeks are randomly selected by email to receive the survey. These are surveyors who are chosen for the first time.

Don asked if Lucinda has seen any changes from the NPS score or if there have been any instances that has made a change in the way a service is provided.

Lucinda answered there is no longer a 3-year expiration date policy because it affects library use, especially from users checking out e-books or using e-content. Also, expiration dates impact users who are actually using the library so now library cards now have an expiration date of 50 years. Staff are now enforced to ask if there are any updates to contact information.

Also, an experience in the children's department of a disorderly child helped librarians to discuss strategies on how to handle instances when children are misbehaving, and how/when to approach the parent to provide better customer service.

The NPS is a great tool for regional librarians to use to help train and supervise staff to provide great customer service and avoid barriers and obstacles for patrons to use the library.

Lucinda anticipates this tool will also help with the new Integrated library system, hoping it will provide a tool for online registration for an e-library card.

Christy mentioned she would like to have the ability to keep a record of titles requested to add to the library's collection.

Lucinda will ask Brook (Collection Development Manager) if the catalog system has this feature. She's hoping the new ILS system will have an acquisitions module showing a title in the system as soon as ordered so interested patrons can immediately get on the reserve list.

Integrated Marketing Campaign – Daytona Beach Regional Area:

The library is getting ready to start a campaign for the Daytona Beach regional area. This will include:

-A series of postcards for neighbors that do not have library cards.

-A series of emails for inactive cards.

Bookstore name for longtime volunteer (See handout):

Lucinda congratulated Louise and informed board members that the Deland bookstore is now called "Louise Caccamise Friends of the Library Bookstore". An article was published on the front page of the Beacon paper in recognition of Louise. Louise served 20 years as the president and 50 years as a member of the Friends of the Deland Library. She has resigned as president but will remain on the Friends board.

NEW BUSINESS:

Don commented on what's taking place now with the school systems of what can or cannot be added to the state level public school library collection and inquired if this will also take place in the public library system. Who has the final say of what is put into the collection?

Lucinda mentioned there is no impact at this time. Public libraries "do not act in the place of the parent" and serve the entire community. There is a "reconsideration of library materials" policy and procedure when a library user would like a title to be reconsidered to include in the collection. A patron has to complete a form and it is reviewed by the collection development manager.

Brook has the final say of what's put in the collection. If a library user challenges a title Brook will respond to the user and discuss the challenge with Lucinda.

Parents and guardians are responsible to work with their children to check out appropriate materials for their age, reading level, and what's appropriate for their family.

Public libraries are different because in public schools the staff act in place of the parent when they're at school.

New business continued: Christy asked about the status of the computer/background check for volunteers. Lucinda answered that the person managing the responsibility has retired and it is currently not being used in the county because the county HR dept is still working on the set-up.

Christy inquired about volunteer use in libraries. She indicated the Deltona library branch is short-staffed for volunteers so she has a request for someone who would like to volunteer in the library but was told Deltona is not currently hiring volunteers.

Lucinda answered each library location is different but she will check on availability with Ann Collins because the availability depends on each library location and not by district placement.

OLD BUSINESS:

None

PUBLIC PARTICIPATION:

None

BOARD DISCUSSION:

None

ADJOURNMENT:

Meeting adjourned at 10:50am

Next meeting scheduled: Friday, March 24, 2022 at 10:00am.

Location: Port Orange Regional Library, 1005 City Center Circle, Port Orange Fl. 32129