BLACKWATER REGIONAL LIBRARY
BOARD OF TRUSTEES MEETING

Franklin Branch
Wednesday
April 17, 2024
Board Meeting —3:00 pm

Budget & Finance Committee *will NOT* meet

Blackwater Regional Library
Franklin Branch

280 N. College Dr.
Franklin, Virginia 23851

blackwater
regional
library

Franklin, Isle of Wight, Southampton, Surry, and Sussex
www.blackwaterlib.org

Please notify Amy at 757-653-0298 x 304 if you are unable to attend or need directions.

Board Packet Contents
April 17, 2024

- Agenda – April 2024
- Minutes – March 2024
- Library Director's Report
- Library Bills
- Monthly Statistics Report – March 2024
- Staffing and Workshop Report

Blackwater Regional Library
Board Meeting
April 17, 2024

Agenda

Franklin Branch

Call to Order

Adoption of Agenda – April 2024

Approval of Minutes – March 2024

Public Comment

Correspondence

Director's Report

Committee Reports
- Budget and Finance
- Personnel and Policy
- Nominating Committee

Review of Approval of Accounts Payable and File for Annual Audit

Unfinished Business

New Business

Board Member Comments/Announcements

Announcement of Next Meeting
- May 15, 2024

Adjournment

BLACKWATER REGIONAL LIBRARY
BOARD OF TRUSTEES MEETING MINUTES
March 20, 2024

Chair, Bill Worsham called the meeting of the Blackwater Regional Library Board of Trustees to order at 3:02 p.m. at the Franklin Branch.

Agenda
Ms. Dawson moved, and Ms. Hedgepeth seconded that the agenda be approved as amended. The vote was unanimous.

Consideration of Remote Meeting Participation Requests
None

Minutes
Ms. Moore moved, and Ms. Manfred seconded the minutes be approved as presented. The vote was unanimous.

Public Comment
None

Correspondence
None

Library Director's Report
Mr. Neal highlighted the book donation drive sponsored by Smithfield Alumnae Chapter of Delta Sigma Theta Sorority Inc.; donation sites include the Carrollton, Smithfield, Surry and Windsor Branches.

The Winter Reading Program was a success with a projected 200 students participating and over 2,000 books read.

Mr. Neal presented a supplemental presentation detailing current usage trends and changes. Blackwater Regional Library's "Promoter Score" was 92, which indicates BRL patrons are highly likely to recommend the library to others. Trends also indicate BRL's door count and materials usage, with the exception of DVDs and physical audiobooks, are all on the rise.

Committee Reports

Budget & Finance – Ms. Moore – Mr. Scott Carr, Wells Fargo Financial Advisor, will attend the May Board meeting with an update and to answer any questions or concerns. Please forward questions to Mr. Neal prior to the April meeting to allow Mr. Carr time to research and formulate answers. Sussex County cancelled the March Budget Session due to lack of quorum; the meeting has been rescheduled for April. Mr. Neal presented to the Sussex Board of Supervisors at the February meeting to share library information and answer questions. Southampton County Budget Hearing is scheduled for April 10, 2024.

Personnel & Policy – Ms. Vaughan – In the March Board mailing you will find the Library Director's evaluation form; please complete and return to Ms. Fisk before the April Board meeting. Board members are asked to refer to last year's evaluation and goals, also attached, to complete the new evaluation. Questions should be directed to Ms. Vaughan.

Ms. Vaughan noted:
- On page 2 "Mutually Established Goals" – Board members should use the same grading system found in other areas of the form.
- Please change the rating period on the form to <u>7/23 to 2/24</u>

Accounts Payable

Ms. Hedgepeth moved, and Ms. Dawson seconded that the accounts payable be filed for the Annual Audit. The vote was unanimous.

Unfinished Business

None

New Business

Nominating Committee – Mr. Worsham appointed the following Trustees to the Nominating Committee for FY2025 officers: Ms. Lease, Ms. Moore, and Ms. Claggett.

Board Member Comments/Announcements

Ms. Hedgepeth: Photography Exhibit April 6 – May 3, 2024 (handout); Rawls Museum Arts Summer Camps (handout); Seeking a new Director (informational, no handout); Schedule of Upcoming Events (handout)

Mr. Worsham: Encouraged Board members to continue to support the budget process

Ms. Briggs: The 2024 Job Fair at Sussex Central High School is scheduled for Wednesday, April 17, 2024. The event will be open to students during school hours and to the public from 6-8 pm. Jarratt – The Community Coalition of Sussex will assist with the 5K Walk to be held in April.

Ms. Moore: Book Club continues to meet in both Wakefield and Waverly Branches. Waverly Branch Easter Program will be held Tuesday, March 26, 2024 at 5pm

Announcement of Next Meeting

The next Blackwater Regional Library Board of Trustees meeting will be on April 17, 2024 at 3:00 p.m. at the Franklin Branch.

Adjournment

Ms. Briggs moved, and Ms. Vaughan seconded the meeting be adjourned. The vote was unanimous.
The meeting was adjourned at 3:44 p.m.

Respectfully submitted,

Debbie Carter for
Sylvia Claggett, Secretary
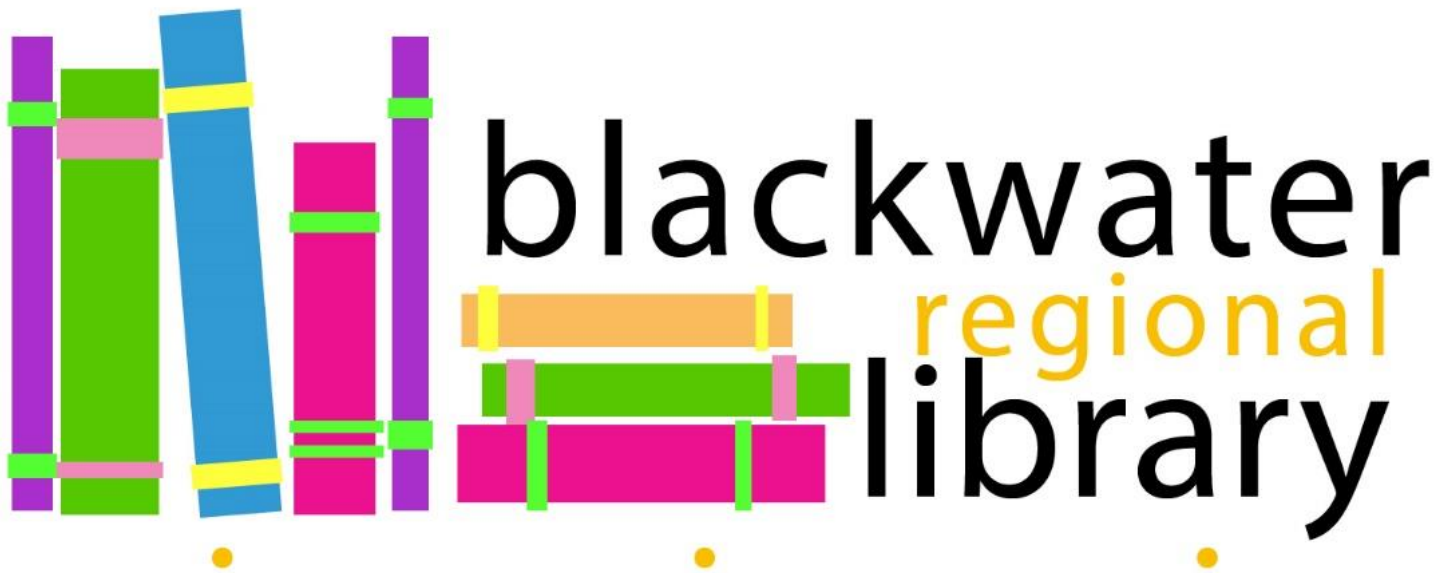
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Director's Report
March 2024

Central/Systemwide Updates

- BRL celebrated National Library Week in early April; with special programs and promotions.
- A couple vacancies in Outreach, as well as a pair of PT Library Assistants
- Numerous special and popular programs happening throughout the system
- Heading into final quarter of FY, circulation +10%, active users +13%, program attendance +16%, and Door Count is even over same point in FY23.

National Library Week
April 7-13th

Impactful Programs

Partnered with Smithfield Friends of the Library for Jeffrey Blount, local author event at Smithfield Center

"Dance and Movement" program presented to Southampton Pre-K students by Suffolk Center for Cultural Arts

"Bluey" Party at Carrollton Library hosted over 200 attendees

22 Outreach Programs in the Community in March reaching over 1400 people

City of Franklin

- Popular programs for children, teens, and adults continue to do well; special highlights were Full STEAM Ahead and adult Craftsy.

- Franklin, along with a couple other branches, is home to a butterfly habitats, which are fascinating patrons of all ages!

Isle of Wight County

- Carrollton branch hosted a variety of popular programs and saw its Children's area get a well-deserved refresh!

- Smithfield branch hosted Bunny Wall Art, Afterschool STEAM, and more!

- Windsor Branch had a really busy month in it's compact space including a special VDH presentation on fighting germs, a special varmint-oriented StoryTime, and an indoor Easter Egg Hunt!

Between Outreach and In-House programming, 77 programs reaching over 1500 persons were delivered in IOW County in March

Southampton County

- Staff attended the Easter Bunny Bonanza at Southampton Meadows/Gatherings and gave out free books and library information

- Popular STEM and youth programs included Paws to Read, Story Time, and STEM-oriented Butterfly Habitat program

- Adult Craftsy had a jam-packed room of happy attendees making lanterns

Surry County

- Surry had a fun Dr. Seuss event for Read Across America Day in early March!

- Surry's Storytime made use of some nice weather and incorporated some outdoor activities to the normal StoryTime routine!

- Claremont Craftsy group made decoupage Easter Eggs in a fun two-day project!

Sussex County

- Waverly Easter Program had over 100 attendees, with a StoryWalk, Giveaways, Games and the Easter Bunny! Local head start, churches, and other community groups all pitched in the make the event happen!

- Craftsy programs at both locations continue to do well, particularly in Wakefield.

Blackwater Regional Library
Library Bills
March 2024

Type	Date	Num	Account	Amount
360IT Partners				
Bill	03/20/2024	MSP247516	205 · Accounts Payable	-5,920.38
Bill Pmt -Check	03/20/2024	10902	126 · Operating TowneBank	-5,920.38
Bill	03/31/2024	MSP247958	205 · Accounts Payable	-978.25
Bill Pmt -Check	03/31/2024	10924	126 · Operating TowneBank	-978.25
AFLAC				
Bill	03/31/2024	603336	205 · Accounts Payable	-1,134.70
Bill Pmt -Check	03/31/2024	10925	126 · Operating TowneBank	-1,134.70
Amazon Capital Services				
Bill	03/31/2024	1HLQ-KPPT-14YV	205 · Accounts Payable	-1,039.52
Bill	03/31/2024	1N94-QHCJ-3VRM	205 · Accounts Payable	-41.93
Bill Pmt -Check	03/31/2024	10926	126 · Operating TowneBank	-1,081.45
Anthem Blue Cross/Blue Shield				
Bill	03/20/2024	000781324F	205 · Accounts Payable	-15,199.00
Bill Pmt -Check	03/20/2024	10903	126 · Operating TowneBank	-15,199.00
AT&T				
Bill	03/31/2024	1278798185	205 · Accounts Payable	-3.20
Bill Pmt -Check	03/31/2024	10927	126 · Operating TowneBank	-3.20
Baker & Taylor				
Bill	03/20/2024	5018792619	205 · Accounts Payable	-2,335.21
Bill Pmt -Check	03/20/2024	10904	126 · Operating TowneBank	-2,335.21
Bill	03/31/2024	5018805965	205 · Accounts Payable	-8,737.42
Bill Pmt -Check	03/31/2024	10928	126 · Operating TowneBank	-8,737.42
Baker & Taylor - Laminate				
Bill	03/20/2024	5018793158	205 · Accounts Payable	-679.31
Bill Pmt -Check	03/20/2024	10905	126 · Operating TowneBank	-679.31
Bill	03/31/2024	5018823461	205 · Accounts Payable	-707.24
Bill Pmt -Check	03/31/2024	10929	126 · Operating TowneBank	-707.24
Blackstone Publishing				
Bill	03/31/2024	2138389	205 · Accounts Payable	-41.24
Bill	03/31/2024	2144584	205 · Accounts Payable	-36.24
Bill Pmt -Check	03/31/2024	10930	126 · Operating TowneBank	-77.48
Cengage Learning, Inc./Gale				
Bill	03/20/2024	84015894	205 · Accounts Payable	-31.99
Bill Pmt -Check	03/20/2024	10906	126 · Operating TowneBank	-31.99
Bill	03/31/2024	84092342	205 · Accounts Payable	-290.42
Bill Pmt -Check	03/31/2024	10931	126 · Operating TowneBank	-290.42
Center Point Large Print				
Bill	03/20/2024	2080204	205 · Accounts Payable	-24.57
Bill	03/20/2024	2080206	205 · Accounts Payable	-24.57
Bill	03/20/2024	2080834	205 · Accounts Payable	-24.57
Bill	03/20/2024	2082334	205 · Accounts Payable	-48.54
Bill	03/20/2024	2082904	205 · Accounts Payable	-164.79
Bill Pmt -Check	03/20/2024	10907	126 · Operating TowneBank	-287.04
Bill	03/31/2024	2083496	205 · Accounts Payable	-24.57
Bill Pmt -Check	03/31/2024	10932	126 · Operating TowneBank	-24.57
Charter Communications				
Bill	03/20/2024	177213501030724	205 · Accounts Payable	-3,987.25
Bill Pmt -Check	03/20/2024	10908	126 · Operating TowneBank	-3,987.25
Daily Press				
Bill	03/20/2024	270002414 2.28.2024	205 · Accounts Payable	-70.62
Bill Pmt -Check	03/20/2024	10909	126 · Operating TowneBank	-70.62
Demco, Inc.				
Bill	03/31/2024	7457422	205 · Accounts Payable	-255.02
Bill	03/31/2024	7458831	205 · Accounts Payable	-67.86
Bill	03/31/2024	7459259	205 · Accounts Payable	-2,380.22
Bill Pmt -Check	03/31/2024	10933	126 · Operating TowneBank	-2,703.10
Document Systems, Inc.				
Bill	03/31/2024	137080	205 · Accounts Payable	-2,826.38
Bill Pmt -Check	03/31/2024	10934	126 · Operating TowneBank	-2,826.38
Dodson Pest Control				
Bill	03/20/2024	956728241	205 · Accounts Payable	-46.00
Bill Pmt -Check	03/20/2024	10910	126 · Operating TowneBank	-46.00
Dominion Energy Virginia				
Bill	03/31/2024	3233130008 3.31.2024	205 · Accounts Payable	-1,204.48
Bill Pmt -Check	03/31/2024	10935	126 · Operating TowneBank	-1,204.48
H2O To Go				
Bill	03/31/2024	Acct 7825 3.29.2024	205 · Accounts Payable	-61.75
Bill Pmt -Check	03/31/2024	10936	126 · Operating TowneBank	-61.75
Midwest Tape				

Blackwater Regional Library
Library Bills
March 2024

| Type	Date	Num	Account	Amount
Bill	03/20/2024	505158700	205 · Accounts Payable	-1,081.20
Bill Pmt -Check	03/20/2024	10911	126 · Operating TowneBank	-1,081.20
Bill	03/31/2024	505190603	205 · Accounts Payable	-3,523.08
Bill Pmt -Check	03/31/2024	10937	126 · Operating TowneBank	-3,523.08
Overdrive, Inc				
Bill	03/20/2024	03100CO24069177	205 · Accounts Payable	-814.93
Bill	03/20/2024	03100DA24072236	205 · Accounts Payable	-1,118.41
Bill	03/20/2024	03100DA24078989	205 · Accounts Payable	-1,033.89
Bill Pmt -Check	03/20/2024	10912	126 · Operating TowneBank	-2,967.23
Bill	03/31/2024	03100DA24084443	205 · Accounts Payable	-140.00
Bill	03/31/2024	03100DA24086191	205 · Accounts Payable	-599.75
Bill	03/31/2024	03100CO24087288	205 · Accounts Payable	-585.90
Bill	03/31/2024	03100DA24061063	205 · Accounts Payable	-498.84
Bill	03/31/2024	03100DA24093958	205 · Accounts Payable	-270.23
Bill	03/31/2024	03100CO24096579	205 · Accounts Payable	-242.48
Bill Pmt -Check	03/31/2024	10938	126 · Operating TowneBank	-2,337.20
Petersburg Alarm Company				
Bill	03/20/2024	205445	205 · Accounts Payable	-435.00
Bill Pmt -Check	03/20/2024	10913	126 · Operating TowneBank	-435.00
Petty Cash				
Bill	03/31/2024	3.31.2024 Petty Cash	205 · Accounts Payable	-658.55
Bill Pmt -Check	03/31/2024	10939	126 · Operating TowneBank	-658.55
Queen B's Cleaning Service				
Bill	03/31/2024	1539	205 · Accounts Payable	-877.20
Bill Pmt -Check	03/31/2024	10940	126 · Operating TowneBank	-877.20
QuickBooks Payroll Service				
Liability Check	03/14/2024		126 · Operating TowneBank	-37,601.26
Liability Check	03/28/2024		126 · Operating TowneBank	-37,084.82
Sentara Health Plans				
Bill	03/31/2024	8735110	205 · Accounts Payable	-10,206.00
Bill Pmt -Check	03/31/2024	10941	126 · Operating TowneBank	-10,206.00
Smithfield News				
Bill	03/31/2024	317996 4.3.2024	205 · Accounts Payable	-30.00
Bill Pmt -Check	03/31/2024	10942	126 · Operating TowneBank	-30.00
Southampton County				
Bill	03/31/2024	Acct 46 3.15.2024	205 · Accounts Payable	-55.00
Bill Pmt -Check	03/31/2024	10943	126 · Operating TowneBank	-55.00
Southampton County (1)				
Bill	03/31/2024	2024-03 (March gas)	205 · Accounts Payable	-459.42
Bill Pmt -Check	03/31/2024	10944	126 · Operating TowneBank	-459.42
Southampton Cty Treas, Cynthia J. Edwards				
Liability Check	03/15/2024	10900	126 · Operating TowneBank	-1,801.61
Liability Check	03/15/2024	10901	126 · Operating TowneBank	-25.00
Liability Check	03/29/2024	10921	126 · Operating TowneBank	-1,801.61
Liability Check	03/29/2024	10922	126 · Operating TowneBank	-25.00
Liability Check	03/29/2024	10923	126 · Operating TowneBank	-12,802.20
Southside Gas Service, Inc.				
Bill	03/20/2024	19944	205 · Accounts Payable	-408.40
Bill Pmt -Check	03/20/2024	10914	126 · Operating TowneBank	-408.40
The Teeny Tiny Farm				
Bill	03/31/2024	WV 6.25.2024	205 · Accounts Payable	-200.00
Bill Pmt -Check	03/31/2024	10945	126 · Operating TowneBank	-200.00
The Tidewater News				
Bill	03/20/2024	25425 3.20.2024	205 · Accounts Payable	-49.00
Bill Pmt -Check	03/20/2024	10915	126 · Operating TowneBank	-49.00
TowneBank/Card Services				
Bill	03/20/2024	6457 0001 3.20.2024	205 · Accounts Payable	-12,037.82
Bill Pmt -Check	03/20/2024	10916	126 · Operating TowneBank	-12,037.82
General Journal	03/31/2024	31924	126 · Operating TowneBank	-7,007.45
Unique Management Services, Inc.				
Bill	03/20/2024	6123087	205 · Accounts Payable	-256.30
Bill Pmt -Check	03/20/2024	10917	126 · Operating TowneBank	-256.30
Verizon (1)				
Bill	03/20/2024	961660704 3.9.2024	205 · Accounts Payable	-159.90
Bill Pmt -Check	03/20/2024	10918	126 · Operating TowneBank	-159.90
Bill	03/31/2024	624106825 3.22.2024	205 · Accounts Payable	-57.72
Bill Pmt -Check	03/31/2024	10946	126 · Operating TowneBank	-57.72
Verizon Wireless				
Bill	03/20/2024	9958681088	205 · Accounts Payable	-2,840.71
Bill Pmt -Check	03/20/2024	10919	126 · Operating TowneBank	-2,840.71

Blackwater Regional Library
Library Bills
March 2024

Type	Date	Num	Account	Amount
Xerox Financial Services				
Bill	03/20/2024	5509170	205 · Accounts Payable	-1,598.72
Bill Pmt -Check	03/20/2024	10920	126 · Operating TowneBank	-1,598.72

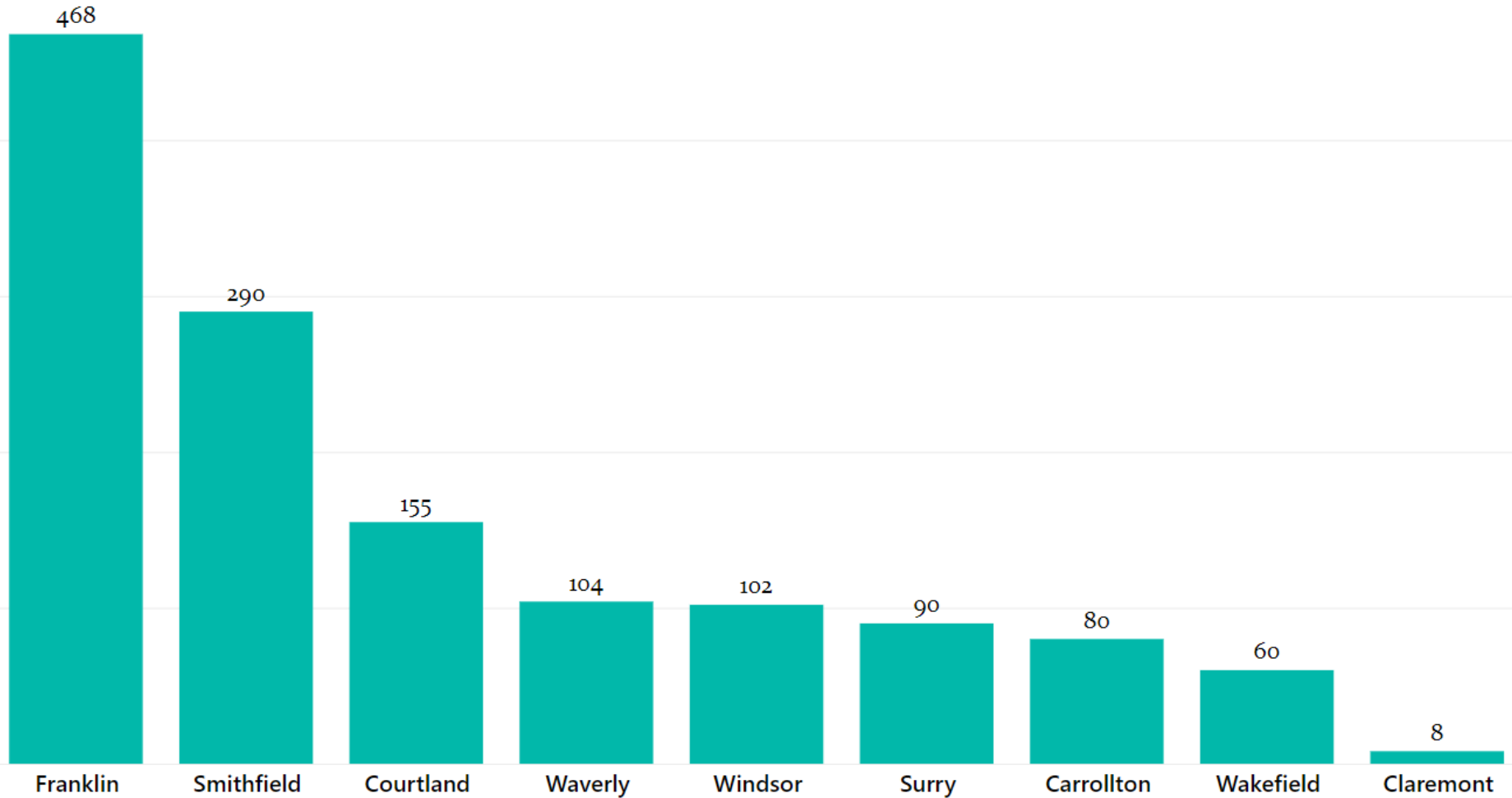Franklin, Isle of Wight, Southampton, Surry, and Sussex
www.blackwaterlib.org
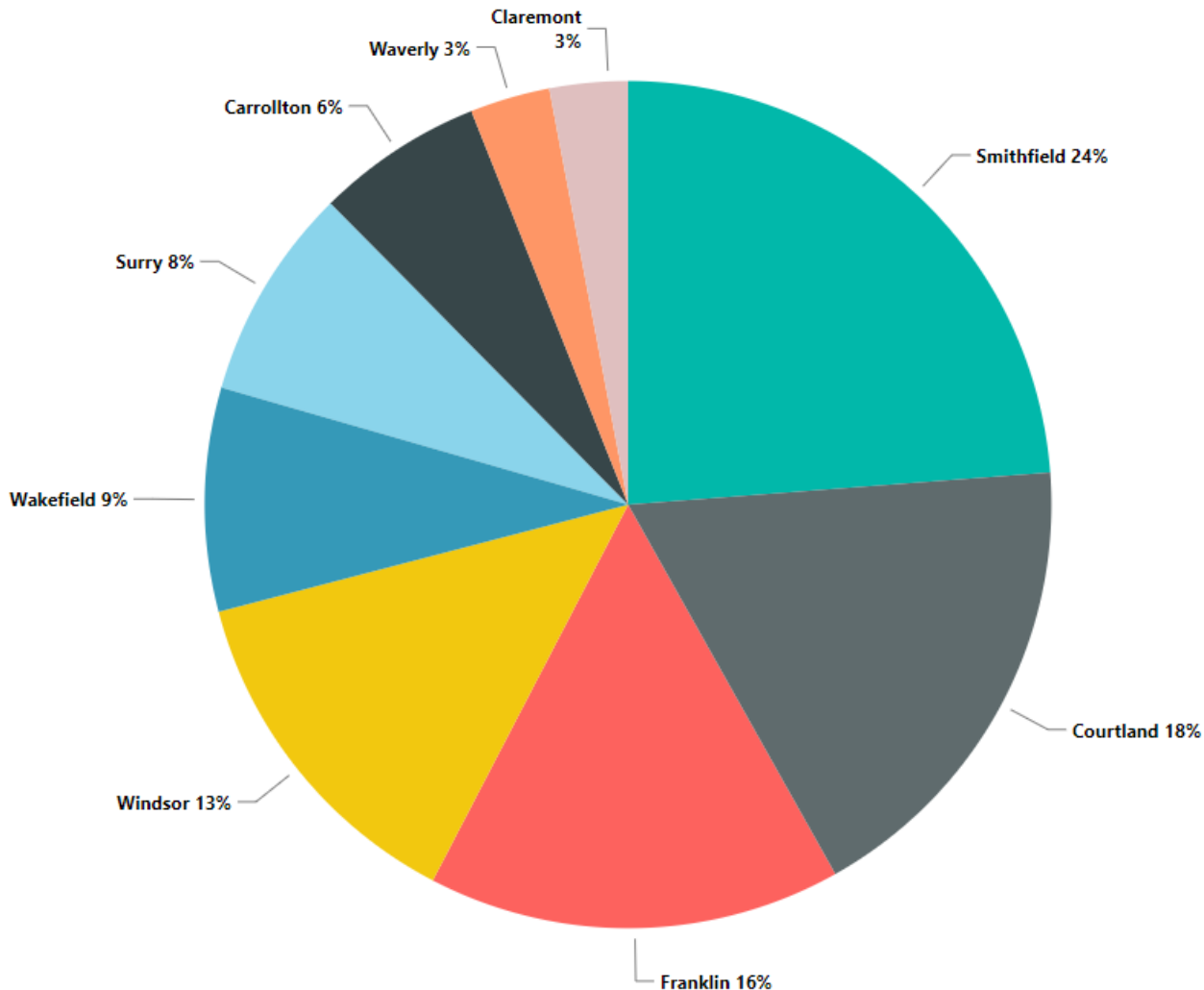
March 2024
Statistics

Monthly Report: Patron Count
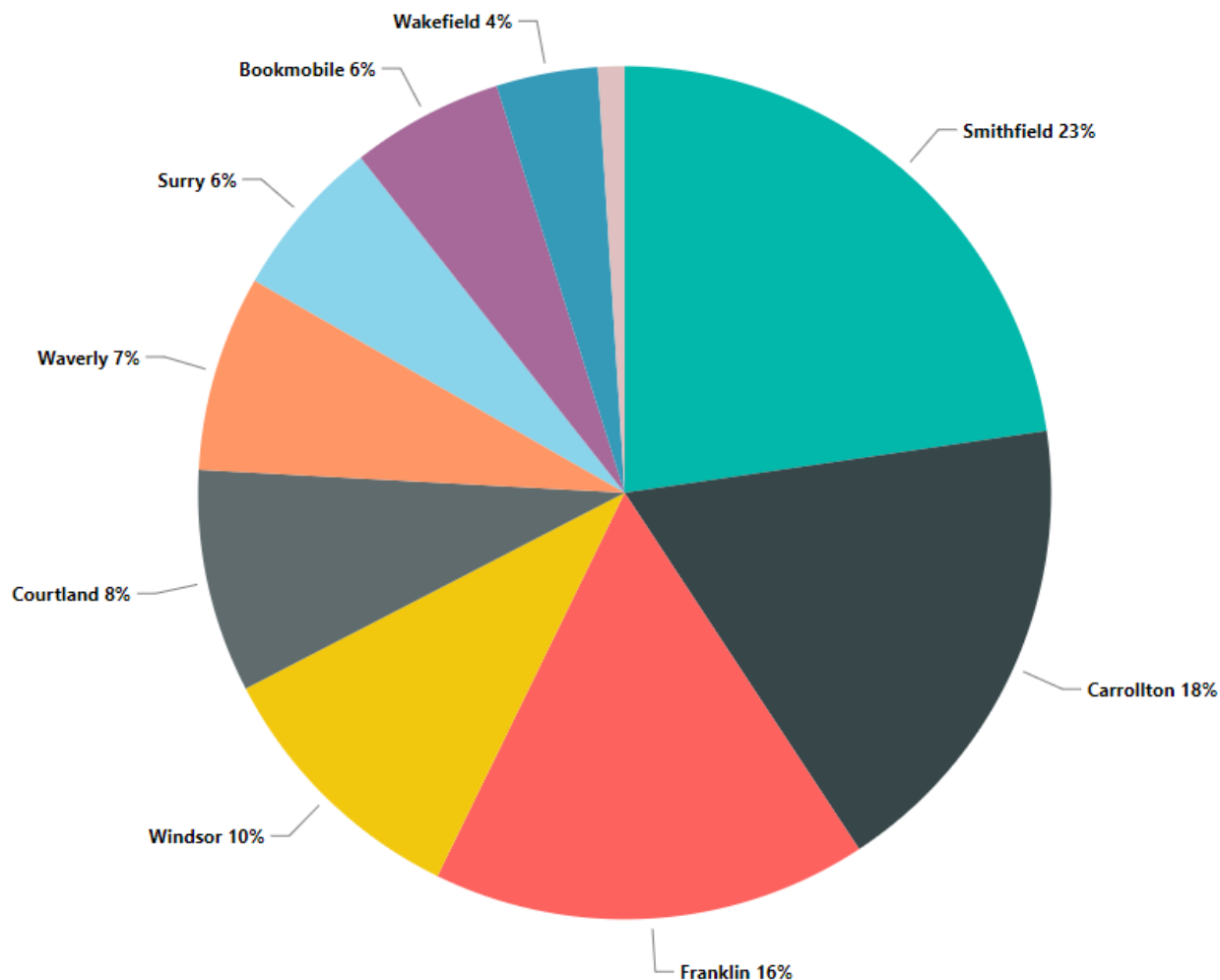
Branch	Patron Count
Bookmobile	968
Carrollton	3030
Claremont	169
Courtland	1418
Franklin	2768
Smithfield	3806
Surry	1024
Wakefield	645
Waverly	1245
Windsor	1708
Total	16781

Monthly Report: In-House Internet

Monthly Report: WiFi Use

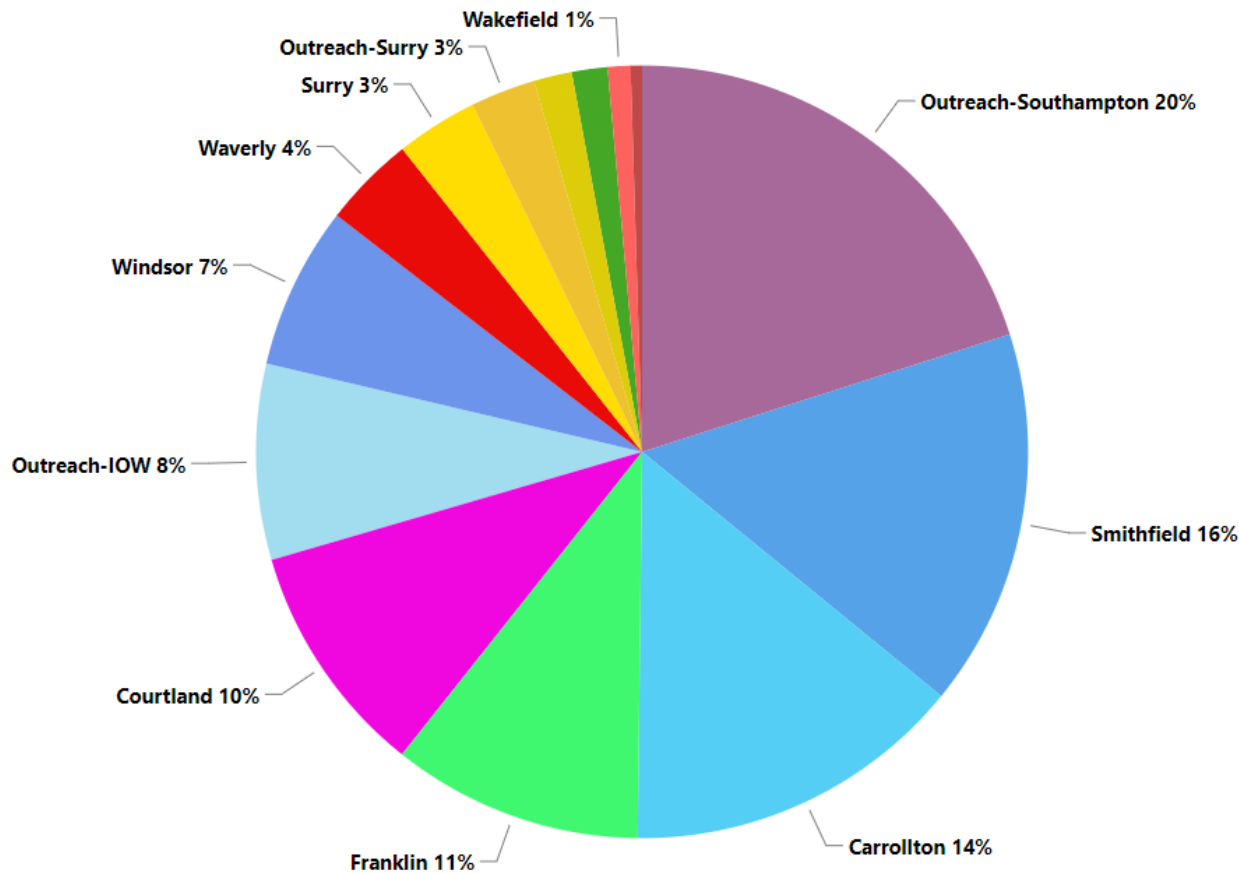| Branch	Wireless Internet Usage
Carrollton	100
Claremont	47
Courtland	284
Franklin	248
Smithfield	374
Surry	128
Wakefield	134
Waverly	48
Windsor	209
Total	1572

Circulation Report: By Branch
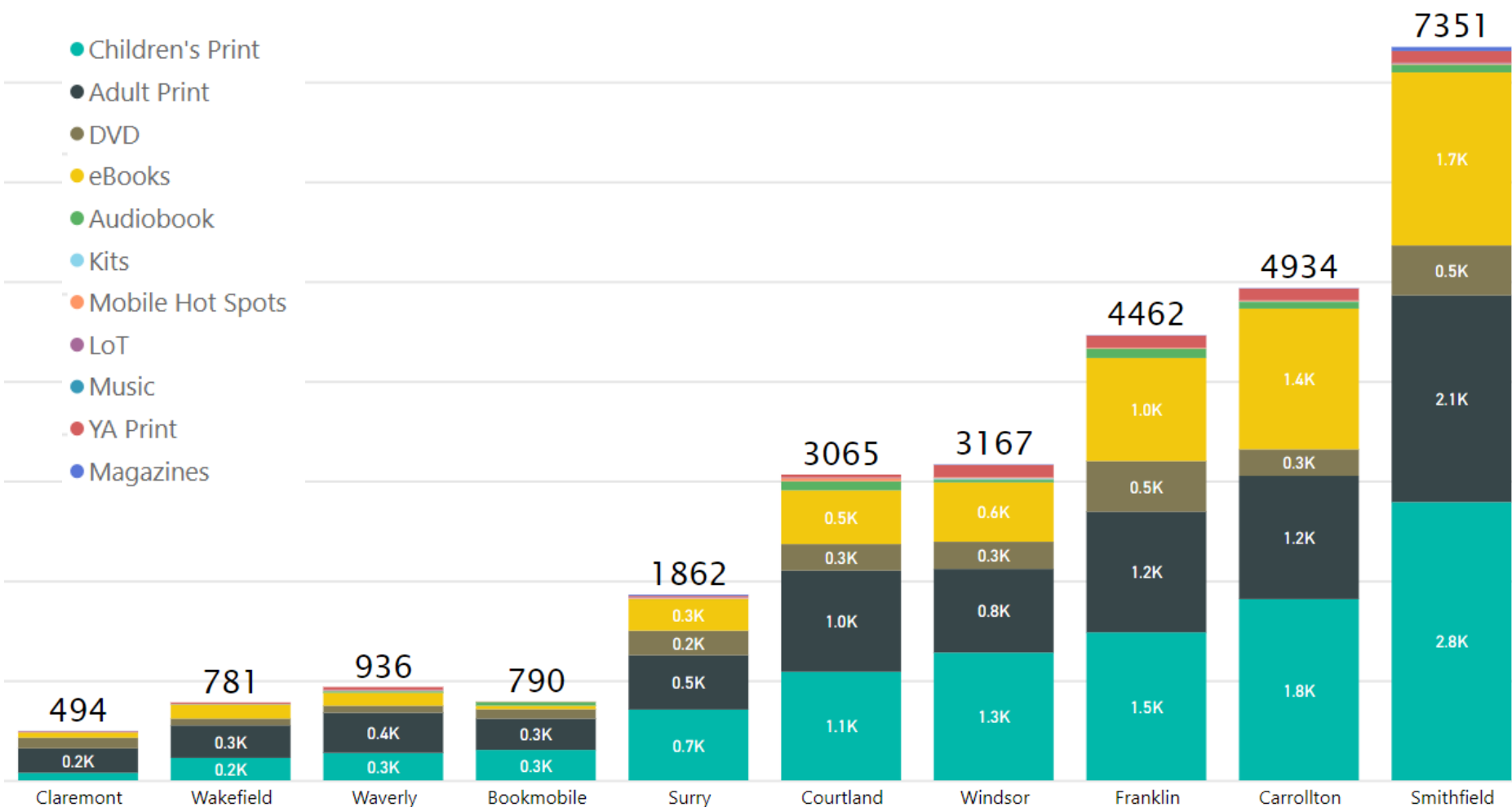
Circulation Report: Type by Branch

Location	Adult Print	Children's Print	DVD	Audio-book	Kits	YA Print	Music	LoT	Magazines	eBooks	Mobile Hot Spots
Bookmobile	314	305	94	37	0	0	0	0	0	36	4
Carrollton	1236	1817	266	68	3	118	2	2	4	1409	9
Claremont	245	76	107	0	0	9	0	1	3	52	1
Courtland	1015	1088	265	91	0	30	0	7	0	539	30
Franklin	1210	1483	508	93	0	120	0	3	4	1032	9
Smithfield	2073	2789	500	78	0	117	2	8	41	1734	9
Surry	546	709	246	3	1	11	0	10	10	315	11
Wakefield	326	225	69	4	0	16	0	2	0	138	1
Waverly	403	275	71	15	2	27	0	8	0	129	6
Windsor	839	1281	272	28	12	124	0	1	5	595	10
Total	8207	10048	2398	417	18	572	4	42	67	5979	90

Audiobook 1%
eBooks 21%
Adult Print 29%
LoT 0%
YA Print 2%
Mobile Hot Spots 0%
DVD 9%
Children's Print 36%
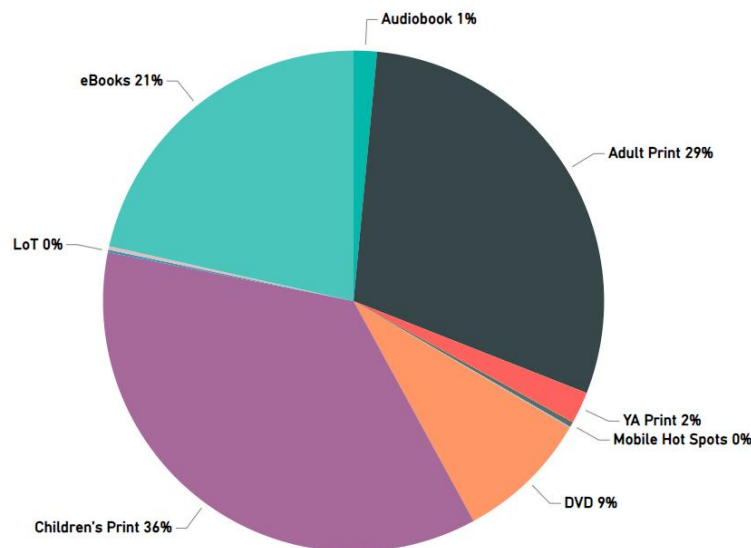
Program Report: Total Participation

Location/Branch	Count
Carrollton	630
Claremont	70
Courtland	432
Franklin	463
Outreach–Franklin	66
Outreach–IOW	361
Outreach–Southampton	885
Outreach–Surry	120
Outreach–Sussex	21
Smithfield	697
Surry	151
Wakefield	42
Waverly	170
Windsor	300
Total	4408

Outreach Report: Programs
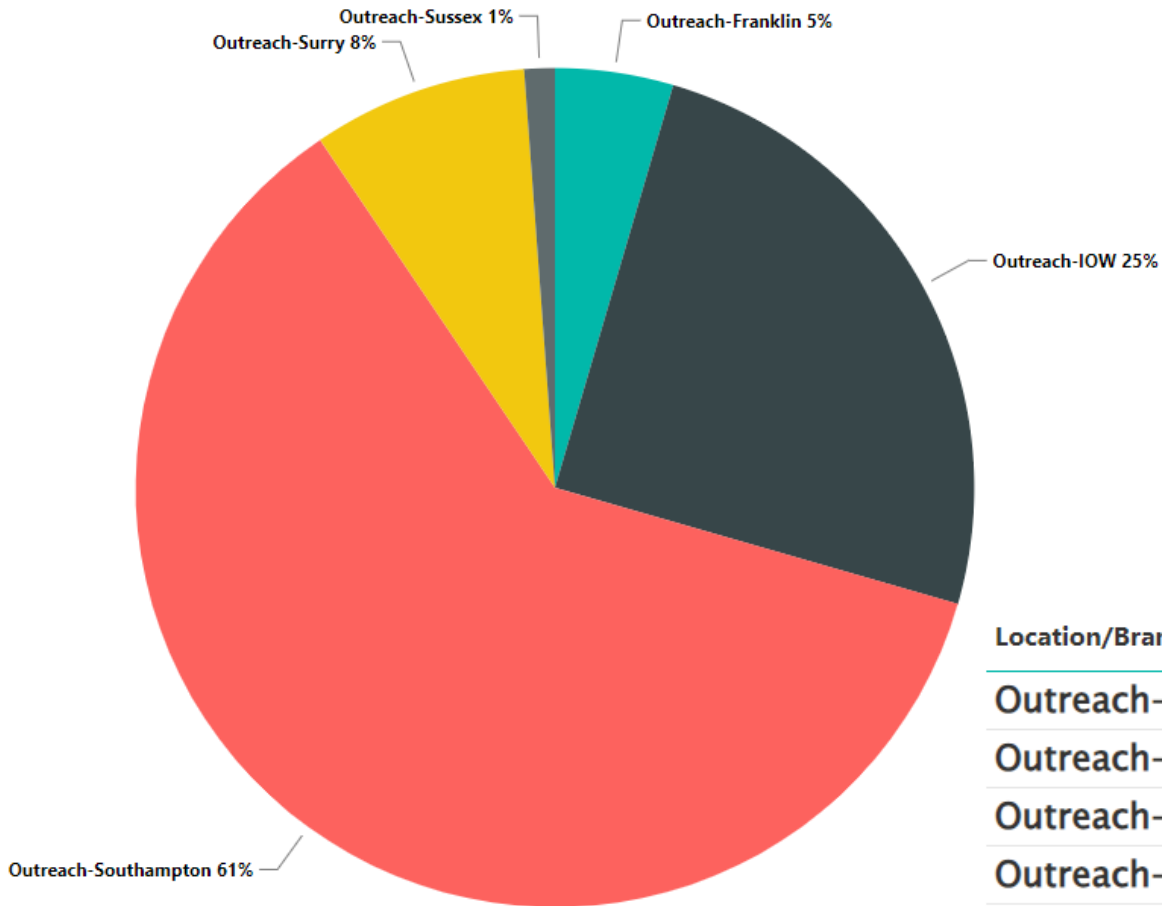
Location/Branch	Outreach Programs	Attendance
Outreach–Franklin	3	66
Outreach–IOW	10	361
Outreach–Southampton	7	885
Outreach–Surry	1	120
Outreach–Sussex	1	17
Total	22	1449

Staffing Update
April 2024
Blackwater Regional Library

New Hires

Promotions
- Oliver Kish, Senior Library Assistant – Windsor branch

Transfers
- Melody Ranck, Senior Library Assistant – Carrollton branch

Separations
- Yuriko Edwards, Senior Library Assistant – Wakefield and Waverly branches
- Tabatha Rawls, Senior Library Assistant – Carrollton branch
- Hillary White, Outreach and Marketing Coordinator – Outreach Services

Vacancies
- Outreach and Marketing Coordinator – Outreach Services
- Senior Library Assistant – Outreach Services
- Senior Library Assistant – Sussex branches
- Library Assistant – Windsor branch

1

Training Sessions – March 2024

Sussex County staff completed a total of 3 trainings
Central Office staff completed a total of 1 training

3/13/2024 – An Introduction to Passive Readers Advisory - This webinar provides ideas for library staff members of all levels to engage with patrons through "Passive" Reader's Advisory. As compared to Active Reader's Advisory (patron visiting front desk/stacks/checking out etc. who presents a specific ask) – Passive RA may be utilized with patrons who are social distancing/have limited time/are introverted/or are conducting a search for materials at home/online.

Passive RA may be accomplished through book displays, bookmarks, shelf "talk," printed lists, and social media.

My biggest takeaway for Library Staff members to provide excellent RA:
- "Do the work *before* you need an answer!" I.e. exploring an area of the collection you aren't familiar with during downtime. Creating printed/digital lists (ex. Midwestern based Authors; Books about raising chickens/livestock)

The webinar also provided numerous ideas for enhanced book displays (this was a very enjoyable section). Some of my favorite ideas included "Books that have never been kissed" (checked out), "The Lonely Books Club" (books that haven't been checked out in x+ years), and "Blind date with a book" (for books that may need to be weeded out of the library's collection soon). The presenter also listed a myriad of ways one could determine a new book display idea, like pulling from ALA Celebratory weeks, made-up holidays, current news events, literary awards, "Booktok," and celebrity picks (to engage with YA readers). They also noted that including bookmarks/flyers in books on display may be effective to help with programming. I really liked the idea of promoting e-books/hot digital items by making a visual flyer with a QR code that would link the patron to Libby/Hoopla etc.

Some additional tips I found interesting included archiving your display designs/ideas, keeping curated read lists on paper (in a binder/folder), on social media/online, and pointing out useful sites to patrons like Fantastic Fiction, GoodReads, and Book Match websites.

Overall, I think this was a very useful webinar for me to attend exactly 1-month into my role!

3/14/2024 – DHS Active Shooter Situation: Options for Consideration - This webinar provides ideas for library staff members of all levels to engage with patrons through "Passive" Reader's Advisory. As compared to Active Reader's Advisory (patron visiting front desk/stacks/checking out etc. who presents a specific ask) – Passive RA may be utilized with patrons who are social distancing/have limited time/are introverted/or are conducting a search for materials at home/online.

2

3/14/2024 – Extreme Customer Service, Every Time - This webinar shares an in-depth overview of how library staff at all levels may work to provide extreme customer service to their patrons through a complete commitment to patron-focused activities, decisions, and actions within their library. Extreme customer service is a mindset, a culture, and a philosophy to be woven throughout the 3 types of interactions within the library environment:

- One-on-one between staff member and patron
- Patrons interacting with the library as an institution
- The role that a library plays in the larger community

Caserotti notes that every single interaction is a unique and memorable opportunity to exceed a patron's expectations. She also names six key elements of extreme customer service: 1) convenience, 2) comfort, 3) hospitality, 4) quality, 5) trust, and 6) WOW.

A key takeaway for me is that a law of the library is to save the time of the reader, and that staff members should always value and emphasize a patron's convenience of use in designing/enhancing the usability/learnability of our programs/platforms and tools.

Caserotti also breaks down how staff members at each level: frontline, managers, and administration can each work to cultivate a culture of trust while providing extraordinary service. She names 9 qualities as benchmarks for service: 1) focused attentiveness, 2) listening closely, 3) using "layman's terms," 4) being sincere, 5) approachable body language, 6) smile, 7) trust, 8) taking responsibility, 9) taking initiative.

The main point that Caserotti kept returning to was that "attitudes don't cost any money – neither does listening and being flexible." When working to exceed a patron's expectations, ask yourself: does this cost money? Will this hurt anything?

I also found the suggestion of celebrating staff successes to be interesting, with Caserotti encouraging attendees to do that amongst their teams as much as possible.

3/14/2024 – BTCat: Catalonging Made Easy - We were curious if Baker & Taylor's BT Cat catalog program could be a replacement for the ls2cataloging program we've used since 2018. Simple answer: no. BT Cat is probably suited better for larger libraries who still have catalogers that are familiar with editing MARC records.

3/15/2024 – Begin with a Strong Foundation: Developing a Data Plan - When embarking on data-informed work, it can be easy to jump straight to data collection, such as administering a survey to determine the effectiveness of a program or pulling a few years of ILS data to analyze eBook circulation trends. However, what if you began by taking a step back and developing a data plan that incorporates the purposes for and context of your work? In this session, you will learn how to develop a data plan by:

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- Determining your priorities
- Considering Equity, Diversity, and Inclusion (EDI) implications
- Defining success
- Incorporating stakeholders' viewpoints

You will leave this session with a greater recognition of the benefits of planning for data-informed work as well as practical tips for developing a data plan.

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