



**Minutes of the Volusia County Library Advisory Board Meeting**

**Friday, March 22, 2024**

**Daytona Beach Regional Library**

**105 Jackie Robinson Pkwy**

**Daytona Beach, FL 32114**

**(386)-257-6036**

**Attending Members:**

- Deborah Dubois, Secretary, District 1
- Marjorie Johnson, Vice Chair, District 2
- Rev. Donald Needham, Chair, District 3
- Patsy Franklin, District 4
- Debra Grabowski, At Large

**Non-Attending Members:**

- Christy Jefferson, District 5
- Paul Richardson, At Large

**Staff:**

- Lucinda Colee, Library Director
- Sharon Whitt, Recorder

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**CALL TO ORDER:**

Don called meeting to order at 10:00am

**MINUTES OF THE PREVIOUS MEETING:**

January 19, 2024 minutes were approved.

**DIRECTOR'S REPORT:**

**Integrated Library System Update:**

The anticipated Go-Live Date for the new ILS system is June 10, 2024.

The ILS system will have a new improved user-friendly search function that will have a record for each format.

Staff will have live training and webinar training. The library will also provide training for public use.

### **New Event Calendar and Meeting Room Reservation Software:**

There will be a new calendar system for the library, provided by Springshare LIBCal starting in April 2024. The previous company, DEMCO is no longer providing the Evanced software. The new LibCal software will provide more detailed information about events and meeting room reservations.

### **Library Website Update:**

The library will use Solodev, the same company the county uses to update the website. Lucinda will go to county council to request funding for the update. The update will also include development of all current 30 pages of the website, which will include storing data in the cloud to save expenses on servers and maintenance.

Modernization of the library's website is long overdue as the library's website was one of the first departments before the county's website to exist.

### **Volusia Reads Together (See Handouts):**

Lucinda provided to board members a copy of the program booklet and a sheet of images from the original play "Outfox", written by employee Karen Poulsen. The play was a comedy set in the 1890s about two innkeepers that produce a story about ghost sightings to attract guests to stay at their inn. The play completed a seven-show run, two shows were staged at the Port Orange Regional Library and five shows at the Little Theatre of New Smyrna Beach. A total of 588 people attended the shows with an average of 84 people per show.

Board member Deborah Dubois commended staff on the variety of programs created to go along with the book.

### **Snapshot Day Statistics (See Handouts):**

Snapshot day is a day in the life of the public library in which statistics are gathered throughout the day and patrons can leave comments on the services provided. The day is always on a Wednesday, usually during the time of Volusia Reads Together.

Snapshot day included 4500 visitors to the library; 1148 program attendees, 4295 items checkouts, 2958 item checkouts of e-resources, 1030 inquiries to library staff, 3149 wi-fi sessions, 449 public access computer sessions, and 7868 visits to the library's website.

### **Net Promoter Score (See Handout):**

Lucinda provided a handout of statistics that shows a monthly score for February 2024 of a survey sent out to random cardholders asking if cardholders would recommend using the library to a neighbor, friend, or family. The scores for February were 82.4% promoters, 17.6% passives, and no detractors. Scores above 80% are in the top percentile of world class service. Lucinda scopes the survey comments to respond when needed or to see if there are any recommendations to pass to management team.

### **Capital Improvements – Update:**

New Smyrna Beach Regional - Project to replace stucco now has a local contractor. The bids were \$150,000 lower than expected at \$344,000.

Daytona Beach Regional - The flood mitigation is back out to bid. The project will need to be completed before the end of year 2026 because of involvement with federal funding.

### **John H. Dickerson Library – Update:**

Nearing completion as projected. Currently waiting on flooring and furniture. The FloorTech flooring has a 30-year wear warranty. The order takes time to arrive because it is a printed process, fiber product with no looping so no liquid can penetrate it.

### **Budge Calendar:**

The library is now working on a recommended budget for fiscal year 2025. Lucinda will review the recommendations with the library board during the May 2024 meeting to pass a resolution either in support of the library/staff recommendations or the board's recommendations. The county's budget hearings are September 3<sup>rd</sup> and 17<sup>th</sup> at 6:00pm.

### **NEW BUSINESS (See Handout):**

Fees – Fees are part of the budget process to review to consider increasing or decreasing.

Non-Resident Borrower Cards – The library would like to propose to county council a change to the fees of non-resident borrower cards from \$50/year to \$100/year, and from \$30/for 6 months to \$60/for 6 months, and \$30 for 3 months. Budgeted revenue is currently \$9000 based on 1,327 non-resident cards. Estimated revenue with the new change with 50% current non-residents getting a 1-year and 50% getting a 6-month would be \$106,106.

Meeting room rental to for-profit groups- Current charges are all day at \$20/small room, \$40/medium room, and \$60/large room. Proposed charges per hour are \$25/small room, \$50/medium room, \$100/large room. Current budgeted revenue is \$4000. Based on the current number of hours booked and size of the room, revenue would be estimated at \$20,600.

The fee proposals are in line with other libraries across the state of Florida and provides the least impact to patrons as possible.

There is a lot of staff time involved with room reservations and providing equipment use for the rooms.

Deborah Dubois moved motioned to recommend change of fees as presented by Lucinda. Debra Grabowski seconded motion. All were in favor.

Lucinda is working with the resource stewardship Echo Program/ direct county expenditure program and has asked for one million dollars to develop play yards for the new Pierson library and the Deland Regional library, similar to Daytona Beach Regional site.

### **OLD BUSINESS:**

Deborah Dubois inquired if the county council will make a real decision to dissolve the County Library Advisory Board.

Brad Burbaugh, Community Services Director answered that he will commit to notifying library board members should the council bring the subject back up for discussion.

### **PUBLIC PARTICIPATION:**

Kathleen Citro, member of the board of Daytona Beach Friends, former Librarian, Director of Embry Riddle University. Kathleen mentioned it is nice to hear the support by library board given to Lucinda and staff. She commended all staff for doing an extraordinary job for Volusia County Public Library. She speaks good things about library services to let everyone know what an asset the library is to the community.

Kathleen mentioned Daytona Beach Regional Library is the only library she likes to spend her time volunteering because it is a great example of a service library.

### **BOARD DISCUSSION:**

Don inquired about staff recruiting, if there are issues and how can the board assist with recruiting. Lucinda answered that it takes patience with the recruiting and selection process but has been difficult to recruit librarians to Florida. A non-MLS established librarian position which requires that the candidate has a bachelor's degree to bring them on as a Librarian I in training as a librarian.

Jorge Perez was introduced as Regional Librarian of the Northeast region (Ormond, Daytona Beach, Dickerson, Hope Place libraries). Jorge commented that he is happy with his new position and everything is going well so far.

Regional Librarians spend most of their time in management, but not scheduled on the service desk because will get pulled away and leave the partner staff alone at the desk. Staff spends 50% of their time in public service.

The goal is to hire staff that wants to serve and spend time with the public.

Don commented that he would like to let county council know that the board is willing to work on any staffing issues if/when needed to take action to address any concerns.

### **ADJOURNMENT:**

Meeting adjourned at 11:14am

Next meeting scheduled: Friday, May 17, 2024 at 10:00am.

Location: Debarry Public Library, 200 N. Charles R. Beall Blvd., Debarry, FL 32713

Respectfully Submitted,  
Sharon Whitt