

January 12, 2021

Library System Report

Cara Burton, System Director

Director Update:

WELCOME 2021!

WORKING WITH THE OLD AND PLANNING FOR THE NEW DURING A PANDEMIC

Behind the scenes of curbside pickup, staff are working diligently to provide public services and, simultaneously, plan for the move into a new facility. Libraries across the country are reevaluating how services are provided and what library spaces should look like in the future, after a pandemic. Library equipment is being modified and new equipment is being created.

As Library Director, most of my time over the past year has been spent planning for the new facility and assisting the Foundation and Library Board in ensuring funding is available to support the equipment and services we plan to provide at 24313 Bennett Street in Parksley. While all are disappointed the library construction has been delayed due to the pandemic, I have been able to earmark pandemic relief funding to support equipment to use now and in the new

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Youth Services Librarian Hired

Eastern Shore Public Library welcomes New Youth Services Librarian Tiffany Flores has joined Eastern Shore Public Library as the new Youth Services Librarian. This position is responsible for the Children's and Teen collections and programs at the Accomac and Nasawadox libraries. She also coordinates programs, such as the Summer Reading Program, with the ESPL affiliate libraries, Chincoteague Island Library and Cape Charles Memorial Library. Communications with the Library of Virginia's Youth Services Coordi-

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building. My goal has been to get equipment that falls within our program plan, but that is re-envisioned for a post-pandemic world. I am glad School Librarian Linda Floyd had that science fiction compendium in the Northampton High School library back in the 1970's to help me develop visioning skills!

Let me give some examples. Staff are currently implementing **RFID**, radio-frequency identification equipment that will allow for self-checkout. RFID uses electromagnetic fields to automatically identify and track tags attached to objects. Retail uses this all the time to help track inventory. Stacia Childers highlights this in the enclosed Heritage Hub report. The RFID system was supported by IMLS CARES funding administered through the Library of Virginia.

The RFID system will not only support social distancing and minimum contact in the library circulation process, but it will also help with inventory management of the collections. Collection Development will improve as well with the reports the system can generate. Staff time will be saved in many ways, allowing them to focus on other public service needs.

Brian Simpson, Summer Dahlmans, and Wendy Johnson have been putting a lot of muscle into assembling book carts. These have been needed to store materials under quarantine after they have been wiped clean. Book cart funding was supported by a risk management grant from our insurance company and from Accomack County CARES funding. We cannot tell how long into the future we will need to quarantine materials, but libraries always need book carts.

We have a new outdoor book return box, also supported by Accomack County CARES funding. We can use this now and at the new library. (Yes, please start returning your materials in this box.)

On the flip side, we continue to address maintenance issues in the old Accomac library. 2020 ended with our boiler needing a new fuel pump, which meant many days we started out very chilly. Office space continues to be cramped, making day to day work frustrating, especially when trying to social distance. The ceiling in my office started dripping from the rain during one of my Zoom calls. Local history books are found with mildew and need cleaning. Our new Youth Services Librarian, Tiffany Flores, struggles to find space to store boxes of YS materials that the past librarian stored at home because there was not room in the library. Space deficiencies rob staff of valuable time by endless shifting and reorganizing; time better spent on public service.

Meanwhile, we are happy that staff can continue to provide the personal, warm service they take pride in, albeit without in-person contact and with our limited hours. I am very proud our staff presses on to ensure our patrons receive the books, DVDs, and audiobooks they need with the curbside pickup and behind the scenes ordering and processing. They respond to many phone calls about our new OverDrive Libby app for downloading ebooks. Staff also respond to social media and email requests as well as strive to ensure good communication about our resources through these medium. Throughout all this, we continually discuss how this will look in our new facility and how services



Tiffany Flores brings new book cart to Chincoteague Island

Youth Services

Janice Felker, Youth Services Coordinator

In December, Youth Services Librarian, Janice Felker worked with Accomack County Parks and Recreation to, for the first time, include books in their holiday bicycle giveaway program. The Bikes and Books program enabled forty-seven children, ages 3 to 17, to receive a new bike and a new book. Library Director, Cara Burton and new Youth Services Librarian, Tiffany Flores took part in the giveaway event on December 19. This program was also sponsored by WESR and the Saxis and Parksley Fire Departments.

Also, in December, Felker purchased and delivered holiday books for the prisoner re-entry program at Eastern Shore Regional Jail. The books were paid for by the Friends of the Eastern Shore Public Library and presented to the children of prisoners in the program along with a video recording of the parent reading the book. Books were also provided for distribution to young children in the Bayview community in Northampton.

Throughout the month, Youth Services Librarian, Janice Felker prepared for her retirement effective December 31, 2020, by organizing records, supplies, and files for her replacement Tiffany Flores, who began work on December 14. Felker also spent time training Flores via Zoom meetings.



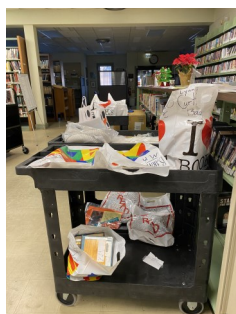
Tiffany Flores hands out books at her first outreach event, "Bikes and Books," in Accomack.

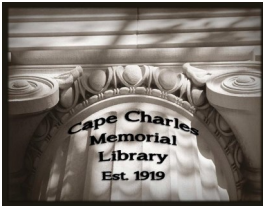


READ spelled in holiday lights at the construction site.

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might change after the pandemic. We are planning for all to be better. We are half-way through our fiscal year and appreciate the support we have received. We wish everyone a wonderful, blessed start to the new year! May 2021 be prosperous and healthy for all.

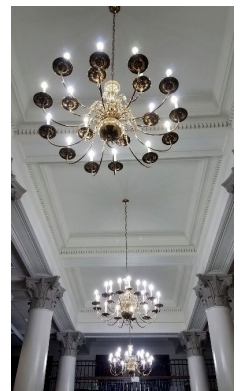




Cape Charles Memorial Library

Ann Rutledge Library Manager

December is usually a quiet month at Cape Charles Memorial Library and this year was no exception. Though most local festivities were cancelled this year, we tried to reach out to our community in a few different ways. During the month of December, we handed out goody bags to local children. Bags were full of great things including sweet treats, wi-ki stix, earbuds, rainbow pencils, and a brand-new book. Through collaboration with local organizations, Cape Charles Memorial Library was able to donate close to 60 children's books to Bayview Community Center.



Beginning on December 14, CCML returned to curb service only due to the high and rising COVID-19 numbers. Wi-fi is still available outside of the building. Our Library has two story ceilings so light replacement is a big job! This month public works replaced over 50 light bulbs in our 3 chandeliers - and they added a dimmer switch for our convenience.

Northampton Free Library

Barbrielle Rogers, Branch Manager



The café table was made and donated by Croxton Gordon.



Overall this month the NFL continues curbside service, working on inventory, and projects that were previously discussed.

NFL has had a few projects completed, which includes the tree removal by JJC Tree Services, LLC which was done on January 5th.

Also, our café stools were delivered on January 4th and it's a perfect match!!

Lastly, our landscaping project was completed as well during the month of December.



Chincoteague Island Library

Karen Sharp, Library Manager

Happy New Year!! CIL looks forward to a new year and all that it promises to bring. Enthusiasm for new projects, a renewed enthusiasm for completing planned projects, a new Children's Librarian, and...a new ESP library!! Here's to coming up with new ways and to continuing to maintain the old ways; in order to provide much needed resources for our communities.

As of December 8th, 2020, CIL (along with ESPL, Nassawadox, and Cape Charles), in order to protect patrons, staff and volunteers, made the decision to step back and offer curbside pickup only. Due to this and the Holiday Season, CIL has experienced a lower circulation and patron count. Our patron counts went from an average of 25 in November to an average of 10 for the month of December. CIL still has seen a few visitors who knock with inquiries from time to time.

CIL has experienced phone calls for material requests, how to obtain materials, how to get a library card, how to access ShoreCat, tech questions for their devices, and how to access OverDrive. Some of these patrons that have requested materials from ShoreCat are "new" to requesting and are therefore renewing their activity and interest with the library. This is very encouraging!

On December 30th, 2020, CIL welcomed a visit by Cara Burton, Director of The Eastern Shore Libraries and Tiffany Flores, the new Children's Librarian. The purpose of the visit was to meet Tiffany and to introduce her to CIL. Tiffany was given a warm welcome and introduced to Linda Ryan, CIL's President of the Board, Harriet Lonergan, CIL's Board Member/Volunteer Coordinator and Karen Sharp, CIL Manager. After a discussion concerning the direction and future of the Children's Programs, Tiffany was given a tour of CIL. CIL welcomes Tiffany Flores and looks forward to interacting and working alongside her on Children's Programming.

The CIL Board will be meeting on January 8th. Some of the items on the agenda the Board will be working on are:

- *The 2021 Budget

- *Updating their Strategic Plan for 2021

- *Looking forward to increasing programs, events and activities in 2021

The CIL Board's "Virtual Story Program" will begin recording the volunteers reading stories on January 12TH. The plan is to "air" these readings on YouTube on Thursdays at 10AM. The "airing" of these stories is yet to be determined...stay tuned!

Heritage Hub

Local History Services

Stacia Childers, LH Specialist



Heritage Center staff have been working on two big projects this month: RFID and “The Big Compare.”

RFID

ESPL secured funds for an RFID system through the CARES Act. RFID allows self checkout, efficient and accurate inventory and – most important for the Heritage Center – security. Though RFID will be utilized for almost all collections, local history reading room materials were the first to be “tagged.” Tagging is a simple process wherein a sticker is adhered to the book and synchronized with the library’s existing barcode record. The RFID sticker (tag) is extra insurance that Eastern Shore Room materials cannot be checked out. And if someone leaves the library with a tagged item that is not checked out, an alarm will sound. Due to their delicate and historical nature, archival items will not be tagged.



The Big Compare

To conserve space and protect the materials, storage or backup items of reading room materials for the Eastern Shore Room were packaged and stored four years ago. In the meantime, ESPL has continued to receive donations from patrons, while Collection Manager Charle Ricci has also been weeding the nonfiction collection in anticipation of the move to the new library. Normally, weeded materials are given to the Friends for their yearly book sales or donation to Better World Books. However, local history items were retained until it could be determined how many volumes might be in storage. These were also packed up. Kirk Mariner’s bequest to ESPL included nearly 2,000 volumes which are to be incorporated into the collection or kept as backup, or sold to raise additional funds if they do not meet our needs.



Now, with all of these volumes in one place – the Mariner

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nator is also handled by Ms. Flores.

Ms. Flores received her Masters in Information and Library Sciences from the iSchool at Syracuse University, which also happens to be where Library Director Cara Burton received her Masters. Ms. Flores received her Bachelors in English online from Ashford University in San Diego, California and Associate in Liberal Arts degree from Northeast Lakeview College in Universal City, Texas. She has most recently worked at Smoot Memorial Library in King George, Virginia. Ms. Flores stood out from other candidates with her friendly personality, creativity, expertise with technology and online learning, and her enthusiasm for literacy.

“Ever since I began looking into being a Librarian,” Flores stated, “I envisioned my job being one where I could inspire kids of all ages to read and learn. I am excited to begin working at Eastern Shore Public Library because I feel like I can finally do what I have always had in my mind.”

Flores has already participated in an outreach event when she distributed children’s books at the recent “Books and Bikes” event co-sponsored with Accomack Parks and Recreation at Sawmill Park. She is currently working on planning the Summer Reading Program which will include the BeanStack virtual reading portal.

Flores is beginning her career during a challenging time for libraries when many programs are virtual and visitors cannot enter the library due to COVID-19 safety precautions. ESPL is distributing “Takeaway” kits for children with fun activities. The library’s website, espl.org, has a special section for Youth Services with helpful links and news as well as many youth

electronic materials under the “e-Resources” tab.

ESPL will host a virtual “Meet and Greet” with Librarian Tiffany Flores on Friday, January 29, at noon. This is a great opportunity to not only meet Ms. Flores, but to also give feedback on library programs to assist her in future planning. A link to the event is under the library’s Youth Services tab at espl.org.

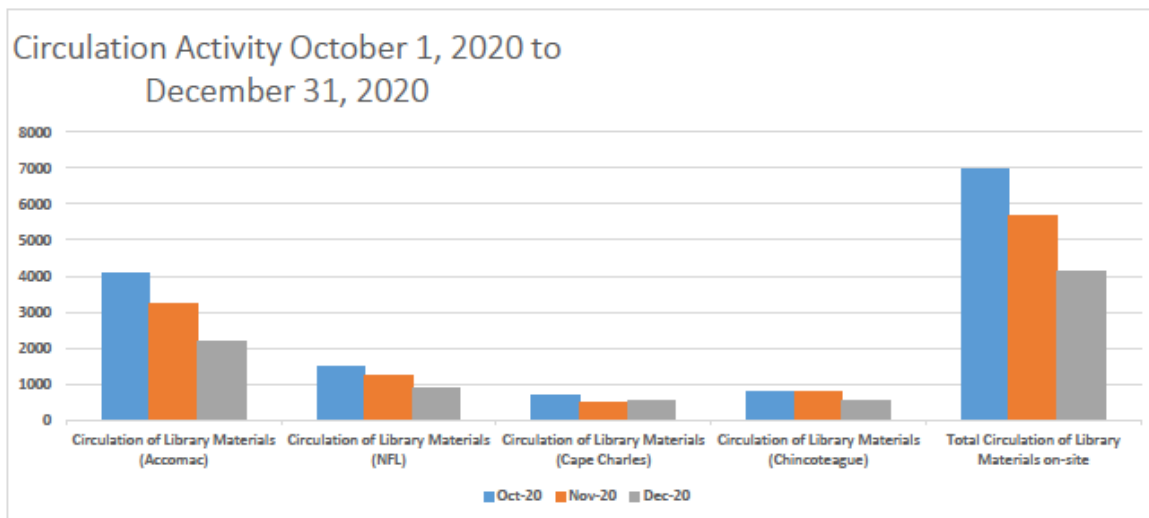
house in Onancock – staff can undertake what has been nicknamed “The Big Compare.” First, all the volumes from these four different “collections” must be grouped together to know how many exist of each title. Then they will be compared to existing collections based on the criteria of importance, need, condition and rarity. Relevant titles not previously owned will be added to the existing local history or ESPL circulating collection. Those previously weeded that are in very poor condition but for which we have adequate backup copies will be donated to the Friends. Copies which do not meet the criteria of our collection development policy will be sold for additional funds. The remainder will be inventoried and retained for future library use as needed.

These two projects work well in tandem – as every item in the Eastern Shore Room is systematically handled it can be simultaneously tagged and its condition assessed for possible replacement with items identified in The Big Compare process. The more the collection is handled, the more familiar staff becomes with what it contains, and therefore better equipped to assist patrons.

Public Services

Summer Dahlmanns, Circulation Manager

New Patron and Circulation Activity October 1, 2020 to December 31, 2020						
Month	New Patrons	Circulation of Library Materials (Accomac)	Circulation of Library Materials (NFL)	Circulation of Library Materials (Cape Charles)	Circulation of Library Materials (Chincoteague)	Total Circulation of Library Materials on-site
Oct-20	113	4052	1487	669	780	6988
Nov-20	50	3211	1229	476	782	5698
Dec-20	22	2180	867	533	526	4106
Total	185	9443	3583	1678	2088	16792



Eastern Shore Public Library

*Will be closed on Monday, January 18th in honor of
Martin Luther King, Jr's Birthday*

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Brought to you by your local library, and built with ❤ by **OverDrive**

