

# BLACKWATER REGIONAL LIBRARY BOARD OF TRUSTEES MEETING

Franklin Branch  
Wednesday  
September 18, 2024  
Board Retreat—1:00 pm  
Board of Trustees Meeting—to immediately  
follow the Board Retreat

**Budget & Finance Committee** *will NOT* meet



**Blackwater Regional Library  
Franklin Branch**

**280 N. College Dr.  
Franklin, Virginia 23851**



Franklin, Isle of Wight, Southampton, Surry, and Sussex  
[www.blackwaterlib.org](http://www.blackwaterlib.org)

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

# Board Packet Contents

## September 18, 2024

- Agenda – September 2024
- Minutes – July 2024
- Library Director's Report
- Library Bills
- Monthly Statistics Report – July & August 2024
- Staffing and Workshop Report

**Blackwater Regional Library  
Board Meeting  
September 18, 2024**

**Agenda**

Franklin Branch

Call to Order

Adoption of Agenda – September 2024

Approval of Minutes – July 2024

Public Comment

Correspondence

Director’s Report

Committee Reports

- Budget and Finance
- Personnel and Policy
- Long Range Planning

Review of Approval of Accounts Payable and File for Annual Audit

Unfinished Business

New Business

Board Member Comments/Announcements

Announcement of Next Meeting

- October 16, 2024

Adjournment

**BLACKWATER REGIONAL LIBRARY  
BOARD OF TRUSTEES MEETING MINUTES  
July 24, 2024**

**Present**

MeChelle Blunt – Southampton County  
Ora Briggs – Sussex County  
Sylvia Claggett – Isle of Wight County  
Deborah Dawson – Surry County  
Terri Hedgepeth – City of Franklin  
Pam Lease – City of Franklin  
Kathy Lippard – Isle of Wight County  
Jessica Moore – Sussex County  
Judge Alfreda Talton-Harris – City of Franklin  
Pam Vaughan – Isle of Wight County  
Bill Worsham – Southampton County  
Ben Neal – Library Director  
Bonnie Lauver – Assistant Library Director  
Debbie Carter – Budget & Finance Manager  
Reagen Thalacker – Library of Virginia

**Remote (via Zoom)**

**Absent**  
Jennifer Cuthbertson – Southampton County

Chair, Deborah Dawson called the Board Orientation/Refresher of the Blackwater Regional Library Board of Trustees to order at 1:05 p.m. at the Franklin Branch. Ms. Dawson then turned the Orientation over to Mr. Neal.

Mr. Neal introduced Reagen Thalacker of the Library of Virginia. Ms. Thalacker presented information on founding principles of librarianship, responsibilities of the Board, Board relationships, advocacy, records management/FOIA, and legal issues regarding book challenges.

Mr. Neal and the Board thanked Ms. Thalacker for her presentation. Mr. Neal proceeded to give a presentation on the structure, budget, and funding sources of Blackwater Regional Library, and answered questions from Board members.

Afterwards, Ms. Dawson moved to adjourn for a short break prior to resuming for the full meeting. The Board orientation was adjourned at 3:09 p.m.

Respectfully submitted,

Debbie Carter for  
Sylvia Claggett, Secretary

**BLACKWATER REGIONAL LIBRARY  
BOARD OF TRUSTEES MEETING MINUTES  
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**Present**

MeChelle Blunt – Southampton County  
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Pam Vaughan – Isle of Wight County  
Bill Worsham – Southampton County  
Ben Neal – Library Director  
Bonnie Lauver – Assistant Library Director  
Debbie Carter – Budget & Finance Manager

**Remote (via Zoom)**

**Absent**

Jennifer Cuthbertson – Southampton County  
Terri Hedgepeth – City of Franklin

Chair, Deborah Dawson called the meeting of the Blackwater Regional Library Board of Trustees to order at 3:19 p.m. at the Franklin Branch.

**Agenda**

Ms. Briggs moved, and Ms. Blunt seconded that the agenda be approved as presented. The vote was unanimous.

**Consideration of Remote Meeting Participation Requests**

None

**Minutes**

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

**Public Comment**

None

**Correspondence**

None

**Library Director's Report**

Summer Reading Program 2024 launched in late June. The first few weeks of programs have seen several hundred families in attendance. Over 12,000 children's books were checked out as of July 16, 2024.

As of 7/16/2024, there are two vacancies system-wide.

BRL staff continued to achieve 100% completion of continuing education goals, and staff completed 162 total trainings in the just completed fiscal year.

**Committee Reports**

*Budget & Finance* – Ms. Moore – no report

*Personnel & Policy* – Ms. Vaughan – no report

*Long Range Planning* – Mr. Neal for Ms. Hedgepeth – The committee met on July 22, 2024 regarding values, vision, and mission. There will be a work session for the full Board at the September Board Retreat. Please review the draft in the packet and bring ideas and thoughts to the Retreat.

**Accounts Payable**

Mr. Worsham moved, and Ms. Vaughan seconded that the accounts payable be filed for the Annual Audit. The vote was unanimous.

**Unfinished Business**

None

**New Business**

None

**Board Member Comments/Announcements**

Mr. Worsham – attended LRP meeting and today's orientation, and is very encouraged.

Judge Harris – spoke on the importance of educating people on all the library has to offer, including Library of Things and Kanopy.

Ms. Briggs – Community Coalition will hold a back to school event on August 3, 2024 from 12p – 4p to include school supply giveaways, inflatables, water toys.

Ms. Dawson – reminded Trustees about the upcoming United for Libraries 3-day virtual conference (July 30 – August 1). Mr. Neal will send out registration information.

**Announcement of Next Meeting**

The next Blackwater Regional Library Board of Trustees meeting will be Board Retreat on September 18, 2024 at 1:00 p.m. at the Franklin Branch. The Board meeting will immediately follow the Retreat.

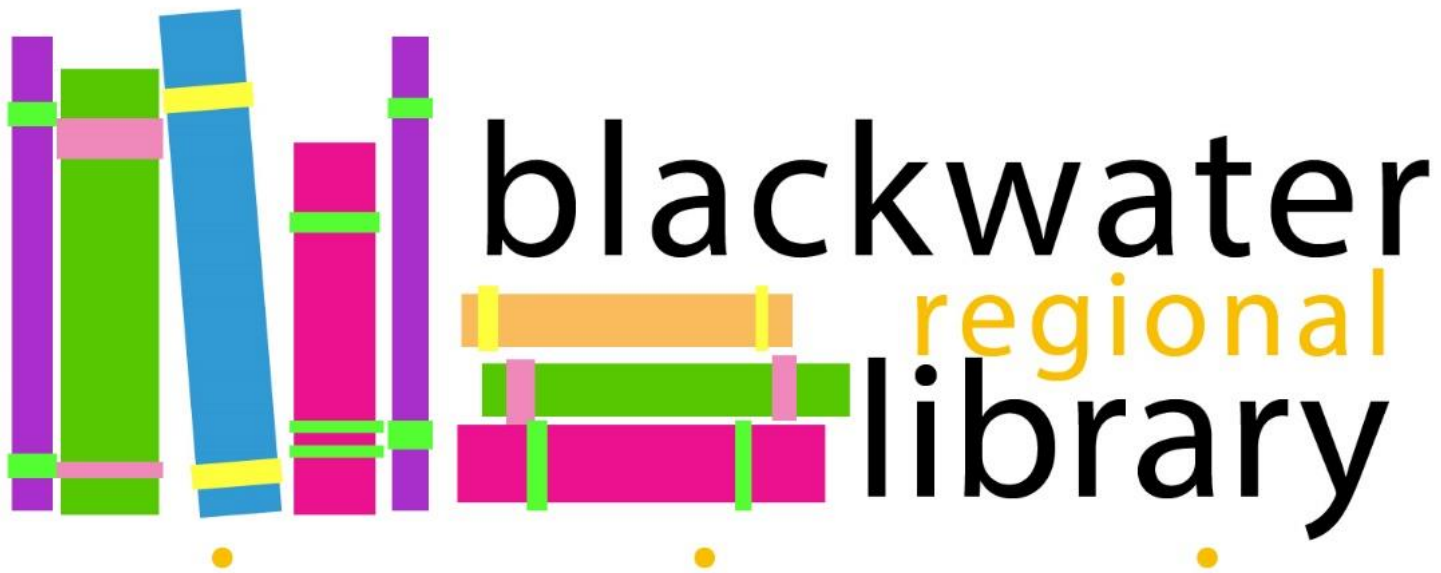
**Adjournment**

Ms. Briggs moved, and Judge Harris seconded the meeting be adjourned. The vote was unanimous.

The meeting was adjourned at 3:46 p.m.

Respectfully submitted,

Debbie Carter for  
Sylvia Claggett, Secretary



Franklin, Isle of Wight, Southampton, Surry, and Sussex  
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# Director's Report

## September 2024

# Circulating Roku Devices Launched

- 10 Roku Devices loaded with various premium Streaming apps now available for free check out!
- Five come with just the device, and five come paired with a hotspot for those with connectivity limitations at home
- Different devices have different services, but all provide access to thousands of free streaming titles for our community

*Binge Watch on a Budget!*

# ROKU DEVICES



**Now Available for Checkout!**



Try out streaming services for free using your library card!

Choose from popular options such as Disney+, Hulu, ESPN+, Apple TV, Acorn TV, Max (HBO), Peacock, Netflix, Prime with Paramount +, Hallmark Movies Now, and more!



blackwater regional library  
www.blackwaterlib.org



# Admin Updates

- Summer Reading Program 2024 was a success with over 1,200 children registered and over 22,000 children's books checked out system-wide. 74 SRP programs were held with over 5,000 people attending
- Roku Device Project was launched to provide popular streaming services free of charge to our patrons
- Participated in National Night Out festivities in Surry, Stony Creek, Wakefield, and Windsor



Picture from Carrollton's Summer Reading Program

# BRL in the Community



Courtland Back to School Bash Event



Library Services at Local Food Banks



Back to School Event at Sussex County Public Schools

26 Outreach Programs and Events in July & August reaching nearly 2000 people

# City of Franklin

- Library staff participated in several of the Franklin Police Department's Keeping Up with the Kids program at various places in the community
- SRP had a huge turnout in Franklin with over 1200 children registered and over 1000 total program attendance
- Branch hosted special StoryTime for The Gingerbread House in partnership with Early Childhood Western Tidewater!



# Isle of Wight County

- Carrollton Branch hosted a variety of fun and educational Summer programs, including hosting EMT Allison Dolan who answered questions about working in public safety and talked about some of the tools she works with day to day.
- Smithfield Branch had another busy Summer Reading Program that was complimented by the summer session of our PAWS to Read program
- Windsor branch closed SRP with a Pizza Party and Book Giveaway to reward attendees; for adults, the August Craftsy program presented a fun program where participants made Citrus Stamped Tea Towels.

48 Summer Reading Programs reaching over 2000 people in Isle of Wight County this summer, including programs at Parks & Rec camps



# Southampton County

- SRP's Summer Games program included outdoor games such as Cornhole, Stepping Stones, and Basketball toss for a great day of fun and learning.
- Summer Reading concluded with a visit from Old Cart Critters' Petting Zoo
- Courtland branch hosted a Stuffed Animal Repair and Adoption Clinic to help fix and rehome damaged pet toys. A special thanks to our "nurse" volunteers for helping!



# Surry County

- Both locations had a wonderful Summer Reading programs presented by library staff, County Extension Office, local museums, and the Sheriff's department!
- SRP featured 15 programs reaching about 200 children in Surry County



# Sussex County

- Summer Reading was a big success with fun and educational programs ranging from Mad Science to Paint Night at both locations
- BRL had a presence at both of the Sheriff Department's National Night Out events; and at the Community Coalition's Back to School event.
- August continued to be a strong month for the Waverly Branch's Farmers Market, which provides a much needed venue for local commerce and fellowship in the community



# Blackwater Regional Library

## Library Bills

July 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
<b>360IT Partners</b>				
07/17/2024	Bill Payment (Check)		11170	-14,532.00
07/17/2024	Bill		CW254092 7.17.2024	14,532.00
07/31/2024	Bill Payment (Check)		11196	-6,818.83
07/31/2024	Bill		MSP256828	772.40
07/31/2024	Bill		CW256281	299.00
07/31/2024	Bill		MSP255326	5,747.43
<b>AFLAC</b>				
07/31/2024	Bill Payment (Check)		11197	-1,002.43
07/31/2024	Bill		969379	1,002.43
<b>Amazon Capital Services</b>				
07/31/2024	Bill Payment (Check)		11198	-946.18
07/31/2024	Bill		17VR-9FCK-7LWY	661.28
07/31/2024	Bill		1G9G-3NYC-6JM1	284.90
<b>Anthem Blue Cross/Blue Shield</b>				
07/17/2024	Bill Payment (Check)		11171	-11,645.00
07/17/2024	Bill		000806961F	11,645.00
<b>AT&amp;T</b>				
07/31/2024	Bill Payment (Check)		11199	-3.30
07/31/2024	Bill		1279363601	3.30
<b>Baker &amp; Taylor</b>				
07/17/2024	Bill Payment (Check)		11172	-3,964.18
07/17/2024	Bill		5018994203	3,964.18
07/31/2024	Bill Payment (Check)		11200	-7,641.76
07/31/2024	Bill		5019012528	7,641.76
<b>Baker &amp; Taylor - Laminate</b>				
07/17/2024	Bill Payment (Check)		11173	-253.91
07/17/2024	Bill		5018996509	253.91
07/31/2024	Bill Payment (Check)		11201	-1,094.91
07/31/2024	Bill		5019009936	1,094.91
<b>Blackstone Publishing</b>				
07/17/2024	Bill Payment (Check)		11174	-20.24
07/17/2024	Bill		2161483	20.24
07/31/2024	Bill Payment (Check)		11202	-92.64
07/31/2024	Bill		2163380	21.74
07/31/2024	Bill		2191960	41.66



# Blackwater Regional Library

## Library Bills

July 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
07/31/2024	Bill		2161312	29.24
Cengage Learning, Inc./Gale				
07/17/2024	Bill Payment (Check)		11175	-65.58
07/17/2024	Bill		84668779	65.58
Charter Communications				
07/17/2024	Bill Payment (Check)		11176	-3,899.67
07/17/2024	Bill		177213501070724	3,899.67
Daily Press				
07/31/2024	Bill Payment (Check)		11203	-428.42
07/31/2024	Bill		220008674 (SM)	317.43
07/31/2024	Bill		270002414 7.29.2024	110.99
Demco, Inc.				
07/17/2024	Bill Payment (Check)		11177	-508.86
07/17/2024	Bill		7503608	508.86
Dodson Pest Control				
07/17/2024	Bill Payment (Check)		11178	-50.00
07/17/2024	Bill		956930215	50.00
Dominion Energy Virginia				
07/31/2024	Bill Payment (Check)		11204	-2,807.38
07/31/2024	Bill		3233130008 7.31.2024	2,807.38
H2O To Go				
07/31/2024	Bill Payment (Check)		11205	-40.00
07/31/2024	Bill		Acct 7825 7.31.2024	40.00
Midwest Tape				
07/17/2024	Bill Payment (Check)		11179	-2,133.61
07/17/2024	Bill		505709992	2,133.61
07/31/2024	Bill Payment (Check)		11206	-2,604.25
07/31/2024	Bill		505766476	2,604.25
Natalie Kelly				
07/17/2024	Bill Payment (Check)		11180	-456.00
07/17/2024	Bill		7.15.24 Anthem reimb	456.00
OCLC Inc				
07/17/2024	Bill Payment (Check)		11181	-2,497.70

# Blackwater Regional Library

## Library Bills

July 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
07/17/2024	Bill		1000386345	2,497.70
Overdrive, Inc				
07/17/2024	Bill Payment (Check)		11182	-6,773.71
07/17/2024	Bill		03100DA24207926	496.52
07/17/2024	Bill		03100DA24205153	7.84
07/17/2024	Bill		03100CO24201233	1,800.75
07/17/2024	Bill		03100CO24201168	461.95
07/17/2024	Bill		03100CO24212033	716.00
07/17/2024	Bill		03100DA24213074	652.21
07/17/2024	Bill		03100CO24208391	2,638.44
07/31/2024	Bill Payment (Check)		11207	-8,889.69
07/31/2024	Bill		03100DA24218562	81.58
07/31/2024	Bill		03100DA24224079	838.84
07/31/2024	Bill		H-0106570	7,200.00
07/31/2024	Bill		03100DA24222397	150.00
07/31/2024	Bill		03100DA24221380	16.99
07/31/2024	Bill		03100CO24216814	602.28
Petersburg Alarm Company				
07/17/2024	Bill Payment (Check)		11183	-435.00
07/17/2024	Bill		207294	435.00
Queen B's Cleaning Service				
07/31/2024	Bill Payment (Check)		11208	-1,096.50
07/31/2024	Bill		1615	1,096.50
Sentara Health Plans				
07/31/2024	Bill Payment (Check)		11209	-12,964.00
07/31/2024	Bill		8997190	12,964.00
Smithfield News				
07/17/2024	Bill Payment (Check)		11184	-50.00
07/17/2024	Bill		253333 7.17.2024	50.00
Southampton County				
07/31/2024	Bill Payment (Check)		11210	-55.00
07/31/2024	Bill		Acct 46 7.15.2024	55.00
Southampton County (1)				
07/31/2024	Bill Payment (Check)		11211	-483.38
07/31/2024	Bill		2024-07 (July gas)	483.38

# Blackwater Regional Library

## Library Bills

July 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
Spectrum Enterprise				
07/17/2024	Bill Payment (Check)		11185	-98.70
07/17/2024	Bill		089740301070124	98.70
T & A Repairs, LLC.				
07/17/2024	Bill Payment (Check)		11186	-20.00
07/17/2024	Bill		35237	20.00
07/31/2024	Bill Payment (Check)		11212	-129.91
07/31/2024	Bill		35316	129.91
The Library Corporation				
07/17/2024	Bill Payment (Check)		11187	-972.30
07/17/2024	Bill		INV11002228	972.30
Towne Insurance Agency, LLC				
07/17/2024	Bill Payment (Check)		11188	-2,089.00
07/17/2024	Bill		167649	2,089.00
TowneBank/Card Services				
07/17/2024	Bill Payment (Check)		11189	-2,883.21
07/17/2024	Bill		6457 0001 7.17.2024	2,883.21
Unique Management Services, Inc.				
07/17/2024	Bill Payment (Check)		11190	-174.75
07/17/2024	Bill		6127547	174.75
Verizon (1)				
07/17/2024	Bill Payment (Check)		11191	-161.72
07/17/2024	Bill		961660704 7.9.2024	161.72
07/31/2024	Bill Payment (Check)		11213	-61.66
07/31/2024	Bill		624106825 7.22.2024	61.66
Verizon Wireless				
07/17/2024	Bill Payment (Check)		11192	-2,840.71
07/17/2024	Bill		9968610572	2,840.71
Virginia State Police				
07/31/2024	Bill Payment (Check)		11214	-20.00
07/31/2024	Bill		C Stephenson	20.00
Xerox Financial Services				
07/17/2024	Bill Payment (Check)		11193	-1,598.72
07/17/2024	Bill		5989534	1,598.72

# Blackwater Regional Library

## Library Bills

August 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
<b>360IT Partners</b>				
08/31/2024	Bill Payment (Check)		11237	-6,743.55
08/31/2024	Bill		MSP258402	791.55
08/31/2024	Bill		MSP257501	5,952.00
<b>4Imprint</b>				
08/31/2024	Bill Payment (Check)		11238	-464.04
08/31/2024	Bill		12879027	464.04
<b>AFLAC</b>				
08/31/2024	Bill Payment (Check)		11239	-1,002.43
08/31/2024	Bill		308691	1,002.43
<b>Amazon Capital Services</b>				
08/31/2024	Bill Payment (Check)		11240	-406.43
08/31/2024	Bill		1J63-L61L-K4YG	109.84
08/31/2024	Bill		1WGN-4VHM-LV3D	296.59
<b>Anthem Blue Cross/Blue Shield</b>				
08/21/2024	Bill Payment (Check)		11216	-5,843.00
08/21/2024	Bill		000813341F	5,843.00
<b>AT&amp;T</b>				
08/31/2024	Bill Payment (Check)		11241	-3.30
08/31/2024	Bill		2079525026	3.30
<b>Baker &amp; Taylor</b>				
08/21/2024	Bill Payment (Check)		11217	-3,613.66
08/21/2024	Bill		5019043579	3,613.66
08/31/2024	Bill Payment (Check)		11242	-7,190.52
08/31/2024	Bill		5019066676	7,190.52
<b>Baker &amp; Taylor - Laminate</b>				
08/21/2024	Bill Payment (Check)		11218	-409.23
08/21/2024	Bill		5019042183	409.23
08/31/2024	Bill Payment (Check)		11243	-361.63
08/31/2024	Bill		5019070913	361.63
<b>Blackstone Publishing</b>				
08/21/2024	Bill Payment (Check)		11219	-200.22
08/21/2024	Bill		2165606	36.24
08/21/2024	Bill		2165427	29.96
08/21/2024	Bill		2165430	134.02

# Blackwater Regional Library

## Library Bills

August 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
Cengage Learning, Inc./Gale				
08/21/2024	Bill Payment (Check)		11220	-32.79
08/21/2024	Bill		84776699	32.79
Charter Communications				
08/21/2024	Bill Payment (Check)		11221	-3,341.72
08/21/2024	Bill		177213501080724	3,341.72
Demco, Inc.				
08/21/2024	Bill Payment (Check)		11222	-285.31
08/21/2024	Bill		7516663	285.31
Dodson Pest Control				
08/21/2024	Bill Payment (Check)		11223	-50.00
08/21/2024	Bill		956981972	50.00
Dominion Energy Virginia				
08/31/2024	Bill Payment (Check)		11244	-2,814.40
08/31/2024	Bill		3233130008 8.31.2024	2,814.40
H2O To Go				
08/31/2024	Bill Payment (Check)		11245	-90.75
08/31/2024	Bill		Acct 7825 8.31.2024	90.75
Midwest Tape				
08/21/2024	Bill Payment (Check)		11224	-1,037.44
08/21/2024	Bill		505872090	1,037.44
08/31/2024	Bill Payment (Check)		11246	-2,511.73
08/31/2024	Bill		505933178	2,511.73
Overdrive, Inc				
08/21/2024	Bill Payment (Check)		11225	-6,032.83
08/21/2024	Bill		03100CO24233046	2,393.75
08/21/2024	Bill		03100DA24238184	895.91
08/21/2024	Bill		03100DA24230095	105.90
08/21/2024	Bill		03100DA24232212	1,176.93
08/21/2024	Bill		03100CO24230456	1,460.34
08/31/2024	Bill Payment (Check)		11247	-1,446.31
08/31/2024	Bill		03100DA24244212	768.90
08/31/2024	Bill		03100DA24245529	39.95
08/31/2024	Bill		03100DA24250682	637.46

# Blackwater Regional Library

## Library Bills

August 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
Petty Cash				
08/31/2024	Bill Payment (Check)		11248	-431.79
08/31/2024	Bill		August 2024 Pty Cash	431.79
Queen B's Cleaning Service				
08/31/2024	Bill Payment (Check)		11249	-877.20
08/31/2024	Bill		1633	877.20
Sentara Health Plans				
08/31/2024	Bill Payment (Check)		11250	-15,218.00
08/30/2024	Bill		9064078	15,218.00
Southampton County				
08/21/2024	Bill Payment (Check)		11226	-116.72
08/21/2024	Bill		Acct 46 8.1.2024	116.72
Southampton County (1)				
08/31/2024	Bill Payment (Check)		11251	-520.84
08/31/2024	Bill		2024-08 (August gas)	520.84
Spectrum Enterprise				
08/21/2024	Bill Payment (Check)		11227	-98.70
08/21/2024	Bill		089740301080124	98.70
Terry Andrews				
08/21/2024	Bill Payment (Check)		11228	-178.41
08/21/2024	Bill		Disc Reimb 8.15.2024	178.41
The Library Corporation				
08/31/2024	Bill Payment (Check)		11252	-299.00
08/31/2024	Bill		INV11002412	299.00
Total Business Solutions				
08/31/2024	Bill Payment (Check)		11253	-519.90
08/31/2024	Bill		290599	519.90
TowneBank/Card Services				
08/21/2024	Bill Payment (Check)		11229	-14,229.53
08/21/2024	Bill		6457 0001 8.14.2024	14,229.53
Unique Management Services, Inc.				
08/21/2024	Bill Payment (Check)		11230	-174.75
08/21/2024	Bill		6128683	174.75

# Blackwater Regional Library

## Library Bills

August 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
Verizon (1)				
08/21/2024	Bill Payment (Check)		11231	-161.78
08/21/2024	Bill		961660704 8.9.2024	161.78
08/31/2024	Bill Payment (Check)		11254	-61.91
08/31/2024	Bill		624106825 8.22.2024	61.91
Verizon Wireless				
08/21/2024	Bill Payment (Check)		11232	-2,840.71
08/21/2024	Bill		9971027596	2,840.71
Virginia Library Association				
08/31/2024	Bill Payment (Check)		11255	-1,755.00
08/31/2024	Bill		14176	205.00
08/31/2024	Bill		14274	1,550.00
Virginia State Police				
08/21/2024	Bill Payment (Check)		11233	-40.00
08/21/2024	Bill		Menne, Danley	40.00
Xerox Financial Services				
08/21/2024	Bill Payment (Check)		11234	-1,598.72
08/21/2024	Bill		6093073	1,598.72

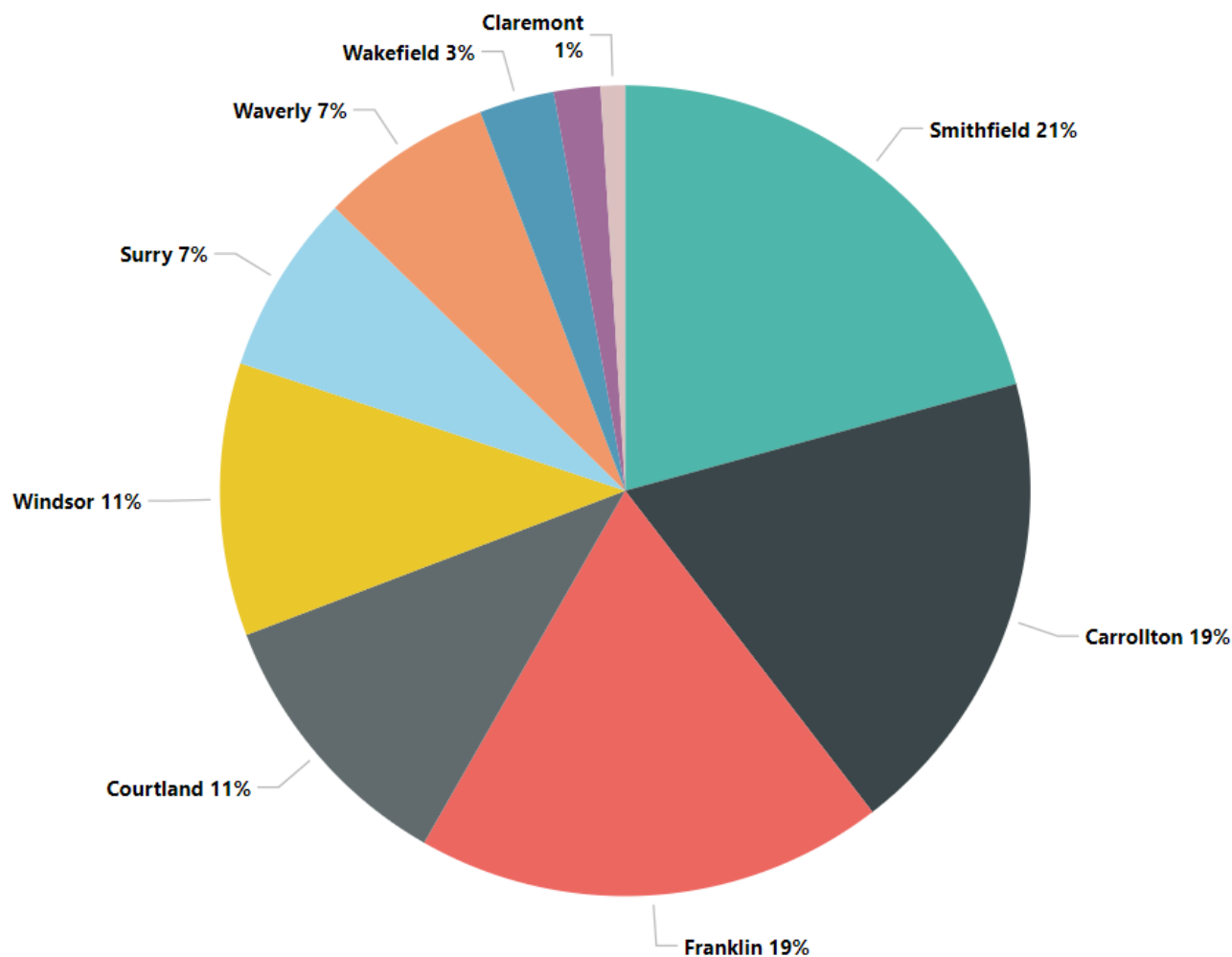


Franklin, Isle of Wight, Southampton, Surry, and Sussex  
[www.blackwaterlib.org](http://www.blackwaterlib.org)

# July & August 2024 Statistics

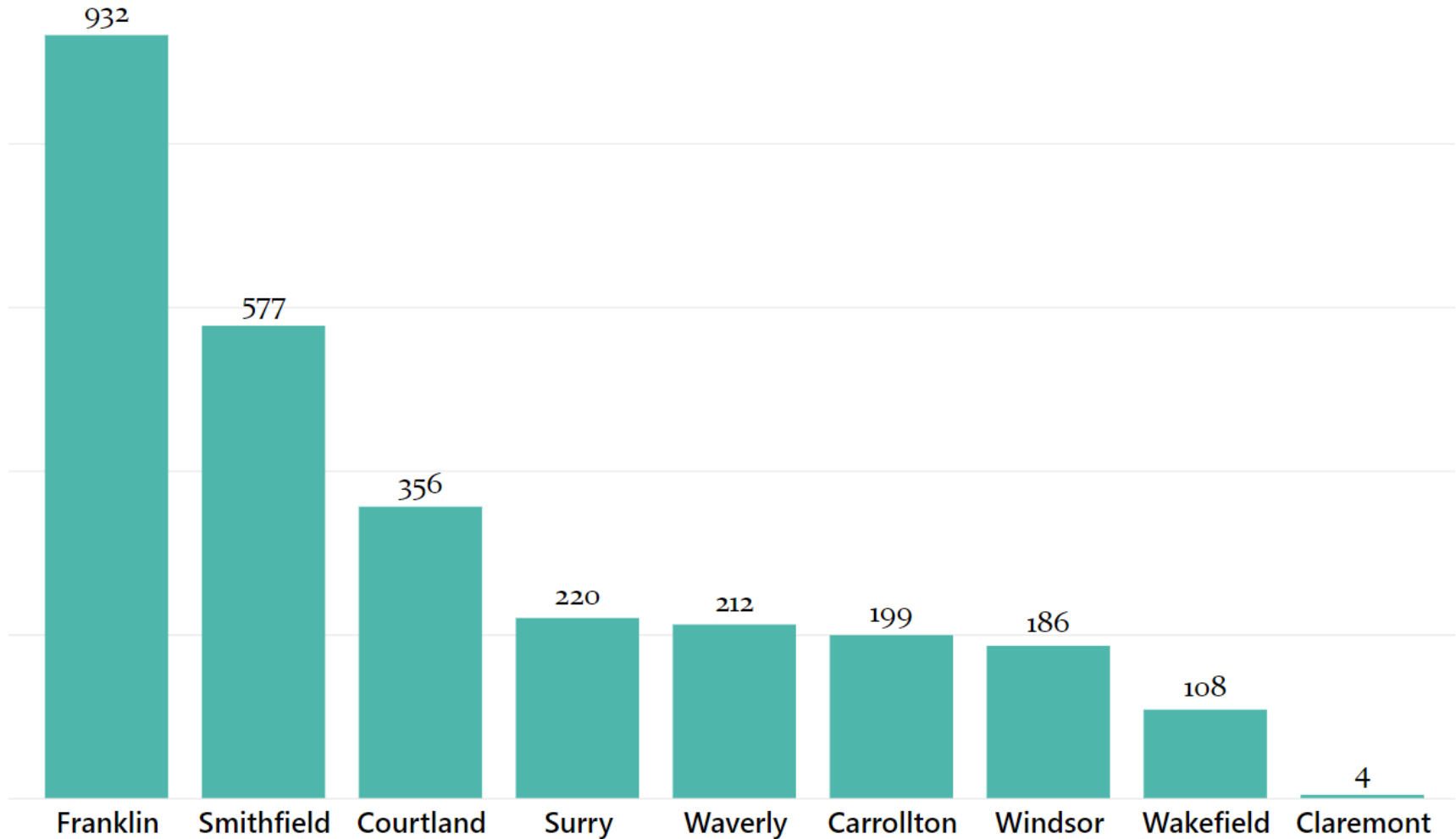


# Monthly Report: Patron Count

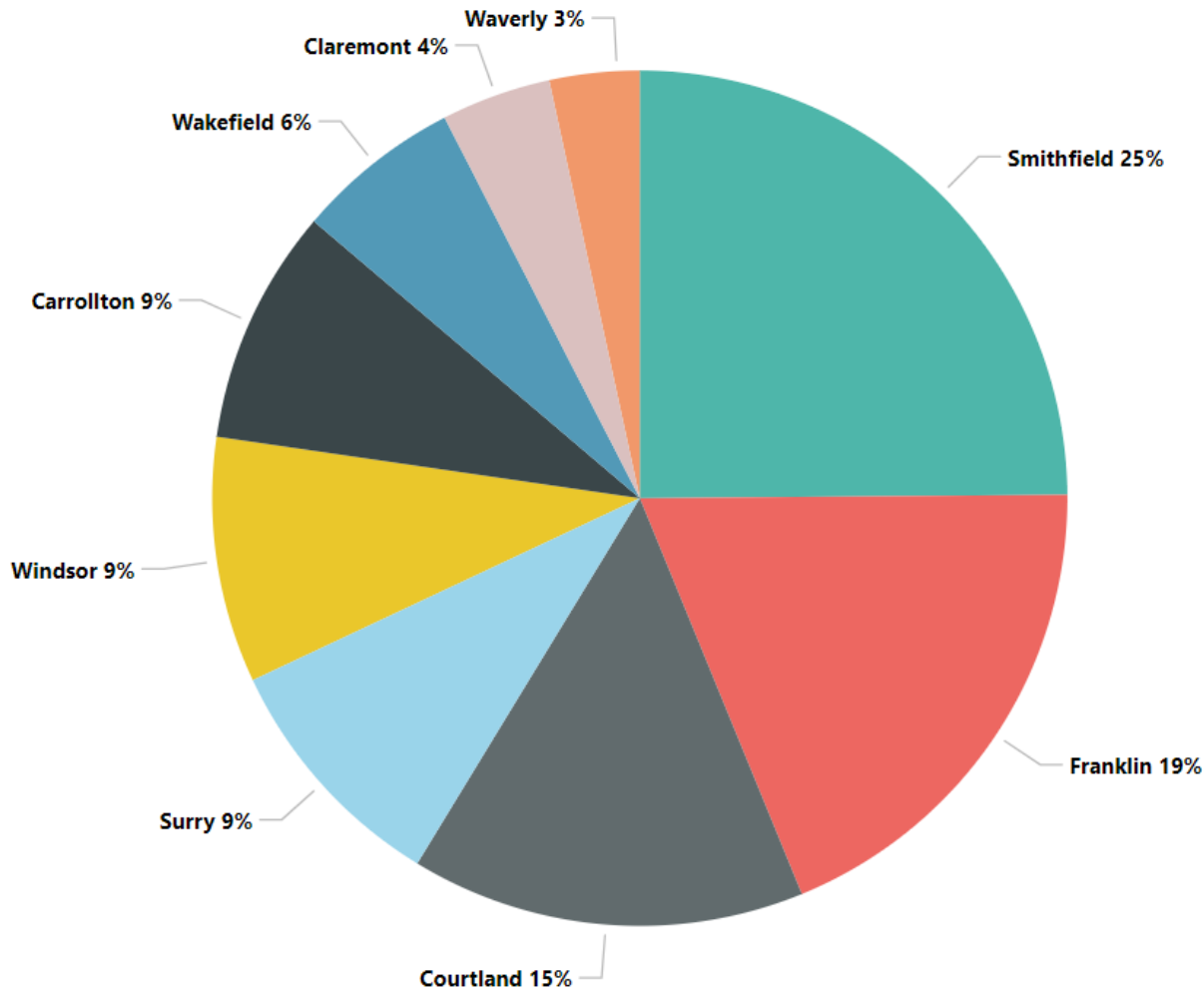


Branch	Patron Count
<b>Carrollton</b>	<b>6770</b>
<b>Claremont</b>	<b>351</b>
<b>Courtland</b>	<b>3941</b>
<b>Franklin</b>	<b>6736</b>
<b>Outreach</b>	<b>668</b>
<b>Smithfield</b>	<b>7472</b>
<b>Surry</b>	<b>2594</b>
<b>Wakefield</b>	<b>1076</b>
<b>Waverly</b>	<b>2478</b>
<b>Windsor</b>	<b>3918</b>
<b>Total</b>	<b>36004</b>

# Monthly Report: In-House Internet

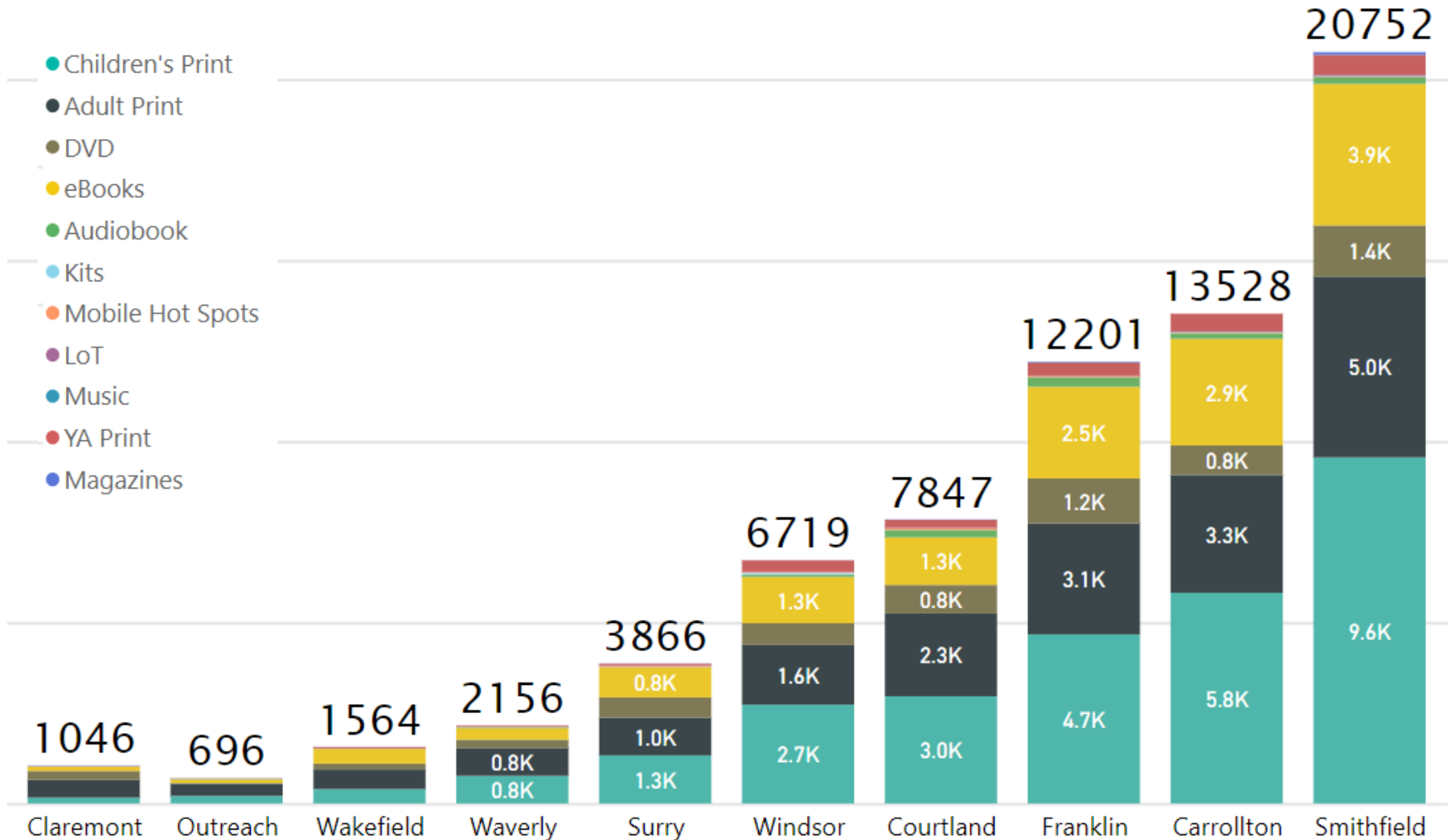


# Monthly Report: WiFi Use



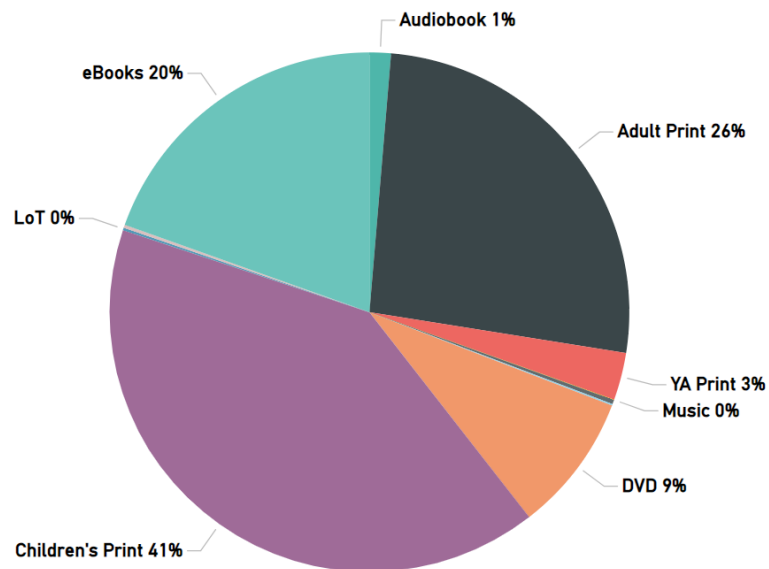
Branch	Wireless Internet Usage
Carrollton	275
Claremont	128
Courtland	460
Franklin	585
Smithfield	768
Surry	287
Wakefield	193
Waverly	105
Windsor	287
<b>Total</b>	<b>3088</b>

# Circulation Report: By Branch

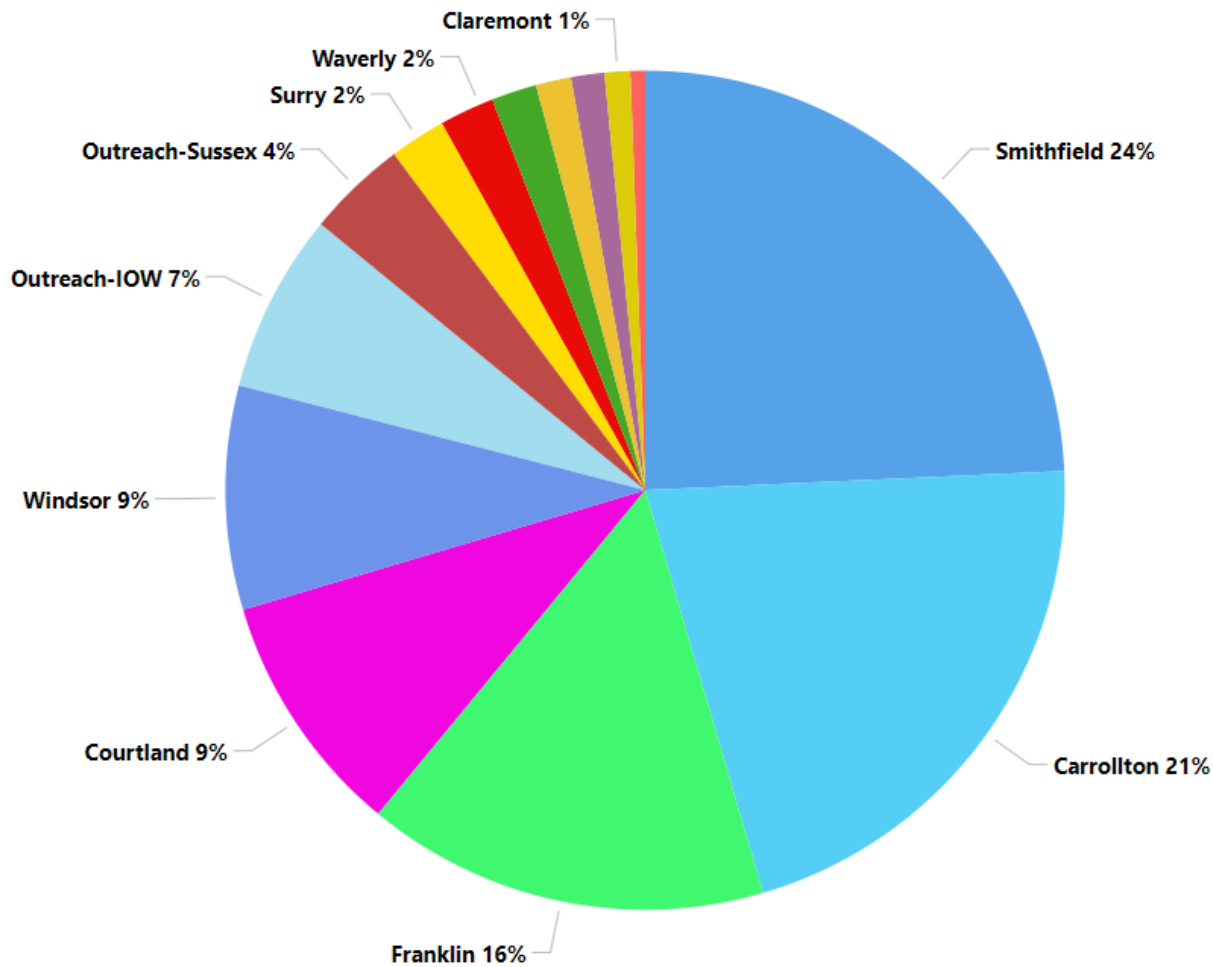


# Circulation Report: Type by Branch

Location	Adult Print	Children's Print	DVD	Audiobook	Kits	YA Print	Music	LoT	Magazines	eBooks	Mobile Hot Spots
Carrollton	3255	5819	815	156	6	481	3	27	0	2945	21
Claremont	492	163	241	1	0	8	0	2	14	122	3
Courtland	2286	2962	788	201	2	217	0	14	11	1315	51
Franklin	3069	4671	1238	265	1	368	0	4	26	2532	27
Outreach	329	209	27	20	0	14	0	0	0	93	4
Smithfield	4997	9559	1410	185	1	550	12	37	74	3910	17
Surry	1041	1330	557	6	9	53	0	8	5	831	26
Wakefield	540	399	162	8	0	40	0	2	2	407	4
Waverly	773	765	225	28	0	29	0	4	1	319	12
Windsor	1645	2730	604	66	48	321	0	5	3	1277	20
<b>Total</b>	<b>18427</b>	<b>28607</b>	<b>6067</b>	<b>936</b>	<b>67</b>	<b>2081</b>	<b>15</b>	<b>103</b>	<b>136</b>	<b>13751</b>	<b>185</b>

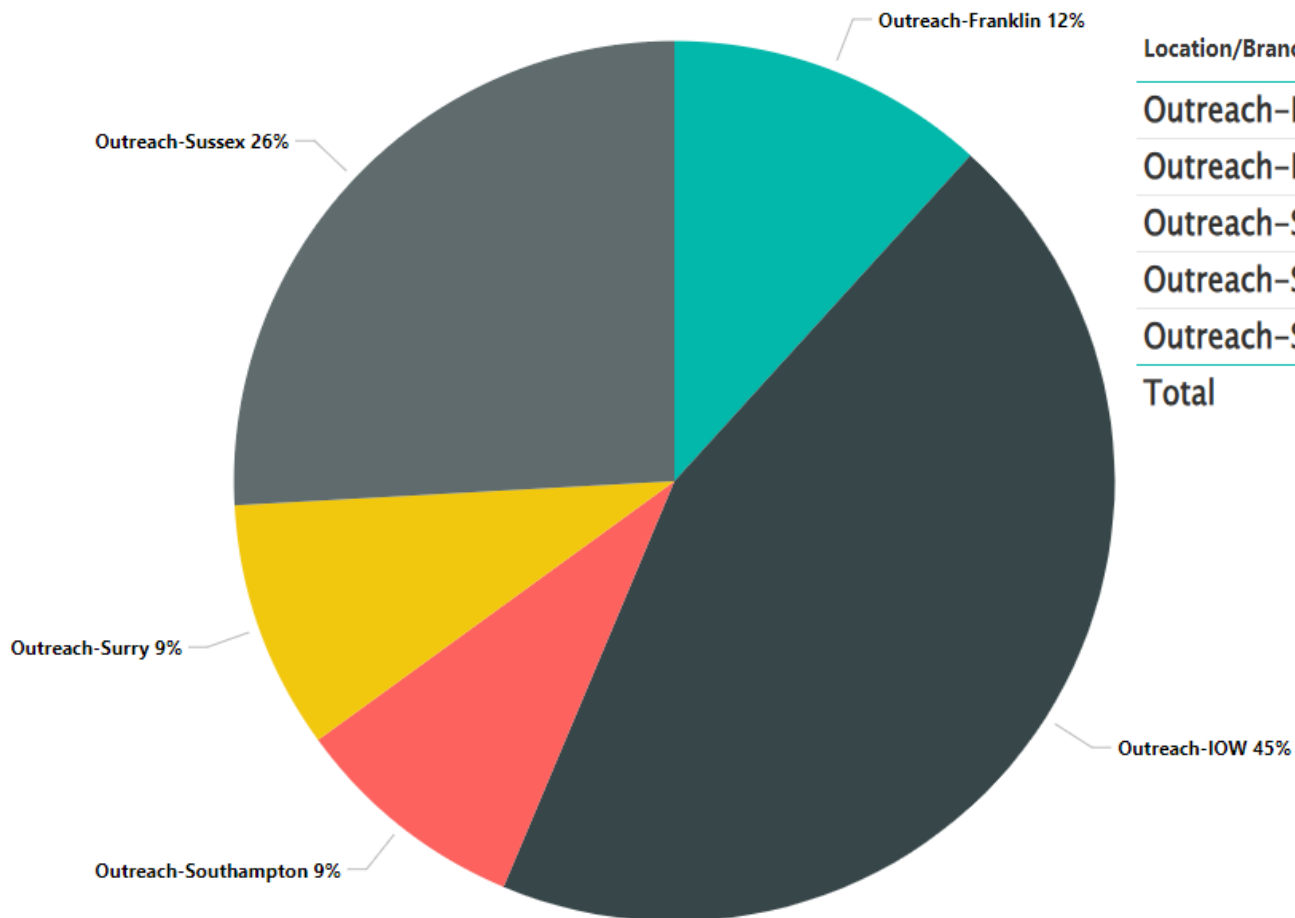


# Program Report: Total Participation



Location/Branch	Count
Carrollton	2733
Claremont	127
Courtland	1215
Franklin	2001
Outreach-Franklin	225
Outreach-IOW	892
Outreach-Southampton	166
Outreach-Surry	175
Outreach-Sussex	496
Smithfield	3130
Surry	279
Wakefield	73
Waverly	273
Windsor	1111
<b>Total</b>	<b>12896</b>

# Outreach Report: Programs



Location/Branch	Outreach Programs	Attendance
Outreach-Franklin	5	225
Outreach-IOW	13	855
Outreach-Southampton	3	166
Outreach-Surry	1	175
Outreach-Sussex	4	496
<b>Total</b>	<b>26</b>	<b>1917</b>

# STAFFING AND WORKSHOP REPORT

## **Staffing Update August and September 2024 Blackwater Regional Library**

### **New Hires**

- Caroline Stephenson – Senior Library Assistant, Outreach Services
- April Watkins – Senior Library Assistant, Smithfield branch
- Emerald Menne – Substitute Library Assistant

### **Promotions**

- Darby Lindsay – Senior Library Assistant, Sussex branches

### **Transfers**

### **Separations**

- Katlyn Brayton – Library Assistant, Windsor Branch
- Bobbie Whitehead – Library Assistant, Sussex branches

### **Vacancies**

- Library Assistant – Windsor branch
- Library Assistant – Sussex branches
- Youth Services Programmer – Carrollton and Smithfield branches



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### Training Sessions – July and August 2024

**Isle of Wight County** staff completed a total of 5 trainings

**Sussex County** staff completed a total of 5 trainings

**Central Office** staff completed a total of 15 trainings

**7/6/2024 – Information Literacy Badge** - This interactive course is split into 3 steps/parts – 1) Make a Plan, 2) Considering your Sources, and 3) Evaluating Search Results by Examining Author Authority, Relevance, and Currency (ARC Method)

The content is aimed at front line library staff who are tasked with solving patrons' information needs. I chose to complete it as a current goal of mine is to acquire a more in-depth knowledge about the online resources and databases that BRL provides. I found this course to be great introductory training to working more on the research and reference side of things and feel that the following takeaways will be applicable to my everyday interactions with patrons.

from *Make a Plan*:

Using active listening and paraphrasing to confirm and document a patron's need is a crucial first step. It should become second nature to utilize synonyms to create multiple search terms. I like how the course stated, "We have the ability to nurture curiosity, model healthy information seeking and sharing behaviors, and provide access to quality resources."

from *Considering your Sources*:

Read laterally and distinguish your sources (search for information about a source while you are reading what other sites say about your source)! In this era of information overload, you need to identify sources that are both authoritative and credible. Recommended sources include peer-reviewed articles (vs. Social media), academic journals, and reference books. The course also recommends that you open at least 5 articles to confirm if your search/terms are on track and so you can determine whether you need new terms to expand or narrow your search.

from *Evaluating Search Results with ARC Method*:

In determining whether to use an eResource versus a search engine, the course outlined the pros and cons of each. eResources are organized and curated by experts, contain citations, have no ads, and provide the most relevant content while they are usually a subscription service. Search Engines have no oversight, are not organized or curated, contain ads along with dead links and outdated information, and are hard to determine authority/credibility though they are both free and fee-based. They are best used when searching for quick facts and identifying search terms.

Resources referenced as examples throughout the course:

LearningExpress Library (LeL): Job & Career Accelerator + Career Tool, Explora for

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### Public Libraries, PebbleGo, Gale in Context: Opposing Viewpoints

**7/8/2024 – Answering Difficult Patron Questions** - For the workshop “Answering Difficult Patron Questions,” participants needed to complete five individual workshops that addressed five key areas of patron questions and information requests. Each workshop included a pdf handout that followed the videos presented. The workshops required were “Virginia Libraries for the Blind and Visually Impaired,” “Medicare 101 for Library Staff,” “Virginia Law Libraries 101,” “Financial Literacy Resources and Programming,” and “Network of the National Library of Medicine 101.”

To begin, the first workshop, “Virginia Libraries for the Blind and Visually Impaired,” featured the types of resources available such as the Talking Books programs for people who can’t read because of visual problems. Among the other resources available for these patrons are braille, e-braille, Braille and Audio Reading Download (BARD) mobile apps. Regarding the Talking Books, the workshop presenters explained that patrons using the talking library are sent books on a USB cartridge. They can load up to eight books from different genres and topics. Books are sent out and returned through the mail, and there are no fines or fees. With free apps on a Windows computer, patrons can download up to 250 books a month. Also, some libraries have large print, captioned/audio described DVDs, assistive technology and accessible databases for the visually impaired – the National Library Service has braille on demand and NFB Newsline.

My favorite of the workshops was the “Virginia Law Libraries 101” with its explanation of the state and federal law libraries in the state. One of the first things explained is that patrons often come into libraries seeking legal advice. In the workshop, participants learn the difference between “legal information” and “legal advice.” Legal information, for example, is general knowledge, something library employees can offer by directing patrons to databases, books and web links that offer legal information, but only attorneys can provide “legal advice.” We also learn that the Virginia Law Library isn’t open to the public, though it does have a staff that answers phones, e-mails and mail. The state law library offers “an extensive collection of primary and secondary sources”, typically for attorneys involved in or handling cases at the state courts. Federal court libraries exist in various divisions in Virginia, and just like the Virginia courts, they aren’t open to the public – but they are open to attorneys working on legal cases in the federal courts. In addition, the workshop showed patrons how to find links to web sites and databases that would enable patrons to find legal information and court forms they may need.

The other three workshops were equally interesting, and I’ll write another report later on them since my training report is quite lengthy, but I definitely recommend the workshop, “Answering Difficult Patron Questions,” because I hadn’t even thought about some of the types of the information these workshops showed participants how to find.

**7/10/2024 – Designing for Diversity in your Library’s Communications** - This workshop webinar goes into neurodiversity, representation, and language. It goes into the ways libraries communicate such as websites, in-person events, and flyers. When it comes to communication

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and being diverse for everyone's needs, libraries should keep content short and simple, avoid walls of text and layouts that may be too cluttered, and consider using bullet pointed lists rather than paragraphs. It is also important to represent all kinds of people such as neurodiverse people, people in the LGBTQIA+ community, and people of color on flyers, images, topics, and authors. It is also important to use language that is easy for everyone to understand.

### **7/10/2024 – Creating a Person-Centered Library: Supporting Patrons While Avoiding Burnout**

- It first talks about how a lot of staff are not properly trained to handle psychological needs of a patron. Most staff members sometimes feel conflicted with their role when it comes to patrons with such needs. Patrons with these needs often take more time for staff, stretching them too thin or causing difficulty in meeting needs of all patrons. The webinar then goes into how it is important for staff to be properly trained so that patrons come first and making a culture of care. They list of things such as: demonstrate culture competency, swiftly address harassment, abuse, discrimination, and bullying, and a create opportunities for peer support, mentoring, collaboration, and connection. Some trainings libraries could be de-escalation and working with people in crisis, setting boundaries, and homelessness.

**7/10/2024 – Cultivating an Inclusive Environment: Engagement and Outreach in Academic and Public Libraries** - This webinar covered different ideas for library outreach through displays and passive programming in public and academic libraries. Also covered how to assess programs and pull data and ideas from results.

**7/15/2024 – Libraries Foster Social Connection: Responding to the Epidemic of Loneliness and Isolation** - Libraries can play a vital role in building social cohesion and promoting community resilience, especially in challenging times. The Surgeon General's 2023 Advisory on Our Epidemic of Loneliness and Isolation brings even greater urgency to the need for us to connect. This engaging session explores ways to intentionally design for social connection in library services and programs, from passive to hosted. These innovative and practical strategies can deepen engagement with staff, trustees, local officials, volunteers, and community members of all ages and backgrounds. Through the lens of "social connector," we explore how libraries can invite the community in with intention, build relationships that enhance social infrastructure, put community at the center of the library, and demonstrate the library's impact.

Strengthening social cohesion can be accomplished in ways that adapt to libraries of all sizes and budgets. Engagement strategies can support many facets of library work, from strategic planning and community assessment to programming and partnerships. The strategies are highly scalable – you can start small, build skills, and maintain flexibility.

**7/24/2024 – Setting Boundaries with Patrons** - Presenter: Nicole T. Bryan, Branch Manager of the Macon Library at Brooklyn Public Library

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This webinar provides an overview as to how library staff can identify when patrons blur the lines of professional and personal boundaries and how staff can work through common boundary issues faced when dealing with the public. Setting healthy limits and having established processes on how to navigate stressful situations can help to prevent burnout and the feeling of being drained, along with managing our own frustration or anger and feeling like one has a loss of control.

Nicole listed common challenging patrons that staff may encounter in the library – I found the following to be situations I have personally encountered within my role: the lonely patron, older/empty-nester patrons, loud teenagers, technologically confused patrons, entitled/rude patrons, patrons who “miss the good ol’ days,” patrons who monopolize staff time.

The process in which one can begin to set healthy boundaries is as follows: 1) self-reflection, 2) identify your personal triggers, 3) understand your role, 4) set clear personal limits, 5) continue to seek training and professional development on working with challenging patrons, 6) use scripts, 7) consult with colleagues, 8) build a support system, 9) document, 10) practice self-care

- Nicole also noted that you must be aware that patrons might be offended and unhappy with the boundary you are setting (though that is a necessary risk).

The webinar shifted to a discussion on deescalating interactions with difficult patrons and provided several techniques, including walking (not racing) to the patron, determining what exact conversation you need to have, being mindful of your body language, and watching your tone of voice while maintaining assertiveness.

A key takeaway: *Empathy is always first. Punishment is the last resort.*

The webinar’s chat began to have a lively conversation on the importance of having a staff code to ask if someone needs an out and helping one “get out” of unwanted/lingering interactions.

I found these statements/scripts shared by the other participants to be particularly insightful!

- “I’ve loved our chat, but I need to work on some other things just now - let me know if you have any questions later!” and “Excuse me, we can continue this conversation later, but I must focus on the people who need my help.” *when dealing with patrons who linger at the counter.*
- "Since this is your personal information, I am legally unable to input everything for you. However, if you have a question about how to go to the next step or how to print, then I am happy to help you." *When dealing with patrons who want you to type things in for them on the computer/their devices etc.*
- "Well, I've gotta let you go!" before escalating to "I have a meeting/I have to help others" and "It has been so lovely to talk to you, but someone just came up to the

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desk. I look forward to chatting again." *When dealing with patrons who want to stay on the phone/just to have someone to talk to.*

The final part of the webinar discussed new self-care techniques, defined as a purposeful activity or practice on a regular basis to reduce stress with the intention of improving or enhancing our short or long-term wellbeing. For most participants, self-care took shape in the form of stepping away from the situation (in the break room/taking a quick walk) and having monthly/biweekly group engagement with a therapy dog.

Overall, I feel that this webinar's content is incredibly helpful and relevant for me – being 5 ½ months into my role! Two key goals of mine are figuring out what self-care looks like for me within my role and working to maintain a consistent practice. I really liked the self-care assessment handout that was provided and plan to complete it today as well.

**7/29/2024 – How I Use AI for My Own Genealogy** - James Tanner talks about how he uses advancements in AI in his genealogy research.

**7/30/2024 – Preparing for Troublesome Times** - Is your library board prepared for challenges to library materials, resources, or programs? A panel of library directors and Trustees will discuss what directors and board members need to know about intellectual freedom, including applicable laws and library policies, who to contact for support, and how to work together to build relationships and advocate for the library. Attendees will learn about training resources from ALA, United for Libraries, and others organizations, and find out how Trustees and directors have worked together to successfully navigate challenges.

**7/30/2024 – Securing your Library's Future** - Learn key components of strategic succession planning for all types of boards (library Trustees, Friends, and Foundation), including identifying future leaders and ensuring continuity of governance and core board activities. Participants will gain insights from best practices and real-world examples, enhancing their ability to smoothly navigate leadership changes and maintain organizational stability. Whether you're a current board member or a library professional, this webinar will equip you with the skills to secure your library's future.

**7/31/2024 - Deaf Culture Basics** - The "Deaf Culture Basics" workshop focuses on deaf people and the "Deaf Cultures" that exist. For starters, the workshop notes, based on information from the Centers for Disease Control and Prevention, that at least five percent of the people in Virginia are deaf. In addition, the workshop teaches the difference between "deaf," people who can't hear, with a lowercase letter and "Deaf," a community of people with their own language, such as the American Sign Language (ASL) with a capital letter.

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Workshop creators want participants to know that people belonging to a Deaf community have their own culture and language as well as beliefs about themselves and “their connection to the larger society” (“Deaf Culture Basics”). Although people who are deaf share many of the same issues as well as the condition of being deaf, they aren’t necessarily part of the “Deaf Culture” or a community.

Participants were also referred to an article by the National Association of the Deaf, “Community and Culture – Frequently Asked Questions,” which suggested that before labeling someone based on their deafness, people should ask the deaf person how they prefer to be called. For example, the NAD says that though the term “hearing-impaired” was a well-meaning term, it is considered offensive because it implies that the deaf person isn’t normal.

Participants also had a choice of three videos to watch, though they could watch all three if they wanted. I chose to watch “Protecting and Interpreting Deaf Culture” by Glenna Cooper, who is deaf and teaches deaf students. Cooper’s speech provided a history of the education of deaf people, noting that in the late 1700s in the United States, there were highly-educated teachers and professors for the deaf, and that at that time, in New York, at least, sign language was taught to all students. Cooper also explained that the International Congress on Education for the Deaf made the decision in 1880 that deaf children shouldn’t be taught a sign language but should be taught to read lips, believing that reading lips would help deaf children to fit more readily into mainstream society. This action, Cooper said, hampered the progress deaf children and people were making in education.

Overall, I believe the main points for the workshop were to understand the differences between “deaf” and “Deaf,” show respect to deaf people and Deaf communities because they are unique and have their own language and teach participants to understand the challenges faced by the deaf.

**8/1/2024 - Active Shooter** - This webinar was extremely helpful in that it tells you what to do in the instance of an active shooter and how to keep yourself and others safe in that situation.

**8/1/2024 - Extreme Customer Service, Every Time** - This webinar was extremely helpful and thorough in the topic it covered and really detailed the importance of customer service in a library setting.

**8/3/2024 - Public Library Staff Certificate – Find it VA** - This certificate training program provides an overview to public library staff on Find It Virginia’s resources, which are free and available to anyone in Virginia with a public library card. They are also available in VA’s public K-12 schools. The program divides Find It’s resources into three categories: 1) Research (Gale in Context: Elementary, Gale Legal Forms, MasterFILE & Explora), 2) Read & Watch (Access Video: Just for Kids, NoveList Plus), 3) Life & Career (Accel5, Homework HelpNow, JobNow & VetNow,

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Transparent Language, Universal Class). There is a training webinar for each resource, with the videos ranging from 30 minutes to an hour.

**8/5/2024 - Savannah** - This video covered many different facets of Savannah and how it can be really helpful in targeting specific groups of library patrons and use data to provide more effective services.

**8/7/2024 - Staying on Top of Incidents: The Long Beach Public Library** - Long Beach Public Library will discuss how the library is utilizing Incident Management from Savannah, to document incidents electronically, share details with the right individuals quickly and efficiently, and anticipate future support needs through the power of reporting and analytics.

**8/7/2024 - Stats, Strategies, and Services with the San Francisco Public Library** - Presentation by SFPL staff on how they use statistics and dashboards to better serve their staff and users to measure successes, outputs, and more. I was also fortunate enough to get a supplemental tour/training of SFPL stats culture the day after the conference concluded.

**8/8/2024 - Holds vs Browsing Workshop** - Holds vs browsing? This workshop had us analyze data around physical circulation to come up with ideas and plans to improve circulation while managing staff and collection capacity. It was data-centric and helped me compare how people use BRL vs other libraries in terms how many checkouts originate from browsing vs. holds, and the implications of that.

**8/8/2024 - Put a Number on It: Enoch Pratt's New Strategic Plan** - Enoch Pratt Free Library of Baltimore recently launched their new five-year strategic plan. A core piece of the plan is commitment to measure initiatives throughout - and those measurements will live in Savannah. Learn about how they used data to focus library needs for the next five years.

**8/8/2024 - Sonoma County Library: Crisis and Communication** - Many libraries now serve as another means for cities and counties to reach citizens in the event of weather and environmental disasters, as well as serving their community's needs. Ray Holley, Communications Manager at Sonoma County Library spoke about his experience with crisis communication, how the library leverages community specific outreach messaging, and other marketing tactics.

**8/8/2024 - The Next 6 Million Visits** - Library facilities can be the center of the community – and they often need renovation and updates to keep up with growing needs. Clinton-Macomb Public Library has been in a building phase since 2019 and is currently renovating their Main

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Library and will talk about their communications plans around closures and construction with special messaging, exploration of tagged lists, and measurement.

### **8/12/2024 - Leadership Strategies for Building Connection and Defusing Difficult Situation -**

Mrs. Rebekah Cummings presented an excellent webinar on how to change one's outlook on certain difficult patron situations, and how to improve our leadership strategies. Mrs. Cummings highlighted quite a few beneficial strategies for seeing all patrons as "good inside." Certain situations with patrons can leave us feeling frustrated, confused, or unsure of what to do for that patron. The mentality of believing everyone is good inside does not excuse bad behavior, but it allows you to stay calm and focused on solving the problem. The five step method that Mrs. Cummings introduced included:

1. Staying curious and asking questions.
2. Separating the patron's behavior from their identity.
3. Intervening differently.
4. Searching for common ground with the patron.
5. Being kinder to yourself and others.

It is important not to just listen to others' words but to connect and try to understand their underlying concerns, and to reach for the most generous interpretation of their situation that may be influencing their actions – i.e. "All feelings are valid; all behaviors are not." Mrs. Cummings closed out the webinar by also introducing an important acronym:

**F**ully Present (listen without interruption, and intend to understand, not just reply.)

**A**cknowledging Feelings ("I'm glad you're talking to me about this, that sounds hard, I believe you, etc.")

**C**urious Longer (Avoid rushing to advice or solutions, be sure to keep asking questions to understand.)

**T**ag Team Solutions (Help people identify or work toward a solution that you can work with them on.)

**S**ame Side (Approach solutions from the same direction.)

Overall, this was an excellent webinar. I would highly recommend to anyone who may be in need of new approaches to take with patrons who may be a bit more challenging.