

September 8, 2020

Library System Director's Report

Cara Burton, Director

Trustee News:

EARNING THE PUBLIC TRUST

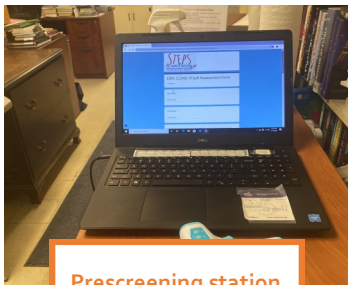
Public libraries in Virginia are the responsibility of local governments. As organizational entities, public libraries fall into four categories: regional libraries, county libraries, city libraries, and town libraries. A regional library is established by two or more political subdivisions that join in maintaining a library system under the terms of a contract. ESPL is a regional library system formed between Accomack and Northampton Counties.

It is important that library board members and local government officials clearly understand the authority, role, and duties of the library board. A Governing Board is legally responsible for the control and management of the library and all that happens in it. Broad administrative and policy-making duties are specified in the Code of Virginia.

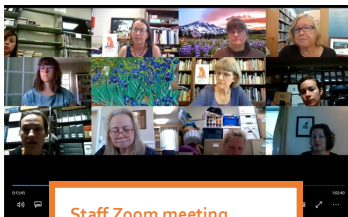
The Library of Virginia Trustees Handbook, recently updated in 2019, provides more details about the roles of Governing Library Boards. An electronic version can be found at: <https://www.lva.virginia.gov/lib-edu/LDND/PublicLibraryTrusteeHandbook19FINAL.pdf>

One of the topics discussed in the Handbook is ethics. At a recent Tidewater Area Library Directors Council (TALDC) meeting, we had a discussion about board ethics. We were referred to page 47 of the manual for a Code of Ethics example. All boards should have one of these.

The Council of Nonprofits cites the reasoning behind adopting a Code of Ethics, "The purpose of adopting such a statement formally is to provide employees, volunteers, and board members with guidelines for making ethical choices and to ensure that there is accountability for



Prescreening station



Staff Zoom meeting



New mask design!

Staff and patrons have been working hard to ensure ESPL remains open by following **CDC Guidelines** and the the Virginia Department of Labor and Industry (DOLI)'s Occupational Safety and Health (**VOSH**) Program Emergency **Temporary Standard** for Infection Disease Prevention. ESPL is slowly working to return to its full hours and services of operation. Stacia Childers highlights the reopening of the Eastern Shore Room in the Heritage Hub report on page 8.

Some patrons have been resistant to wearing masks for the duration of being in the library. The limited amount of time allowed in the library has also been challenged. These are standard procedures in many libraries. Staff work to help patrons understand that these requirements are to ensure patrons, staff, and volunteers are safe, which is needed for the libraries to remain open to the public.

ESPL Staff had a Staff Development Day in July 2018 and 2019. It was cancelled this year to allow for the February staff and volunteer training for the ShoreCat online catalog system. Staff have also had two virtual meetings since the pandemic closure. One was held August 26 with the focus being on the VOSH Standard training. ESPL employees' duties were evaluated and, after reviewing them with the library's insurance company, staff have been assigned a "**low risk**" designation. This was explained to staff and the corresponding training was completed. A binder of required information was created for staff reference. Additional training and procedures will be developed over time.

One of the most noticeable Standard that VOSH is requiring is pre-screening of employees as they enter the workplace. Accomac, Chincoteague, and Nassawadox libraries have thermometers and a Google Form in place for this purpose located at staff entrances.

Some libraries in the state are still providing only curbside service, so ESPL feels fortunate the Shore is in a situation where doors can remain open for library patrons. Cape Charles Memorial Library plans to move forward in reopening, hopefully soon, as well.

Technical Services

Charle Ricci, TS Manager

Creating Mirrors and Windows

Over the past 18 months, Collection Management Librarian Charle Ricci has been weeding the Accomac nonfiction collection in preparation for the move to the new library facility in Parksley. The weeding process not only removes outdated or worn materials from the collection, but also provides an opportunity to improve the collection through the addition of items that are new, attractive, and relevant to the interests of the local community.

While reviewing the current collection, Ricci has evaluated each section with an eye to increasing the diversity of authors and viewpoints represented. As the publishing world expands the availability of titles written by or about formerly marginalized groups or individuals, it is now possible to build a library collection that more accurately represents the experiences and interests of all Eastern Shore residents

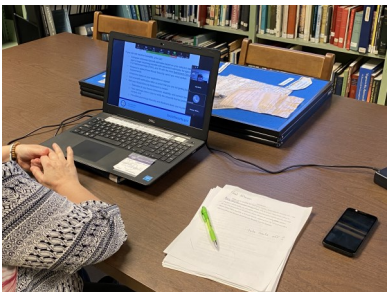
. Giving particular attention to expanding and rejuvenating the collection through African American, Latino, and Native American authors and works, Ricci is building a library of materials that not only mirrors the experiences of ESPL patrons, but also offers windows into a more inclusive understanding of those whose lives may differ from our own.

Public Services

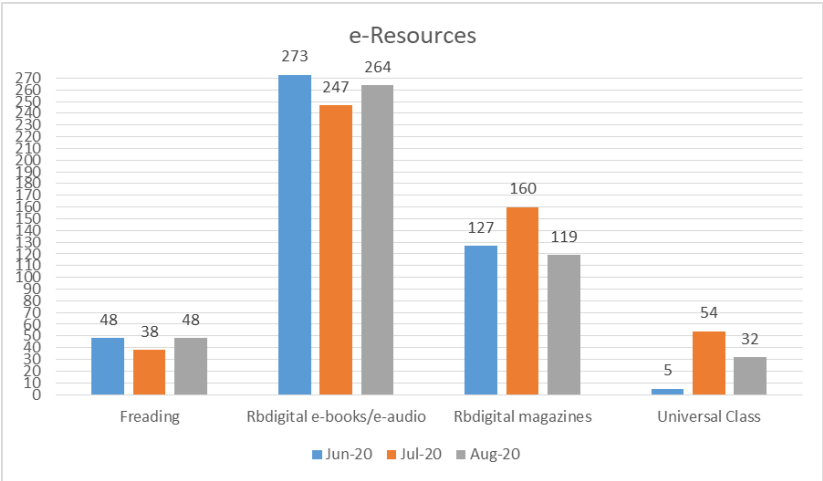
Summer Dahlmanns, Circulation Manager

ESPL circulation staff continue to see an increase in patrons visiting the library. There were several families that visited the library last week. There were 160 computer appointments and eleven curbside patrons since late July. Rbdigital e-books and e-audiobooks illustrated below continue to have the most checkouts compared to Freading, Rbdigital magazines and Universal Class.

Amy Walch and Dahlmanns assisted Matthew Baxter with the Social Security Administration conduct Social Security 101 and 102 through Zoom on August 18th and 20th.



On August 26, 2020, Dahlmanns demonstrated how to register a new patron for a library card during the ESPL staff meeting, spoke about scheduling public computer appointments and handling library materials for patron holds. ESPL staff continue to clean books, tables, shelving and technology equipment surfaces five days a week.



Trends in e-resource use.

Chart by Summer Dahlmanns



Chincoteague Island Library

Karen Sharp, Library Manager

CIL's circulation and patron counts continue to increase. Patron counts are averaging about 32 per day, with 56 as the highest one-day total since re-opening July 1st!

Computer usage is also picking up at CIL, as well, which has doubled from an average of 3. Copy/FAX services are on a steady incline.

Visitors to CIL have been steady with about 4 per day and, at times, as many as 10 to 12 a day. The visitors have been impressed by our library and many are "repeat" visitors yearly.

New registrations and requests for materials are pouring in. The ShoreCat card catalog is being accessed on a steady basis by CIL's patrons. We are receiving encouraging feedback from CIL's patrons, as well as visitors, expressing that they are so thankful CIL is open.

Speaking of open, CIL is adding an additional day to our schedule. As of September 14th, CIL will be open on Mondays from 10AM to 4PM.

CIL has had to say goodbye to one of our volunteers and CIL Board member, Carl Palmer. Carl and his wife are moving to be closer to family. Carl has served CIL for 15 years as a volunteer, IT technician, CIL Board member, and has supported and helped with various projects. Although we are sad to have to lose Carl, CIL wishes Carl and his family the very best for their future endeavors!

CIL would like to welcome Paul Miller to the CIL Board! Paul has been a volunteer and has been a great asset to the library. Paul will make a great addition to the CIL Board.

"Lubbock's Learners", CIL's Summer Reading Program has wrapped up for this year. The reading program ran from May 15th to August 15th. There were 44 students signed up, with 20 students handing in their completed reading logs. A grand total of 29,000 minutes of reading were accomplished! Grand prize of a Kindle Fire and Case and 2 prizes of LL Bean Backpacks were awarded. All participants were awarded totes of back-to-school supplies and gift certificates. CIL congratulates all the students for a great summer of reading!

The CIL Board has formed a committee to explore ways that CIL can work directly with our local schools to help students during the school year. One idea is to provide computer appointments to students to aid in resources they may need to access. Another is to provide disposable gloves for students to wear that will enable access to the books and materials, as many of the school libraries may not be available to them.

The CIL Board, in conjunction with the CIAO, is working on having a "virtual storytime" for younger children to be aired either on Facebook live or YouTube. Details will be announced soon.

Cont. next page

Northampton Free Library

Barbrielle Rogers, Branch Manager



Preparing for the reopening of Northampton County Schools, we put up a back to school display for students!! Also, we organized a table top display that will inform parents about our available online learning resources to help with virtual learning.

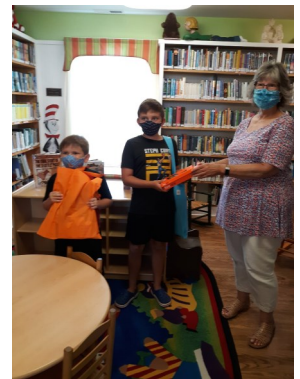
NFL had approximately 158 computer users this month, which is continuing to grow every day. We continue to offer curbside service throughout the day, which patrons are using.

Chincoteague Island Library, continued from pg. 4

CIL, along with ESPL, is continuing to keep up-to-date in following state/local guidelines in our COVID response and policies. Starting on September 14th, CIL will be taking staff/volunteers temperature and filling out a short health questionnaire to ensure the safety for all. The CIL Board has decided to ask patrons/visitors to wear disposable gloves, which will be provided, while browsing. Cleaning procedures, safety for patrons/staff/volunteers, training, supplies needed; all to ensure these measures are current and followed.

The CIL Board Meeting will be held on Friday, September 11th.

Pictured are James Ross, Samuel Ross, and Mrs. Ross. Samuel is the Grand Prize winner of the Kindle Fire and Case. Eileen Brown, CIL volunteer, was the presenter.



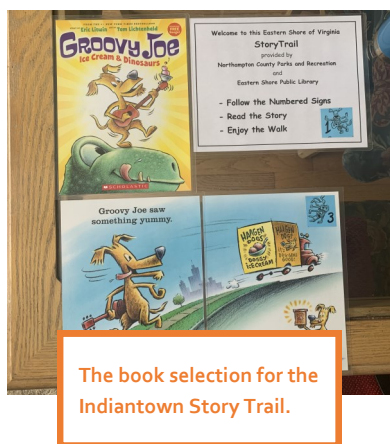
Youth Services

Janice Felker, Youth Services Coordinator



In August, Youth Services continued to work collaboratively with Laura Jenrette from Northampton County Parks and Recreation and Chris Thomas from Northampton County Public Works & Operations to create a StoryTrail at Indiantown Park in Eastville. The book pages from Groovy Joe: Ice Cream & Dinosaurs are ready to deliver to the County for the completion of the StoryTrail.

The Imagine Your Story Summer Reading Challenge continued this month and ended on August 31. Throughout the summer, prize bags were distributed at all four of the libraries on the Eastern Shore of Virginia for children and teens who were participating. Additional promotion, as well as library outreach, was accomplished by continuing to collaborate with Accomack County Parks and Recreation's Department. During the program, a total of 445 new paperback books and Summer Reading Challenge handouts were added to the Parks and Recreation outreach bags that were distributed to children at five meal distribution points in the county. Completion and participation incentive bags will be distributed in September. More reading challenges are being planned for year-round participation.



In preparation for back to school outreach and for September as Library Card Sign-Up Month, Janice Felker and Barbii Rogers worked together to create a system for providing eResource-only library cards to students in both counties. Felker communicated the option with both public school systems through emails to their media specialists. Youth Services is working with several schools already to provide these special easy to get cards to the students.

Heritage Hub

Local History Services

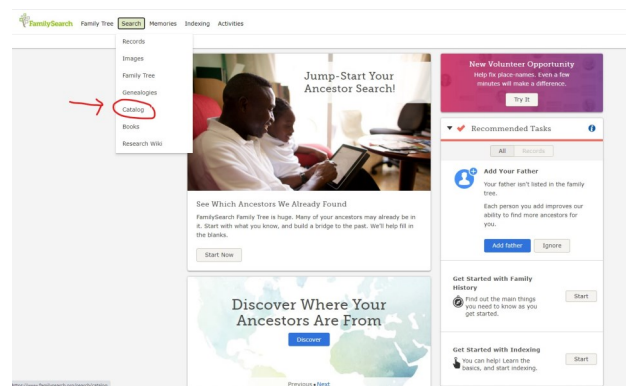
Stacia Childers, LH Specialist

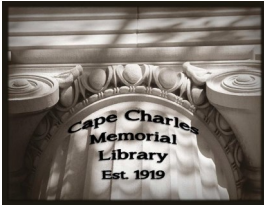
EASTERN SHORE ROOM REOPENS!

The Eastern Shore Room partially reopened to the public on September 1 so Stacia Childers developed reopening procedures this month. During this initial reopening phase, researchers will be able to use the reading room collections by appointment Monday – Friday, 11:00 a.m. to 4:30 p.m. Our archives remain closed. Particular challenges are the constrained space of the room and the vulnerability of the materials, some of which can be irreversibly damaged by the chemicals we need to use to clean and disinfect. Appointments are required and only one is available per day. Appointments must be made by Childers so that she can determine the patron's research needs and can prepare them for their visit as staff will not be onsite to assist (though Childers is available by phone). Materials used are to be quarantined for 96 hours and cannot be wiped down with disinfectant, so Childers has pulled extra copies of frequently used items from the circulating collection for use in the ES Room when needed. Childers is also in the process of labeling genealogical items by category so that they will be easier to find by browsing and in the absence of on site staff. This reorganization by subject was one of the steps in the PAG grant recommendations.



Childers continues to answer patron queries from home and noted one question in particular that has popped up more frequently now that travel and access to some public spaces is more limited – how to access original records, or transcriptions/abstracts of them. Prior to the pandemic, ESPL had a large circulating collection of published transcriptions/abstracts that we made available for interlibrary loan. But most libraries have temporarily shut down their interlibrary loan programs, so that isn't an option. Enter FamilySearch. On July 1 of this year, SB 105, the Virginia Public Records Act, <https://lis.virginia.gov/cgi-bin/legp604.exe?201+sum+SB1051> went into effect, greatly expanding what can be viewed at home within the FamilySearch catalog, including records that previously could only be viewed at an Affiliate Library (which ESPL is.) Most people are unfamiliar with how to access records via the FamilySearch catalog and it can be complicated for people who are new to it. Due to the frequency of the question, Childers developed a quick tutorial to email to patrons which also includes links to a more in depth online video.





Cape Charles Memorial Library

Ann Rutledge Library Manager

The Cape Charles Memorial Library is still in Phase 2, as decided by our Town Manager. The Library has been closed except for our Computer Lab, which has always been open to the public. We continue to offer Curb Service to patrons and this system has been working well. Last month we checked out 434 books and DVD's. We had 29 people to use the Computer Lab.

This has been a very different summer for us at the Cape Charles Memorial Library! Summer is usually our busiest time of year with numerous children's programs and other activities. In conjunction with the other libraries, we offered an online Summer Reading program and several online children's programs and for a first-time effort it was successful.



Take & Make Kits

Another service we have been offering is a selection of free books placed on a book truck outside of the library. We have many visitors that walk by the Library daily as well as local people. We have also been putting out Take and Make craft bags for children. These bags include directions and precut pieces for a craft as well as additional fun activities. These have been very popular and

EARNING PUBLIC TRUST, continued from pg. 1
those choices. When board members of a charitable nonprofit adopt a code of ethics, they are expressing their commitment to ethical behavior. Such a commitment goes a long way to earning the public's trust."

A sample Code of Ethics is on page 9 of this report.

A grant from PNC Foundation supported the purchase of a display shelf and books to start an Adult New Reader Collection.

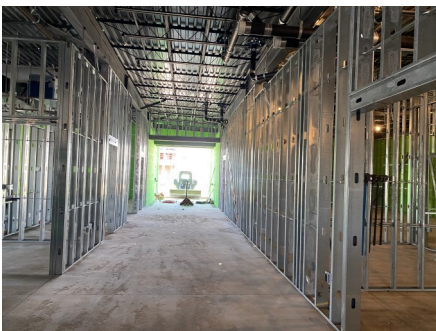


New! Adult New Reader Collection at the Accomac Library.

EASTERN SHORE PUBLIC LIBRARY
BOARD OF TRUSTEES
CODE OF ETHICS

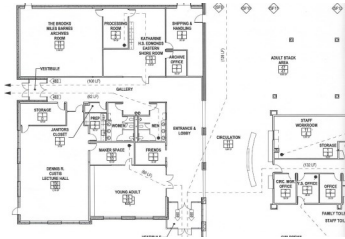
As a member of this board, I will:

- Represent the interests of all people served by this library and not favor special interests
- Participate in advocacy efforts to protect and advance the library's progress
- Respect the trust of those who elected or appointed me to the board, and respect the trust of those we serve
- Divulge conflicts of interest and avoid using my board position for my personal advantage or that of my family, friends, and significant others
- Abide by all policies and procedures approved by the board
- Respect the need for confidentiality
- Publicly support policies adopted by the board
- Include the library director in board meetings, planning, and decision-making as appropriate
- Abide by the library's public relations and information policies
- Refer patron needs to the library director
- Attend meetings regularly and participate actively
- Listen to others with an open mind and show respect for their opinions
- Speak positively about the library, as well as its staff and volunteers



Parksley construction site. July 26, 2020

System Capacity



Ensuring Everyone is Counted

Library Director Cara Burton continues to promote the 2020 Census. Activities this month included tabling in Whitesville at the launch of the Davis Center project. This also gave the opportunity to hand out Summer Reading Program packets and discuss collaboration with the Davis Center volunteers, particularly with technology support for after-school programs.



Burton also assisted with organizing Census Bureau outreach event by acting as a liaison between Bureau staff and local businesses and agencies. An example is the Census tabling in front of Jaxon's to target the hard-to-count Haitian and Hispanic population.

Bringing National Exhibits to ESVA

Eastern Shore Public Library in Accomac is now hosting a new popup exhibition from the National Archives, Rightfully Hers, commemorating the 100th anniversary of the ratification of the 19th Amendment.

Rightfully Hers contains simple messages exploring the history of the ratification of the 19th amendment, women's voting rights before and after the 19th, and its impact today. Despite decades of marches, petitions, and public debate to enshrine a woman's right to vote in the constitution, the 19th Amendment – while an enormous milestone – did not grant voting rights for all. The challenges of its passage reverberate to the ongoing fight for gender equity today. Rightfully Hers is available to view any time that the library in Accomac is open. The plan is to exhibit it at the Shore libraries and schools.

