

EASTERN SHORE PUBLIC LIBRARY

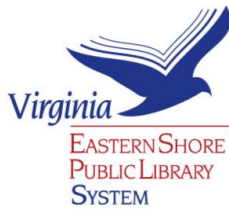
BOARD OF TRUSTEES

September 13, 2022, 1:00 PM

Meeting Location: Accomack County Airport, 29194 Parkway, Melfa, VA

Agenda

1. Call to Order
2. Public Comments
3. Approval of Minutes of August 9, 2022
4. Finance Committee
5. Financial Report
6. Branch and Friend's Reports
 - a. Cape Charles Memorial Library
 - b. Chincoteague Island Library
 - c. Northampton Free Library
 - d. ESPL Friend's Reports
7. Library Director's System Report
8. Personnel Committee (Pittman)
9. Grand Opening Committee (Holland)
10. ESPL Foundation (Davenport)
11. Capital Project Update – Steering Committee (Davenport)
12. Old Business
 - a. Patron Rights and Responsibility Policy – 2nd reading
 - b. ESRL Lease Agreement with Accomack County
13. New Business
 - a. Library in Accomack to be closed on Mondays starting September 19
 - b. Accept the retirement of Cara Burton, Library System Director
14. Closed Session regarding Personnel.
15. Additional Comments
16. Next Meeting: Tuesday, September 27, 2022 at 1:00 pm, Accomack County Airport,
Thursday, October 20, 2022 at 1 pm, Accomack County Airport. The October 11, 2022
meeting is cancelled.
17. Adjournment



Main Library – Accomack

Northampton Free Library
Chincoteague Island Library
Cape Charles Memorial Library

PO Box 25
Parksley, VA 23421
Phone: 757-787-3400
Fax: 757-787-2241
www.espl.org

**EASTERN SHORE PUBLIC LIBRARY
BOARD OF TRUSTEES**

August 9, 2022 at 1:00 pm

(Meeting held in-person at the Accomack County Airport, Melfa, and electronically)

Present: Joyce Holland (Chair), Jay Davenport (Vice-Chair), Dennis Custis, Althea Pittman, David Poyer, Carl Rose-Jensen, Frank Russell. **Absent:** Gary Heintzelman, Gerry Ryan. James Lilliston, Accomack County Treasurer.

In attendance: Cara Burton, Director, Jazmine Collins (virtual), Tiffany Flores (virtual), Chris Pote, Charle Ricci (virtual), Paul Muhly, Pat Bloxom (virtual)

ESPL Foundation: Al McMath, Colette Nelson. **Friends of the ESPL:** Janet Rochester.

1. Meeting was called to order by Chair Holland at 12:58 pm.
2. **Public Comments.** Rochester presented Burton with a newly designed ESPL Friends book bag, which are now available for purchase. Holland read a note of thanks from Pat Bloxom for the book given to her by the trustees in appreciation for her service on the board.
3. **Approval of Minutes.** Custis motioned to approve the minutes from the July 12, 2022 meeting. Poyer seconded. Motion approved.
4. **Finance Committee (Davenport)** – Davenport remains on the committee. Holland will represent Northampton County, and Bloxom will join the committee as a citizen member.
5. **Financial Report.** Burton has confirmed the receipt of \$350,000 from the state. The library can move forward with plans to utilize this funding. Burton distributed an updated year-end budget vs. actual report for FY 2021-22. The updated report includes a \$10,000 deposit into the Reserve account. Rose-Jensen motioned to approve the financial reports. Davenport seconded. Motion approved.
6. **Branch and Friend's Reports**
 - a. Cape Charles Memorial Library - Included in system report. Burton suggested to CCML manager that both the Zoom link to trustee meetings and the monthly system report be shared with her library board. This would allow for better representation from the southern portion of the Shore.
 - b. Chincoteague Island Library – Included in system report.
 - c. Northampton Free Library - Included in system report. Cara plans to visit later this afternoon to inspect the grounds clearing project. There is a right of way along the side property line, and Burton hopes to add additional security lighting along that line to facilitate outdoor events and story trails in the wooded area. NFL is the only library location with any significant usable green space.
 - d. ESPL Friends Reports – Included in board packet. Friends have released a new roster of board members. Friends are working to secure volunteers for upcoming events, the opening of the Parksley library, and the “staffing” of the Friends Book Shop.
7. **Library Director's System Report** – Burton confirmed that the system report is sent to the Boards of Supervisors of both Accomack and Northampton Counties. Burton announced that the launch of the new logo and rebranding occurred today. A press release has been sent, and staff are wearing new shirts. Backpacks will be available for the first 350 customers. The newly redesigned library cards encourage patrons to register for a new account or to update their existing accounts with current contact information. The new ESPL Heritage Center website (esplheritage.org) will hopefully be launching later today, and the new ESPL webpage (espl.org) will be live by the end of the week. The goal for both new websites is to make it easier to

find information and to have a modern look. Burton expressed appreciation to staff who have worked on the projects. Pote and Collins have been heavily involved with the Heritage Center website, which was paid for with grant funding and ARPA funds. TGD worked on the rebranding project pro bono, which has saved the library and Foundation a tremendous amount of money. Holland will send TGD a thank you note on behalf of the trustees. All of the equipment purchased with the \$148,000 Emergency Connectivity Fund has arrived, and Collins has been doing an excellent job with the logistics of inventorying and distributing the equipment to local non-profits and organizations. Burton is in the process of hiring a part-time courier driver and custodian. Burton has interviewed an individual for the advertised youth services librarian position and is awaiting a response.

8. **Personnel Committee (Pittman)** – No updates presented. Holland explained to Russell that the committee is working with staff and utilizing surveys to increase staff retention and satisfaction. Rose-Jensen commented on how much useful information was gleaned from the first of two staff surveys.
9. **Grand Opening Committee (Holland)** – No updates presented.
10. **ESPL Foundation (Davenport)**
 - a. **Capital Campaign Update** – McMath announced that the lawnmower raffle resulted in approximately \$16,500 of funds raised. The Foundation's focus will now shift towards endowments, of which the interest will be a continual source of support. The capital campaign will end at the end of 2022. The second check (\$104,000) from the Milliner bequest has been received by the Foundation and will be deposited with the ES Community Foundation. \$25,000 has been deposited into the ESPL Foundation's Citizen's Endowment. \$350,000 from the state has been received and the library and Foundation are very grateful to everyone at the state and local levels that made this possible. Burton will be utilizing these funds for needed items for the new library.
11. **Capital Project Update – Steering Committee (Davenport)** – McMath noted that good progress is being made on the interior with HVAC working and all carpet and drywall installed. Interior painting is to begin this weekend. The contractor has given the County a schedule with a final completion date of September 28th, but it is unclear at this point if the County will accept that. McMath is concerned about the spots in the roof where water previously intruded into the installation. The roofing subcontractor returned to the project, but has not been on site lately. The contractor and County feel that another thermographic test needs to be done in order to get a certificate and a warranty. McMath is unsure whether a certificate of occupancy could be issued without the roofing certificate. The contractor and architect are in disagreement over the amount of additional time related to the transformer delay that will be incorporated into the final completion schedule. Now that the fire suppression system has been inspected and certified, the remainder of the ceiling can be installed. Davenport inquired about the timeline of exterior site work paving. McMath responded that a company from across the bay is on the schedule for asphalt paving during the week of August 16th. The exterior fence is being removed now that the building itself will be secure at night. McMath feels that the library may be able to begin to move after the projected completion date of September 28th, but that there will most likely be some items still to be finished. Davenport expressed concern that without the roofing certificate and warranty, the building should not yet be turned over to the Trustees.
12. **Old Business – None.**
13. **New Business**
 - a. **Moving archives.** Approval of lease agreement – With the sale of the Club Car property and adjacent bank building, the space that was housing the archives is no longer available to the library. Pote noted that the relocation of the archives to a former bank in Onley will allow for the proper

processing of the collection. The new space will make it possible to gain control of the collection, and to begin the nitty gritty archival work. The result will be a properly housed and organized collection, which will then be moved to Parksley. The rent will be \$1,600 per month. Russell questioned the cost of the temporary move, the shelving, and the rent, because of the potential for this to be a temporary, short-term solution. Russell noted that the library could be moving to Parksley in a couple of months and suggested that the archives could be stored in the two rooms that have been completed in the new library. Holland explained that the lease will be for two years. Davenport noted that the trustees will need to inspect and formally accept the building from County before occupancy will occur. It will not be possible to store archives in the new library building before that point. Holland understands that this move into the rented space will provide Pote an opportunity to get all of the archives into the condition that they will need to be in prior to moving into the new facility. Davenport noted that this will allow the staff to have control over the collection before it is moved. Russell reiterated that the cost of this move is high. Pote explained that the rented archive space will allow the archives to hire an assistant much sooner than if waiting for the move to the new library. Davenport motioned to approve the lease agreement and to move the archives to the rented space. Pittman seconded. The date of the lease agreement will be adjusted to the current date. Burton inquired as to who would be authorized to sign the lease. Holland suggested that library attorney Custis will make a recommendation on who is best to sign. Motion approved with Holland, Davenport, Custis, Pittman, Poyer, and Rose-Jensen, voting in favor, and Russell voting against.

14. Patron Rights and Responsibilities Policy. This is the first reading of the policy. A second reading will occur at the next trustee meeting. Poyer noted that there are no rights included in the policy, only responsibilities. The policy is written in the nature of a contract, with access and respect being given in exchange for responsibilities. Also, paragraph five should include the addition of requiring clothing that covers the lower part of the body. Burton agreed that the wording regarding proper attire will be examined. Burton noted that patron rights are outlined in the ALA Bill of Rights, and suggested that the Bill of Rights could be included in the policy, or attached as an additional document. Davenport feels that the document is too lengthy and complicated, and suggests a one page summary that is attached to and refers to the full policy. Davenport also questioned the section on how to address patron sleeping in the library. Burton noted that individuals with special needs or the elderly will doze off. Russell is concerned about who determines what constitutes prolonged staring. Rose-Jensen noted that it is a very subjective thing. Burton explained that this discussion illustrates the situations that library staff encounter in their work with the public. Burton will return the trustee's comments to the staff to see how the policy could be modified. Poyer suggested the policy's main points could be highlighted on a one page summary or even converted into an infographic to illustrate behaviors to avoid. Davenport also suggested that language be added to instruct patrons to direct any questions to library staff when determining what behaviors are appropriate. Burton asked Pittman to review the policy with her staff to identify any additions needed to recognize those with special needs. Holland asked trustees to submit edits and comments before the next meeting.
15. **Additional Comments** – Russell noted that he would like to be a positive influence as a trustee and would like to enhance the relationship between the library and the town of Parksley. Davenport expressed that he is glad to have Russell on the board, and noted that the relationship between the library and the town will be symbiotic.

Russell is looking forward to working with the board and also to having a town-wide event at the same time as the library's grand opening.

16. **Next Meeting:** Tuesday, September 13, 2022 at 1:00 pm, Accomack County Airport.

17. **Adjournment** – A motion to adjourn was made by Poyer and seconded by Davenport. Motion approved.

Meeting adjourned at 1:50 pm by the Chair.

Respectfully submitted,

Cara Burton, Secretary

DRAFT

FRIENDS OF EASTERN SHORE PUBLIC LIBRARY

Report to Director September 2022

It has been a quiet month for the Friends, with no special events. However, we have continued with our regular activities in support of programs and the staff. We continue to place RFID tags in books on the shelves as we prepare for the move. We continue to scan books, donations and discards, for Better World Books, and have sent an average of four boxes a month to them. We shelve books that have been returned by readers. We have a new brochure, now ready to print, that updates information about the library and our activities, and includes a membership application.

We welcomed two new board members, both recent newcomers to the area -- Lillian Waldenmaier and Margaret Donahue Lynch. Margaret has volunteered to be our representative to the Trustees and will be attending the Trustees meetings in the future.

Janet Rochester



Library System Report

EASTERN SHORE OF VIRGINIA • PUBLIC LIBRARY SYSTEM • Cara Burton, System Director

Regional Library and Heritage Center • Cape Charles Memorial Library • Chincoteague Island Library • Northampton Free Library

Summer Reading Success

By Tiffany Flores

Eastern Shore Public Library's Summer Reading Program improved participation over last year. In our Ocean of Possibilities Reading Challenge, we had 30 participants with many who came in to retrieve their prizes throughout the summer. For onsite programming, ESPL and NFL libraries kicked off summer with Hoopoe the Mime which had 19 attendees at ESPL and 13 attendees at NFL.

Participation numbers continued to be good in the weekly storytimes Tiffany held at both locations. ESPL saw anywhere from 5 to 33 attendees per session while NFL had anywhere from 2 to 12 attendees per session. Storytimes provided children with a fun story and related activity. Our most successful storytimes included the slime and the sensory bottles activities.



DIRECTORS' UPDATE

Change

People are inclined to measure change with numbers. Of anything that has defined the change in public libraries, the value of numerical output measures can no longer effectively describe how libraries improve or decline. The face value of numbers is not an indicative measure, just as you cannot look at a house's exterior paint and the roof to determine if there has been termite damage, or conversely, generations of happy families living there. That is why I stopped including circulation and patron registration counts in monthly reports---and I have yet to get a complaint.

Fall is the time of year librarians across the country do compile output measures for their state annual reports. Around 1985, I took a landmark course in Output Measures for Public Libraries taught by Charles McClure, PhD. He wrote what was then an innovative book on library statistics being used for performance measures. For decades, librarians scrambled to show the worth of their services using his methods. A few years ago, I took a more useful course on using ratios for analyzing performance.

Today, I can find no statistical figures that can reflect the success of ESPL's services better than the feedback I receive from the

Continued page 5

Continued next page

community. I find no better performance measure than the customer service my staff provides that makes our patrons satisfied with their experience using library services, whether on-site or online. If I was to measure success, I would also use our partnerships and relationships. The relationships between the Trustees and staff are indicative. The counties' supervisors's trust and respect for the Library Director and the library's services are essential for identifying improved performance. Neither a dollar value nor a percentage point can be counted over the warm reception received from our partners and patrons.

In a practical sense, patron registration change cannot accurately be given as we changed to a new registration system and have "purged" many outdated registrations to make our patron database more accurate. The 29% increase in circulation can reflect (1) the increase in staff customer service training and (2) the increased ease-of-use of the online catalog and/or (2) the effect pandemic lockdown increased reading of the general public. There is no one thing to pinpoint the cause for the change nor does the change in the statistics definitively reflect an improvement or deficiency. Library operations are too dynamic to draw such a clear picture.

Change can be identified visually. Libraries tend to have much more "stuff" than they used to; whether this is a

Rebranding is a visual way to identify that changes have been made and more are to come. The visual logo change and new messaging can convey a dramatic newness in a positive way.



positive change is another discussion. Libraries needs more space to accommodate the technological changes of the world. We can see---and hear--- how people's use of the library has changed. This will be one of the most interesting outcomes of the new library we will experience: how the footprint of the library facility changes how people use it.

I have to say the library staff's work areas indicate change. Library staff historically are not usually the tidi-

Staff Changes

Congratulations on the following promotions:

- ♦ **Connor Buyrn is Branch Manager at Northampton Free Library.**
- ♦ **Jazmine Collins is Reference and Circulation Manager.**
- ♦ **Tiffany Flores is Family Services Librarian.**

To Meet the Goals of the Strategic Plan, New ESPL Positions will Include:

- ♦ Local History Reference Librarian
- ♦ Archive Specialist and/or Field Archivist
- ♦ Technology Librarian
- ♦ Administrative Assistant
- ♦ Library Specialist (1.5 FTE)
- ♦ Teen Librarian
- ♦ Volunteer and Events Coordinator

est; we tend to be collectors and clutter-bugs. We prefer to spend time with patrons and programs rather than filing. We just have too much going on as we wear different hats throughout the day.

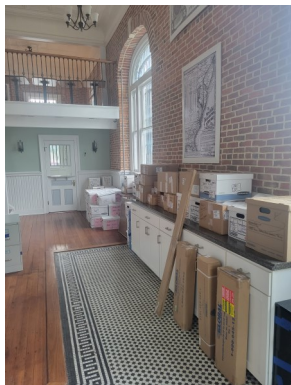
The ratio of the number of staff to the piles of papers and unprocessed books would be a good figure to indicate whether the library is properly staffed. It is not uncommon for me to stop, stare around my office, and then remind myself that the messiness of my office is not a fault and does not reflect my expertise at my job. The messiness does affect my ability to do my job. The messiness is a reflection of the lack of adequate workspace, storage space, and staffing I experience every day; as does all of my staff.

One of the joys of moving to a new building is the feeling of starting over. Sometimes it is easier to just totally clear out the closet in order to reorganize it so it is usable. New paint, new colors, new layout, and new spaces are a great opportunity to change how work is done and how we feel when we do our work. We appreciate and look forward to it.



Heritage Center

Christopher Pote, Heritage Center Manager



The transitional phase of the Heritage Center work has begun. Over the course of two days in August, the temporary holding facility for archival and library materials in Parksley was vacated. Roughly 500 boxes loaded with books, research materials, photographs, maps, etc., plus a significant amount of framed material and filing cabinets, were relocated. Many of the boxes of books are being temporarily housed in the library in Accomac, while the bulk of the material was brought to the Heritage Center's off-site processing space in Onley.

The next significant steps will happen concurrently: (1) we begin to assess the collections in Onley, which include the major Latimer and Mariner acquisitions, (2) assess the archives at Accomac and move them to Onley for temporary storage, and (3) prepare the Eastern Shore Room books, maps, microfilm, and equipment for its move to Parksley. Archives assessment and processing is time consuming work as every box will need to be handled, inventoried, and accounted for. This transitional phase will continue as needed, keeping the safety of the archives a priority, with the goal of occupancy at the permanent facility in Parksley.

Thank you, Jazmine Collins and Kasey Grier, for assisting with overseeing the physical move, and Craig Justis and his crew for loading, transporting, and unloading the materials safely.



Youth Services

Tiffany Flores, Youth Services Librarian



Chincoteague Bay Field Station visited the library for various events at both locations. These weren't as successful with about three visitors per location. We tried doing teen events with them at ESPL and saw no participation. However, when NASA visited the library we had eight attendees at ESPL and three attendees at NFL, making it a moderately more successful event.

The Art and Poetry Contest did not have much success with only four participants. This was the first year to host this summer contest. It was originally advertised as a Teen Art and Poetry Contest, but was opened to all ages based on patron questions about the event. We hope to see more teen participation in the new library.

Overall, summer went well with a lot more on-site attendance than last year. Social media advertising may have helped with program visibility. Less concern about Covid-19 also increased library use.

One of the major projects Tiffany Flores has been working on is to outfit the Children's Room, Children's Program Room, and Teen Room with new and colorful furniture and equipment. Recent equipment purchases include a LEGO table, an activity cube for toddlers, and parts for a sensory wall. She is particularly excited about the HUSH privacy sofa as it will, hopefully, provide a semi-private place for nursing mothers and a comfort-space for autistic children and others sensitive to overly busy surroundings. Other items, such as the activity cube and sensory wall will provide easy-to-clean stimulation for mental development and motor skills.



Due to lack of staff capacity, equipment purchases for the MakerSpace are on hold. Staff are needed to provide training and management of the room. The use of the room in the meantime is under review by staff.

Due to the difficulty in filling staff vacancies, ESPL in Accomac will be closing on Mondays, starting September 19. Staff are needed for move preparations to help minimize long-term closing during the move process.



Technical Services

Charle Ricci, Collection Management and Acquisitions Librarian



Upcoming Changes for Libby and Overdrive

The Eastern Shore Public Library (ESPL) offers eBooks and eAudiobooks through Overdrive's Libby platform. Libby is easy to download to desktop computers, mobile devices, and eReaders. It is also simple to navigate and use. ESPL has offered access to the Libby platform since 2020 through generous support from the Library of Virginia.

The Library of Virginia has provided Virginia public libraries with access not only to the Libby platform, but also to a sizeable collection of eContent available for borrowing. This statewide collection has been crucial to the ESPL's efforts to provide a large selection of eBooks and eAudios for borrowing. ESPL, like many library systems across the country, has been unable to purchase sufficient quantities of eBooks and eAudios to meet local demand due to the high cost of each item – often three to four times as much as the same title in print.

While ESPL has steadily built a locally-owned collection of eBooks and eAudios on Libby over the past few years, it is nowhere near the size needed to provide a wide selection of materials for our digital readers and listeners. Without the large number of titles made available to Shore patrons through the state library, reading and listening choices would be limited, and wait times for popular items would be long.

Recently, the Library of Virginia announced that Libby would no longer be a part of the package of electronic services that are provided

to Virginia public libraries, as financial resources were being reallocated to meet other needs. This change will take effect on October 1, 2022.



To remedy this situation, ESPL is in the process of joining a consortium known as SOVALUE, which stands for "Southern Virginia Libraries United Electronically". Membership in SOVALUE will allow ESPL to retain Overdrive's Libby platform, which many local readers have become accustomed to using. In addition, with over twenty participating library system members sharing their eContent collections, membership in SOVALUE will allow ESPL to continue to provide a substantial collection of eBooks and eAudios for local library patrons.

ESPL's current eBook and eAudio collections will migrate into the SOVALUE consortium, and new purchases will continue to be made to increase the library's collection on Libby. These items will soon be supplemented by the digital collections of the other member libraries in



Northampton Free Library



By Connor Buyrn, Branch Manager

The month of August saw progress made on several of Northampton Free Library's ongoing projects. With the review of our science fiction and mystery collections complete, these books were re-shelved to improve access and navigability. Outside the library, more brush was cleared behind the building to increase the amount of usable outdoor space. Discussions are underway about how we can continue to develop this resource and provide links to other recreational opportunities nearby. Northampton Free Library's resident pair of barn swallows also kept busy, raising their second brood of chicks for this summer.

The Eastern Shore Public Library system's new logo and library cards rolled out this month to an enthusiastic public response. The rollout attracted many new patrons to the library, and more new patrons were added this August than during any other month for nearly two years. Dozens of long-time Nassawadox patrons also opted for new cards, and several made a special trip to the library for just this purpose. Overall, the rollout has been very successful in increasing public interest in and optimism about the library system.

Libby, continued from page 5

SOVALUe. As October 1st grows near, details about logging in and accessing the SOLVALUe collections will be posted on the library's website and Facebook page. The library appreciates your patience as we begin this journey into the SOVALUe consortium and looks forward to a bright future, full of eReading and listening choices!

\$100,000, these non-collectible balances cluttered up the library software system and created barriers to efficient customer service. Connor Buyrn, Northampton Free Library Manager, is now systematically examining patron accounts and waiving the long-standing fines.

When this project is complete, the library patron and circulation databases will accurately reflect active and current library users, and the residual cobwebs from previous software systems will be gone. New and returning patrons will have the opportunity to open or renew their library account (and receive a striking new library card) without the barrier of outdated account information interfering with the process.



Cape Charles Memorial Library

Sharon Silvey, Library Manager



This past summer was one of our busiest summers ever! We returned to hosting in-house programs for the first time since early 2020 which was exciting for Cape Charles Memorial Library staff and our guests. It was wonderful to welcome back families and to meet new friends.

As the summer winds down and we transition to fall and back-to-school, we look forward to visits from local classrooms and homeschoolers and introducing all students to everything a library has to offer. From discovering the new “Pete the Cat” early reader or the new “Magic Tree House” graphic novel series or researching an influential artist or printing off a report that is due tomorrow, we are here to help. With the recent rollout of the new ESPL website, students and parents have many additional resources available at their fingertips just by visiting espl.org/kids-and-teens.

Cape Charles Memorial Library joins the American Library Association in celebrating September as “Library Card Sign-Up Month”. This annual campaign began in 1987 to “encourage all children to obtain a library card and use it” (ilovelibraries.org/librarycard). Make sure your child has the most important school supply of all – a library card! Stop by CCML (or any of the ESPL’s) and register for a FREE card.

CCML is currently in the process of creating our fall program schedule, including weekly story time! Please stay tuned – we will post our schedule as soon as it becomes available.

The Friends of Cape Charles Memorial Library held a book donation drive last month and received many items for their upcoming book sale on Friday, September 16th.

We wish everyone a happy and safe 2022-2023 school year!





Chincoteague Island Library



The “Lubbock’s Learners” Summer Reading Challenge wrapped up at the end of August. All readers who turned in their completed logs by the deadline received a backpack filled with school supplies. There was also a drawing for prizes. First place winner was Parker Joy Watson who won a Kindle Fire, second place was the Deitch twins who won a Sundial Books gift card and the third place winner also won a Sundial Books gift card. The book bags were provided by the Eastern Shore Public Library!

The summer reading challenge program was a big success, thank you to the volunteers and all who made this happen. A special thanks to the owners of Lubbock, a beloved pet who passed away in 2018, for their financial support of this program. Congratulations to all! books and talked about the different sounds birds make and sounds one hears outside. Ms. Diane then challenged the children to take a garden music walk and check off on the list all the sounds we hear. The children learned how to make a garden music wall using household items. At the end of the program, Ms. Diane passed out pinwheels and a take-home craft to paint and create a wind chime. Thank you, Ms. Diane!



ESPL Grant Update

Cara Burton, Library System Director

LVA ARPA from Institute of Museum and Library Services (IMLS) –The TalkBox pods are on order and hopefully will arrive to meet the grant deadline.

NEH Challenge Grant –NEH approved the grant budget. See the ESRLHC Equipment and Consulting Budget spreadsheet for details. Barbara Schwenk has been communicating with NEH via their portal.

Federal Communications Commission (FCC) –Emergency Connectivity Fund. awarded \$148,000. Devices have been distributed to nonprofits in the project. Jazmine Collins has done a phenomenal job of organizing and managing the inventory and distribution. One nonprofit requested more devices due to success. A balance remains to purchase more devices. Three Smartbus devices are being purchased/leased.

The ESPL Finance Committee continues to review grant budgets as part of the overall finances for the ESPL.

No active grant writing is taking place at this time due to the pending move and the time involved in implementing existing grants and the reporting requirements.

PERSONNEL REPORT

September 13, 2022

Cara Burton, Library Director

Congratulations on the following promotions:

- ♦ Connor Buyrn is Branch Manager at Northampton Free Library.
- ♦ Jazmine Collins is Reference and Circulation Manager.
- ♦ Tiffany Flores is Family Services Library.

Chincoteague Island Library has a position available for Library Branch Manager, part-time. Karen Sharp has resigned as Branch Manager.

ESPL has the following part-time positions open:

- Driver/Custodian
- Information Specialist

Cara Burton, Library System Director, is retiring January 1, 2023.

To Meet the Goals of the Strategic Plan, New ESPL Positions will include:

- ♦ Local History Reference Librarian
- ♦ Archive Specialist and/or Field Archivist
- ♦ Technology Librarian
- ♦ Administrative Assistant
- ♦ Library Specialist (1.5 FTE)
- ♦ Teen Librarian
- ♦ Volunteer and Events Coordinator

PATRON RIGHTS AND RESPONSIBILITIES AT EASTERN SHORE PUBLIC LIBRARY

Executive Summary

The Director received one comment after the August board meeting which was to add the word “hover” along with staring. It was added.

The Director added “Panhandling is not allowed” due to its absence and recent activity with such at one library.

A second abbreviated version was created per Trustee recommendation.

Referring patrons to staff for clarification was also added.

Below waist garments was added.



PATRON RIGHTS AND RESPONSIBILITIES AT EASTERN SHORE PUBLIC LIBRARY

Abbreviated version.

Patron rights and responsibilities have been established to maintain a **peaceful** atmosphere that promotes the use and enjoyment of the library resources, **protects the safety and wellbeing** of the general public, staff and property, and creates a **welcoming** environment for all.

Everyone has the right to use library resources provided the person's behavior does not unreasonably interfere with the rights of others to do the same. We expect patrons to:

Respect – Explore – Aspire – Discover

- Your entrance to this public library indicates that you are willing and able to act courteously toward all other persons here, act respectfully with regard to public property, and follow all library rules.
- The rights of an individual to use the library without being unreasonably disturbed by another is essential.
- The safety and well-being of patrons and staff are essential.
- To ensure a welcoming environment, the responsible use and care of all library materials and property is essential.

For a detailed explanation of each expectation, please see *Patrons Rights and Responsibilities at Eastern Shore Public Library Policy and Guidelines*.

*Thank you for your cooperation and patronage!
Please do not hesitate to ask staff for assistance or
clarification on any of the above expectations.*

PATRON RIGHTS AND RESPONSIBILITIES AT EASTERN SHORE PUBLIC LIBRARY

Patron rights and responsibilities have been established to maintain a **peaceful** atmosphere that promotes the use and enjoyment of the library resources, **protects the safety and wellbeing** of the general public, staff and property, and creates a **welcoming** environment for all.

Everyone has the right to use library resources provided the person's behavior does not unreasonably interfere with the rights of others to do the same. We expect patrons to:

Respect – Explore – Aspire – Discover

Your entrance to this public library indicates that you are willing and able to act courteously toward all other persons here, act respectfully with regard to public property, and follow all library rules.

Behavior which violates library policy, interferes with the use of the library by others or interferes with staff in the conduct of their duties is not permitted. Patrons engaging in such behavior may be asked to stop the behavior and/or they may be asked to leave the building. The police may be called and/or the patron's library privileges may be revoked. Unlawful activities will promptly be reported to the appropriate law enforcement authorities.

Staff is authorized to require a person to leave the library for the day if in the judgment of the staff member the patron's behavior is disorderly or disruptive. If the behavior is repeated or severe, the patron may lose library privileges. The patron shall have the right to a hearing before the Board at the meeting at which the Board is scheduled to take action on revocation of privileges.

Patrons shall cooperate with library staff who must interpret and apply rules and policies. Upon request, patrons shall be required to provide their correct name or show their library card or other identification to library staff and leave the premises when so directed.

The rights of an individual to use the library without being unreasonably disturbed by another is essential.

1. Creating a disturbance by making noise, talking loudly, whistling, singing, using profanity, running or engaging in other disruptive conduct is prohibited. This includes stalking, hovering near, prolonged staring at or following another with the intent to annoy, or intentionally behaving in a manner that could reasonably be expected to annoy or disturb other patrons or staff.

2. Headphones and earbuds are encouraged. Earbuds may be available at the public service desk, if in stock.
3. Using personal electronic equipment in a manner that could reasonably be expected to annoy or disturb other patrons or staff or interferes with library service is prohibited.
4. Cell phones should be set to low volume or no-ring (vibrate) or turned off when entering the library. Patrons should limit themselves to short, quiet phone calls whenever possible. Speaker phone settings are to be turned off unless in use in a meeting room. Extended conversations that might disturb other patrons should be moved to more isolated areas of the library or outside. Cell phone conversations are discouraged in public computer workstation areas.
5. Appropriate attire is required. Shirts and shoes must be worn in the library as well as garment that fully covers the waist down, such as skirts, shorts, or pants. Shirts are to be buttoned.
6. Offensive body odor due to poor personal hygiene or overpowering perfume or cologne that causes a nuisance or reasonably interferes with library use by other patrons or staff is prohibited.
7. Individuals seeking to engage in fundraising, solicitation, or petition-related activities while on library property must obtain approval from the Library Director. Panhandling is not allowed.

The safety and well-being of patrons and staff are essential.

8. Threatening, harassing or intimidating language or behavior will result in immediate expulsion from the library and possible legal action.
9. Parents and caregivers are responsible for the behavior, safety and supervision of their children at all times. According to library policy, children under the age of eight must be supervised by a responsible caregiver at all times. *See the ESPL Unattended Child Policy.*
10. Patrons not attended by a child may be asked to leave the Children's or Young Adult Rooms or youth programs if it is unclear the person is in the area for the intended library purpose. Only parents, guardians, staff, or Friends of the Library volunteers may photograph or videotape children in the Children's or Young Adult Rooms or during library programs unless permission is granted by the Library Director.
11. Blocking the entryways, vestibules, or pathways to emergency exits is prohibited. Disruptive groups congregating inside or outside the library will be required to disperse.
12. Bicycles may not in any way interfere with entering or exiting the library, and they should be parked in the bicycle racks outside the library.
13. Items carried into the library, such as backpacks or other personal belongings, must be stored out of pathways. Athletic equipment such as skateboards, balls, skate-shoes, or roller blades may be carried into the library; however, they may not be used in the library.
14. Patrons should keep personal property with them. ESPL is not responsible for lost, stolen, or damaged personal property.
15. Animals, other than service animals, are not permitted in the library, unless as a part of a program authorized by the Library Director. Service animals must be in close proximity to their charge and their charge must be in full control of the animal. Service animals must follow all library use policies as well.
16. Patrons sleeping in the library may be awakened by library staff if there is concern for the patron's health or well-being, or if the patron's sleep is disturbing others.
17. Open flames or explosive materials are not allowed inside the library.
18. Security cameras may be recording for the safety and security of patrons and library property.
19. Patrons are only allowed in authorized areas. Some spaces may require reservations.

To ensure a welcoming environment, the responsible use and care of all library materials and property is essential.

20. Drinking of non-alcoholic beverages is permitted in the library if it is in a non-spill container with a lid. Consumption of food is prohibited in all public areas of the library with the exception of meetings held in the meeting rooms and receptions approved by the library. See the Meeting Room Use Policy for details on allowable refreshments.
21. Use of tobacco, cannabis, and/or vaping products is prohibited throughout the library building and on library property. The Library is a drug-free facility.
22. Those who steal, damage or deface library materials or property may be prosecuted. Parents are liable for damage done by a child under the age of eighteen.
23. Patrons are required to comply with the library's policies and procedures on computer use and the Internet. Pornographic images are not allowed in the library.
24. Improper use of library restrooms, including, but not limited to, bathing, shaving, hair trimming and laundering is prohibited. Use of cameras in the bathroom is prohibited.

***Thank you for your cooperation and patronage!
Please do not hesitate to ask staff for assistance or
clarification on any of the above expectations.***

Approved by the Eastern Shore Public Library Board of Trustees xxxxxxxxxxxx.