

Eastern Shore REGIONAL LIBRARY

31901 Tri-County Way Suite 116-B Salisbury, MD 21801 ph: 410-742-1537 fax: 410-548-5807

Eastern Shore Regional Library
Board of Trustees Meeting Minutes
September 12, 2022 9:30 am
ESRL / Zoom Virtual Meeting

In attendance: Jennifer Ranck, John Venditta, Debby Bennett, Carroll Visintainer, Vicki O'Mara, Alicia Blake, Ed Goyda, Ann Smith, Maida Finch, Seth Hershberger, Amanda Watson, Talibah Chikwendu, Dana Newman, Arnessa Dowell, Susan Sherman, Erin Counihan, Janet Salazar, Carolyn Armstrong, Tamar Sarnoff

Call to Order: Jennifer Ranck called the meeting to order at 9:30 am.

June 16, 2022 Minutes: Susan Sherman made motion to approve the June meeting minutes as written. Debby Bennett seconded the motion. All were in favor. The June 16th meeting minutes were approved.

Financial Report (John Venditta):

- A Balance Sheet was handed out to the board. John added a comparison to last year's Balance Sheet on this date. This shows that we are in line with where we were last year at this time. Under the Equity section, our retained earnings are now at \$792,000.00. This is the funding that will be going into our Facilities Upgrade. John does not have a budget for that yet, but this is where the money will come from.
- On the Budget Comparative, under Expenses you will see a couple of things that are already at 100%. Those are one-time charges for the year. One thing that stands out is 7070 (Computer Equipment). This is at 143% due to our new accountant's method of putting payables into that account until we have received the money from libraries we have invoiced.
- FY-22 Audit: We have had three audits this year. The Worker's Comp audit was closed on July 31st. For the first time, it showed that we have been over-charged for premiums. We received a refund for \$1,000.00. This is the first year that the Maryland State Library Agency is auditing Regional Libraries. We are being audited on FY-20 and FY-21. We have sent all of our information to the State Library several weeks ago and have not had any questions from them. John is expecting a report at any time. Finally, our annual audit which is performed by UHP, is in the beginning stages. We believe that they will be completed by the end of September.

The Financial Report was filed for audit.

Administrator's Report (John Venditta):

- John introduced Alicia Blake, our new Staff Development Coordinator.
- Branding: We have contracted with D3 Corporation design a new logo for ESRL. We have received quite a few options, which John is having the staff look through and suggest their favorites. The total cost of this is about \$600.00.
- The 2022 MACo summer conference is over. Each summer, John coordinates the Maryland Libraries booths. We typically rent four booths so that we have one large space and it is staffed by librarians from all over the state. John shared pictures from this year's event with the board.
- ESRL along with Salisbury University Library, Wicomico Public Library and MLA's Intellectual Freedom Panel are sponsoring a Banned Books Week event on September 23rd at Salisbury University, as well as virtually. John will send out an email with more information. Registration is now open.

Library Services (Amanda Watson):

- Amanda handed out her report and some statistics sheets to the board. We have gotten the results back from our collection analysis by Collection HQ. The DEI audit showed us that as a consortium, we rank higher than the national average. Nationwide is at about 16% and we are at about 17.7% here on the shore. This shows that we have a really diverse collection. Even when broken out by county and branch, the metrics are still good; everyone is still in the same range. John and Amanda met with Hoopla account representatives in July and August and looked at our annual review to make sure we are where we need to be for funding and also to look at the administrative functions of a new interface. We are going to be Beta testers for that interface and are in a queue to start that. There will be no change for patrons or staff who administer the Midwest and Hoopla accounts in the libraries. We finished migrating to a new cloud printing service in July. As of the end of August, all of the new print sites have been working flawlessly after a few months of troubleshooting.
- Some projects that our staff have been involved with recently include Information Services working with Wicomico and Talbot County Libraries to go fine free. This started July 1st. We have also worked with County Libraries to set up software for new service locations. Wicomico County has four outreach lockers, Queen Anne's County is doing their mobile library and Worcester County has a book mobile that our staff has been helping with the back-end Polaris work for. We also continue to offer support for any construction and renovation projects, which includes development, ideas and actual things happening on site. Right now, Queen Anne's County Kent Island branch is in their Phase II, Caroline County Denton branch is in the planning stages and Worcester County Pocomoke branch is also in their beginning stages.
- Staff Updates: Network and Server Specialist, Marshall Kjar, began work at the end of June. Library Systems Developer, Brandon Lokey, just finished his early start LATI, so he will start his full LATI this winter. We changed some staff positions a bit and now our northern counties IT Technician Stephen Bollinger is our Fleet Manager. He will be fine tuning our fleet and delivery services on the shore.
- Some ongoing things that are still in process: We are continuing to work with Maryland Humanities in their One Maryland One Book campaign. It kicks off this month and this year's title is "What's Mine and Yours". Our role is to make sure there are digital copies available state-wide. We are working administratively to formalize an evaluation system for staff. We have recently met with stake-holders at SLRC to discuss the service improvement project that is focused on the Maryland Inter-Library Loan system.

We are very much modeling our enhanced delivery service along with what the state has been looking at as well. We are also working toward a better model for IT support. You will have a service feedback survey coming to you some time this week. This will go to directors and branch managers to find out how we can better serve the locations with our IT staff.

- Usage Statistics Graphs: one graph handed out highlighted our streaming and traditional database services, showing how much our streaming services have grown compared to the traditional databases. It doesn't look like very much more comparing this year to last year, but we have to remember that we were at the height of our usage back in the middle of the pandemic. That none of these has decreased is pretty impressive. Also included was a breakdown of stats by database for July and August this year versus last year. The final handout was a "By the Numbers" infographic showing some statistics that we typically don't share. These include IT Tech visits to branches, spam emails blocked, new accounts created for library staff, digital downloads, miles driven by our delivery drivers and how much code writing is involved with any ILS changes; all for the months of July and August.

Facilities Update (John Venditta):

- We have contracted with GMB Architects to work on our proposed office renovation. We will be taking over the open space adjacent to our office. GMB is putting together a plan for a more open and innovative area. This will also provide more privacy for staff, as they can spend a lot of time on calls and in meetings/trainings. We plan to have a collaborative space and our own technologically advanced conference room. Any rent increase has not yet been discussed; we also do not have a quote for the new area. Once John has any updates, he will send the information out to everyone.

Staff Development (Alicia Blake):

- Alicia started working with ESRL on July 18th as the Staff Development Coordinator.
- ESRL will be sponsoring an "Everyone Leads" training, hosted by Annie Woodall from Kent County Public Library and Julie Rainelli from Queen Anne's County Public Library. This will be held at the Cambridge branch in Dorchester on next Tuesday from 10 am to 4 pm.
- Michael Johnson from SLRC and the Gale representative that they work with, Stacy Noble, are going to be offering training for the Sailor/Gale resources. This will be on November 16th at 2 pm. More details on this will come.
- John and Alicia have completed 6 out of the 8 annual Training Needs Assessments for the shore. Our big suggestions so far have been a need for Interpersonal Communication, Crisis Communication, Onboarding, Succession Planning, EDI Outreach, Implicit Bias Training, Active Shooter Training, and Safety/First Aid. Somerset County is scheduled for the 23rd and Worcester for the 19th. Alicia will put together a comprehensive report of all the responses to plan out future trainings.
- Alicia reached out to Kent State University's Center for Communication Development. We met with Amy Lane, who is the center's Vice President, to discuss some options. We are going to be partnering with Deborah Easton, one of their communication coaches, for a training with them on practical communication skills.
- Alicia will be attending the ARSL conference on Wednesday.
- She has been dedicating her time to beefing up our Niche Academy with onboarding/welcome material that covers general information for everyone.

Maryland State Library Agency (Tamar Sarnoff):

Tamar gave her report to the board: There will be a director's summit on September 30th in Annapolis. The next iteration of the OCLC contract has been discussed; there will be a 3.5% increase. Tamar will send that information out shortly.

FY-23 Board Meeting Dates:

- We had originally decided that the second Monday of the month was a good time to meet. John has set up the second Monday of the upcoming meeting months, making sure that none fell on a holiday. The board discussed and agreed on September 12th, December 12th, March 13th and June 12th from 9:30 – 11:00 am.

Next Meeting: Monday, December 12 @ 9:30 am. Location: ESRL/Virtual

The meeting was adjourned at 10:30 am.