

May 12, 2020

Library System Director's Report

Cara Burton, Director

Mission: The Eastern Shore Public Library is a regional library system which enhances the quality of community life and serves the citizens and visitors of Accomack and Northampton Counties by providing access to information to meet their educational, personal, professional, and recreational needs.

Vision: The Eastern Shore Public Library system is an innovative, community-oriented resource providing an inviting environment for life-long learning.

Nonprofit Capacity

“Funding Information Network Partner,” a.k.a. FIN. – Burton reviewed special COVID-19 fundraising resources. Burton has also been listening to the “First Day” Fundraising School weekly podcasts. Burton sharing fundraising notices to FIN contact list and Museum Network members.

Healthy Communities: Healthy Communities will be holding a community meeting, “Creating an Environment of Information, Support & Resilience in the Time of COVID19 & Beyond,” Thursday May 14, 3:00 pm - 4:30 pm.

Continued on Page 5

System Capacity

Grant applications:

- ◆ FEMA Covid-19 assistance
- ◆ NEH CARES - \$112,000
- ◆ PLA – device to extend wifi to parking lots of NFL and Accomac. ESPL responsible for installation.
- ◆ LVA – mobile hotspot for van

Continued on Page 5

Culture of Reading

E-Resources: Materials funds have been shifted to support the purchase of eBooks and eAudio-books. Donations from Friends of NFL and Friends of ESPL helped to subsidize.

Social Security 101: This virtual seminar is being conducted by the regional SS outreach staff. Zoom will be used and participants can view his

Continued on Page 4

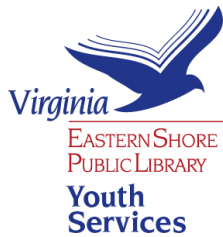
Heritage Hub

NEH: Working on meeting guideline requirements and provide a more detailed budget. Meetings held with County administrator and Deputy Administrator of Public Works with NEH team.

Civil War Trail: The sign author is still working on the text. Communications have been made regarding US250 celebrations and Burton recommended this be a topic of the Museum Network meeting.

Covid-19 State of Emergency Staff Tasks

- ◆ During the library closure, staff are working on the following tasks:
- ◆ Answering phone calls Monday to Friday, 9-5.
- ◆ Rearranging furniture for social distancing. Installed sneeze guards.
- ◆ Providing new library cards via online registration.
- ◆ Posting links and information on Facebook, e-newsletter, emails, and website for public engagement, library service information, and family-friendly activities.
- ◆ Promoted e-resources and identified new access to e-resources due to COVID-19 open access by some vendors.
- ◆ Locating missing/trace items using reports. Withdrawing damaged books. Shifting books. Completed searching and reconciling Missing/Trace and Lost Items from reports. Inventorying books and cleaning books and shelves.
- ◆ Regular Administrative Team meetings that include planning for reopening and Summer Reading Program planning.
- ◆ Deliveries are being made occasionally (to minimize contact) between libraries to facilitate re-shelving and processing holds. Materials are taken to NFL and CCML staff driving to NFL to pick them up, which also provides opportunity to review situations in person. Staff working at both CIL and ESPL transport materials when on-site.



Youth Services

Janice Felker, Youth Services Coordinator

- ◆ Continued to work on collection development (purchasing and discarding) for Children's and YA collections.
- ◆ Continued to work on developing proficiency in using the library's new library management program (Atrium) by reading support documents, viewing tutorials, and practicing different methods of using the software.
- ◆ Continued to promote 2020 Census message "Count All Kids" on social media.
- ◆ Continued to share (to library website and/or Youth Services Facebook page) links to online resources for free at-home-learning as well as links to local agency resources and links to Eastern Shore Public Library electronic resources.
- ◆ Continued preliminary planning for Summer Reading Program including investigating and helping to procure license for online summer reading program software, Beanstack by Zoobean.
- ◆ Updated and polished ESPL webpages related to Youth Services resources for families and youth.
- ◆ Created promotion for National Library week on Youth Services Facebook page.
- ◆ Worked with ESPL Director to create "Off the Shelf" article, "Ideas for At-Home Learning and Fun," for submission to ES Post.
- ◆ Attended "Understanding the Impact of Trauma on Behavior, by Barbara Kaiser" a webinar presented by Early Childhood Investigations. (Apr. 1)
- ◆ Attended "If You Give a Librarian a Microphone... (VLA Youth Services Forum Virtual Learning Opportunity) by Nan Carmack," presented by the Library of Virginia. (Apr. 2)
- ◆ Attended "'Funded Opportunity to Expand Services to Adults with Limited Education/English" a webinar focusing on the project, "Propagating Promising Practices", funded by the Institute of Museum and Library Services (IMLS) to implement technology-enabled practices to support adults with limited literacy, technology and/or English skills. (Apr. 3)
- ◆ Finished packaging 2020 Census bags (including the book We Count: A 2020 Census Counting Book," a Census rack card "What You Need To Know" (from Va. CCC), a National Library of Medicine activity book (while supplies last), a parenting brochure (while supplies last), and ShoreCat bookmark that talks about the library's new online catalog. 200 were delivered to the person coordinating the Northampton School food pickup. (Apr. 7)
- ◆ Attended "Middle School Magic" a virtual online conference hosted by Library Journal and School Library Journal. (Apr. 8)
- ◆ Attended "Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections" a webinar presented by IMLS and the CDC. (Apr. 9)
- ◆ Attended Eastern Shore Healthy Communities Better Birth Outcomes Work Group virtual meeting. (Apr. 13)
- ◆ Attended "Demo & Overview of Beanstack Mobile App and Web Service" presented by Rebekah Garrity of Zoobean. (Apr. 14)
- ◆ Worked on making additions to the Youth Services section of the ESPL website to better serve young patrons during the COVID 19 stay at home time and beyond. (Apr. 16)
- ◆ Attended "BeanstackEDU Presents: Insider's View: How to Train a Happy Staff" a recorded training session with Rebekah Garrety of Zoobean. (Apr. 17)
- ◆ Attended "Everything You Need to Learn About Podcasting in One Hour" with Amanda Jacobs-Foust by PCI Webinars. (Apr. 22)
- ◆ Completed "Creating WordPress Websites," an online course offered by Universal Class. (Apr. 22)
- ◆ Worked on plans for Story Trail to be installed at Northampton Free Library. (Apr. 27)

Technical Services

Charle Ricci, TS Manager

eResources

- ◆ Purchased additional eBooks through RB Digital in response to Virginia's Stay at Home order
- ◆ Obtained quote from Overdrive to ensure our current eBook provider's pricing is competitive
- ◆ Atrium/ShoreCat
- ◆ Monitored progress and supported circulation staff in searching for Missing and Lost items
- ◆ Communicated with Equinox leading up to closure of the ESPL Evergreen site and data removal on April 13, 2020

Collection Management

- ◆ Continuing planning for inventory project at all ESPL libraries during closure. Set up collection categories in Atrium. Created instructional documents for staff who will carry out the inventory
- ◆ Continued weeding in nonfiction sections on Literary criticism, World literature, Ancient history, and travel. Selected materials to replace worn items or refresh these sections
- ◆ Selected materials for PNC grant award for "Adult New Readers" collection to support the newly literate and local literacy organizations
- ◆ Created list of Upcoming Bestsellers for May – August 2020. Posted on espl.org and Facebook.



Continued, page 5.

Local History Services

Stacia Childers, LH Specialist

- Miles Barnes is inventorying the books in the Mariner collection in preparation for the move. Unique items not now in the ESPL collection will be cataloged and integrated, per PAG report recommendation.

Childers:

- Patron assistance (Childers – full numbers in Google stats): 20 patron contacts from home via email; 3 assistance via replies to queries on FB groups (GHOTES)
- Continued learning Past Perfect and created an initial version of guidelines for data entry and authorities. Using non-working copy of PP with existing data entry allowed me to become familiar with materials in the Latimer collection since I have not been working with them prior to this.
- Worked with Stephanie and Allison at PastPerfect Online for Stephanie to learn upload process
- Worked with patrons to get their donated resources added to website:
- Mary Frances Carey's genealogical reports (50) donated by M.K. Miles
- Cemetery Finding Aid, donated by Rob Lear
- Discussed CARES grant with Cara, submitted list of possible projects to include
- Projects in process
- Create new website for ES Room/Genealogy
- Reorganizing most frequently accessed genealogical resources in Eastern Shore Room (reading room only) by subject

Northampton Free Library

Barbrielle Rogers, Branch Manager



Staff have started inventory and weeding of the collections.

NFL is featured in May Eastern Shore Post "Off the Shelf" column.

Building Maintenance

A/C maintenance completed.

Meetings: (Virtual)

- ◆ 4/8, 4/22 Construction
- ◆ 4/9 Health Community Executive Committee meeting
- ◆ 4/10, 4/24 Staff Administrative Team
- ◆ 4/14 FEMA – VEMS
- ◆ 4/23 Foundation
- ◆ 4/30, 5/6 NEH grant meeting
- ◆ 5/1 TALDC
- ◆ 5/4 CPES PR Comm.
- ◆ 5/6 Microsoft blog interview

Outreach:

Burton distributed child Census activity bags that included a donated picture book at Pungoteague Elementary (4/27) and Accawmacke Elementary (4/29) during food distribution hours. Northampton Schools were sent the packets for their distribution.



New bench at Northampton Free Library.

Handmade by a Friends of NFL member.

Marketing & Communications:

Technical Services (Charle Ricci)

Social Media/Atrium email communications

- Facebook posts:
 - Freeding materials for children teens and parents
 - Keep calm and read on – no overdue fines while library under limited operations
 - Universal Class
 - Rbdigital eAudio Collections
 - Rbdigital new bestsellers
 - National Book Critic’s Circle Award Winners
 - ESPL now offers online library card registration
 - Tumblebooks RomanceCloud eBook collection
 - Virtual Library Tours
- Created email blasts using Atrium’s capability to distribute notifications to all patrons with email addresses: 6,962 emails sent:
 - Adjustments to curbside pick-up hours
 - Discontinuation of curbside pick-up service
 - Reserves and requests during Virginia Stay at Home order
- Edited Atrium email notification templates for upcoming, due, and overdue items to adjust wording to reassure patrons about not needing to return items or incur overdue fines during Stay at Home order

General and ESR (Stacia Childers)

- Constant Contact: 10 e-newsletters and e-blast announcements
 - ShoreCat blast
 - Census launch blast
 - Covid-19 statement
 - Changes to Library hours
 - ESPL online resources
 - Library closing
 - Ancestry Library at home access
 - Curbside pickup hours update
 - Curbside service ends
 - Census day April 1
- Facebook posts (Childers): 13 posts to ES Room; 2 posts to ESPL, including Lynn Steel book review; 3 to Latimer

Eastern Shore Post Articles

Off the Shelf: E-resources

Eastern Shore News Articles

5/18 Take your Census survey at Shore libraries

WESR

5/11 Social Security 101

Continued from Page 1, “Culture of Reading”

slideshow online or call in.

ShoreCat: Online library card registration is now available. Staff are beginning to enter Community organization contact information, searchable like books.

Reporting

- ◆ Collaborated with Equinox representative to acquire a detailed report of all patron fines/fees at point of migration into Atrium. This report, accessible through Google Drive will allow circulation staff to access details of pre-migration balances when collecting fines
- ◆ Acquired a detailed historical circulation report by title and author from Equinox to assist with acquisitions work post-migration

Continuing Education

Cara Burton

4/8 Videorecording in Public Places, 1st Amendment Rights (VRSA)

5/11 Better Virtual Meetings (LVA)

Charle Ricci:

PLA: Library Space Planning Guide (publication)

First Amendment Audits: article and videos

Mitigating COVID-19 when managing paper-based circulating and other types of collections (transcript)

Records Management – webinar through Library of Virginia

Remote Library Teams – webinar through LLAMA

Stacia Childers:

Maryland State Archives Decoded (FamilyTree)

Lunchtime lecture, Virginia Humanities, “Fat Cattle, Firewood and Forage”

The General Land Office Website: A Genealogical Gem (FamilyTree)

Library Associations & Library of Virginia

- Attended TALDC meeting virtually.

Other

- ◆ RFP for audit services is due May 20th. One proposal has been received.

Facility:

Clark & Sons repaired the automatic door installation at NFL.

Herbert Senn serviced A/C units at NFL and Accomac. The vent over the circulation desk was closed.

Quotations for cleaning floors and seating being obtained for both NFL and Accomac.

Burton in process of changing door knob at NFL bathroom to make it staff only.

Technology

2 new Dell computers are being configured for public use.

5 computers have been decommissioned as old Windows system and to assist with social distancing on computers. 2 units will be donated to ESAAA once they are cleared of data.

Robert Johnson is installing new cabling to allow for reconfigured computer seating. Children’s computers were moved.

ThinkPads have been distributed to CIL and CCML staff for Zoom meetings. NFL staff using ThinkPads for inventory. TS staff using for telecommuting.

Continued from Page 1, “System Capacity”

Tangier Library: Have kept in communication with the Town Manager regarding the Census.

Continued from Page 1, “Nonprofit Capacity”

Community Partners: Community Partners Public Relations Committee is planning a public viewing of “The Public” movie, which might be done “drive-in” style.

Census: The Census regional representative updates the Complete Count Committee (CCC) regularly as to the response rate on the Shore, which is slowly reaching the rate from the 2010 Census. Enumerators will be dispatched once it is safe for them to go door-to-door. Burton distributed child Census activity bags that included a donated picture book at Pungoteague Elementary (4/27) and Accawmacke Elementary (4/29) during food distribution hours. Northampton Schools were sent the packets for their distribution. A custom postcard highlighting that post office holders would not get Census invitation delivered to their P.O. box were mailed April 15. The printing and postage was supported by a state grant to the counties.