

BLACKWATER REGIONAL LIBRARY BOARD OF TRUSTEES MEETING

Franklin Branch

Wednesday

January 15, 2025

Board of Trustees Meeting—3:00 pm

Personnel and Policy Committee *will* meet at 2:00 pm:
Pam Vaughan (Chair), MeChelle Blunt, Ora Briggs, Sylvia
Claggett, Terri Hedgepeth, Charlene Herrala, Judge Alfreda
Talton-Harris, Johanna Wiggins



**Blackwater Regional Library
Franklin Branch**

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



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

January 15, 2025

- Agenda – January 2025
- Minutes – November 2024
- Library Director’s Report
- Library Bills
- Monthly Statistics Report – November and December 2024
- Staffing and Workshop Report

**Blackwater Regional Library
Board Meeting
January 15, 2025**

Agenda

Franklin Branch

Call to Order

Adoption of Agenda – January 2025

Approval of Minutes – November 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

- Discussion of Committees

Board Member Comments/Announcements

Announcement of Next Meeting

- February 19, 2025

Adjournment

**BLACKWATER REGIONAL LIBRARY
BOARD OF TRUSTEES MEETING MINUTES
November 20, 2024**

Present

Ora Briggs – Sussex County
Sylvia Claggett – Isle of Wight County
Deborah Dawson – Surry County
Charlene Herrala – Isle of Wight County
Pam Lease – City of Franklin
Kathy Lippard – Isle of Wight County
Jessica Moore – Sussex County
Judge Alfreda Talton-Harris – City of Franklin
Johanna Wiggins – 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

MeChelle Blunt – Southampton County
Jennifer Cuthbertson – Southampton County
Terri Hedgepeth – City of Franklin
Pam Vaughan – Isle of Wight County

Chair, Deborah Dawson called the meeting of the Blackwater Regional Library Board of Trustees to order at 2:51 p.m. at the Franklin Branch.

Consideration of Remote Meeting Participation Requests

None

Agenda

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

Minutes

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

Public Comment

None

Correspondence

None

Library Director's Report

Staff attended Virginia Library Association and Association of Bookmobile & Outreach Services conferences for important continuing education.

BRL participated in four National Night Out events on October 1st.

The Winter Coat Drive is underway. New and gently used coats will be collected at all BRL branches through November 30, 2024 to benefit youth and adults in our service area.

Committee Reports

Budget & Finance – Ms. Moore – Please be sure to read through the FY2024 Audit found at your tables.

Personnel & Policy – Mr. Neal – The committee is working on a policy for the reserve fund.

Long Range Planning – Mr. Neal – The committee hopes to meet in January 2025.

Accounts Payable

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

Unfinished Business

FY2025-2026 Annual Budget – Ms. Dawson called for questions. Hearing none, she called for a motion and vote. Ms. Moore moved, and Mr. Worsham seconded that the FY2025-2026 Annual Budget be approved as presented. The budget passed with 9 ayes. Ms. Wiggins abstained.

Fiscal Agent Contract – After BRL’s attorney reviewed the contract, it was sent to Southampton County Administration for approval. Southampton County Administrator, Brian Thrower, signed the contract on November 18, 2024. Ms. Moore moved, and Judge Harris seconded to ratify the Fiscal Agent contract with Southampton County, effective July 1, 2025 through June 30, 2028. The vote was unanimous.

New Business

Approval of FY2024 Annual Audit – Mr. Neal – BRL is required by the Library of Virginia and localities in our service area to have an annual audit. The FY2024 audit was clean. Ms. Lease moved, and Ms. Briggs seconded that the audit be accepted. The vote was unanimous.

Board Member Comments/Announcements

Ms. Herrala – plugged coat drive at Delta Kappa Gamma meeting

Ms. Moore – Santa will visit Wakefield and Waverly, book clubs met in both branches, will meet again in January

Mr. Worsham – when speaking to local representatives, direct them to library happenings in newspapers to show them how money is being spent

Ms. Lease – Franklin/Southampton Chamber Expo is November 21, 2024 at the Workforce Development Center

Ms. Briggs – Stony Creek will hold a parade on the 1st Sunday in December at 2:00. There is a new community children’s library, accepting gently used books.

Ms. Dawson – shared coat drive with colleagues at school and church. Santa will visit Surry on the 21st

Ms. Lippard – has been talking to people about library services. Lots of people are surprised at all things BRL offers!

Announcement of Next Meeting

The next Blackwater Regional Library Board of Trustees meeting will be on January 15, 2025 at 3:00 p.m. at the Franklin Branch.

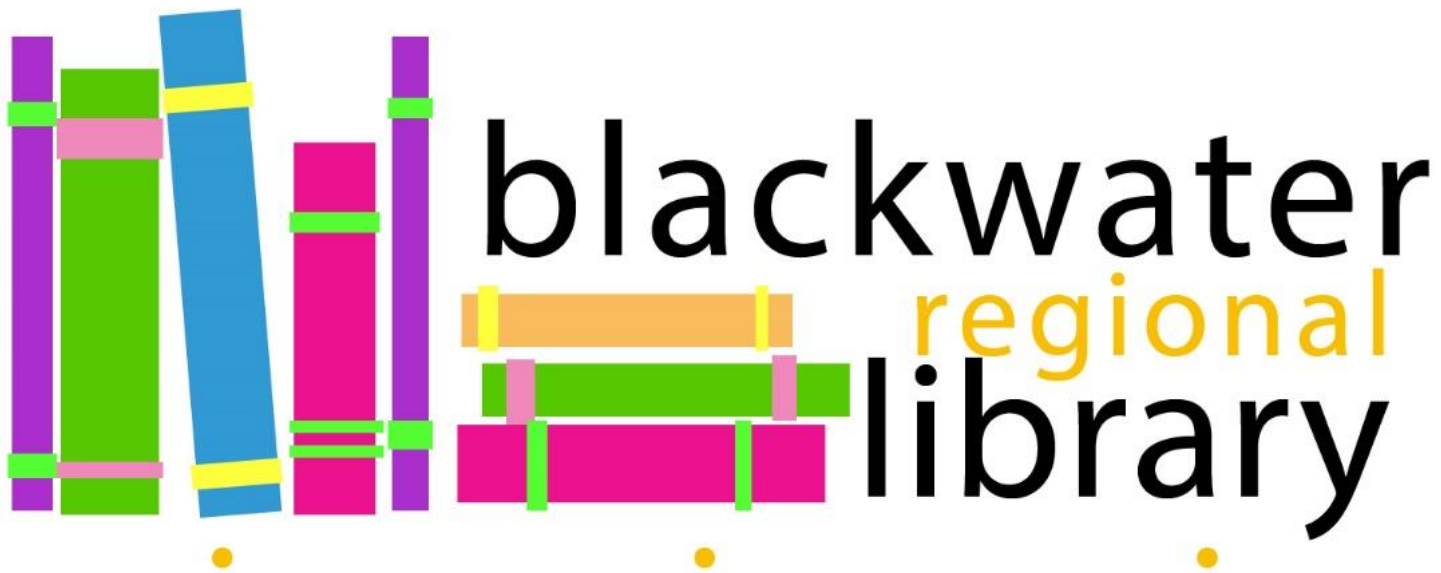
Adjournment

Mr. Worsham moved, and Ms. Herrala seconded the meeting be adjourned. The vote was unanimous.

The meeting was adjourned at 3:15 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

November-December 2024

Central/System-wide Updates

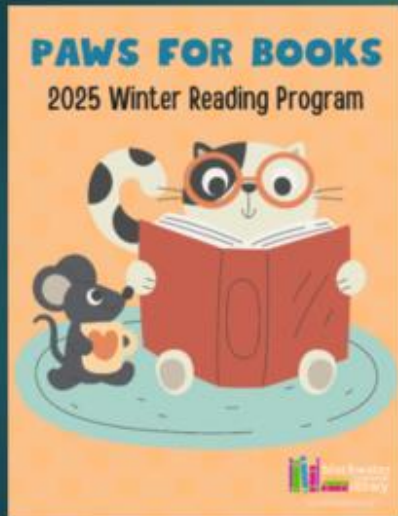
- Two vacancies for PT positions as of 1.8.25
- 38 trainings completed by staff in November and December
- Successful holiday coat drive throughout library system. Donations were distributed to appropriate partners throughout service area
- Patrons can now send print jobs from their phone or laptop, rather than having to use library PCs. This has been very popular and well-used



Winter Reading Program

Winter Reading:

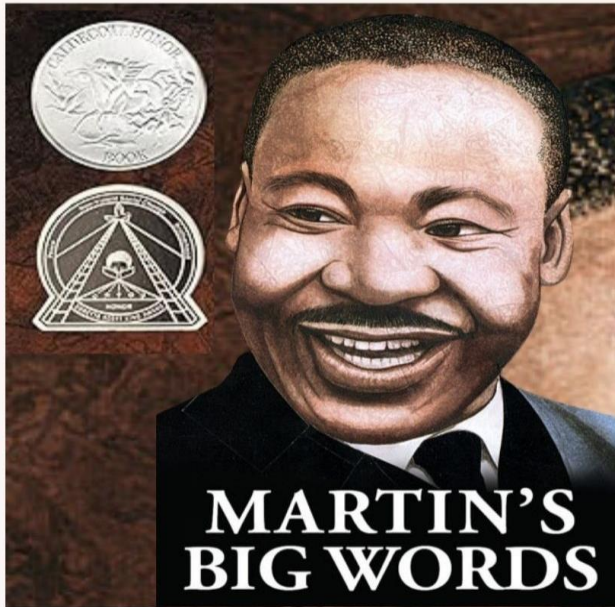
BRL will host a WRP for ages Birth to Grade 1, Grades 2-6 and Teens/Adult



MLK Storywalk in Smithfield

DOWNTOWN STORYWALK

January 18th - 24th on Hayden's Lane



*A special storywalk
to celebrate the life and legacy of
Dr. Martin Luther King Jr.*

featuring the
award-winning picture book
Martin's Big Words
by Doreen Rappaport

**recommended for ages 4-11*

*Provided through a partnership of
SMITHFIELD LIBRARY
SMITHFIELD NAACP*

255 James Street
Smithfield, VA
357-2264

**Smithfield
Library**



Impact in the Community



Programs with Kangaroo Kidz
at Carrsville Elementary



Millfield Baptist Church
Fall Festival



Softball Showdown in
Smithfield

19 Outreach events reaching around 1800
people in November & December

City of Franklin

- Partnership with United Way to bring free Santa photos to families at Franklin Branch (and Courtland).
- A variety of programs for all ages, including Craftsy for Kids, Full Steam Ahead, and Tech Time.
- Outreach to the community included depositing items at East Pavilion and a Pop-Up Library at the Village.
- Starting in January, join us on Friday for “Library Playdate”; a parent-led program to build confidence and motor skills!



Isle of Wight County

- Carrollton Branch hosted the Pet Photos with Santa program, where donations were collected for the IOW Animal Humane Society; other highlights included Gingerbread House Building Contest and the Glow in the Dark Party for Teens!
- Smithfield hosted several popular programs both inside the library and at community events such as the Mistletoe Market; one highlight was a fun Polar Express Watch Party on the first day of IOWCS' holiday break!
- Friends of the Windsor Library hosted their annual "Breakfast with Santa" event, which reached over 300 people with a filling breakfast, free books, Santa pictures, and more! Other fun happenings included a library visit from local author Jo Weaver who talked about her book "They Didn't Teach Us This in High School"

Between Outreach and In-House programming, 86 programs reaching nearly 2500 persons were delivered in IOW County in November/December



Southampton County

- Courtland branch hosted a myriad of standing programs to the public, including adult crafts programs, STEAM programs, and more!
- Wackadoo - Bluey themed party was Courtland's afterschool program this month! Craft and game stations were set up for children to participate in.
- Southampton County Pre-K students attended the Snow Queen Program. The Snow Queen read stories, shared Disney World videos, and sang songs.



Surry County

- Girl Scout Troop 1388 once again filled our pantry for the holiday with over 400 items collected at their food drive
- A variety of programs, including the Teen Take-and-Make Projects were a big hit over the holiday.
- Santa paid a special visit to the Surry branch, delighting children with story time and sharing a cozy breakfast with everyone.



Sussex County

- Santa and Mrs. Claus visited the Waverly Branch on December 3rd, to visits with the children and their families. The kids enjoyed making Grinch necklaces, mirror-ball ornaments, mini wreaths, straw trees and more. Every child went home with a free book!
- The Wakefield Branch staff provided crafts for the Town's Christmas Tree Lighting program on Thursday, December 5th. Christmas tree bookmarks, snowman necklaces and a wreath craft were provided.
- The library's Storytime and Homeschool groups had a blast with their November and December holiday visits!



Blackwater Regional Library

Library Bills

November 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
360IT Partners				
11/20/2024	Bill Payment (Check)		11350	-312.00
11/20/2024	Bill		CW263545	312.00
11/30/2024	Bill Payment (Check)		11375	-8,096.17
11/30/2024	Bill		MSP264656	1,462.00
11/30/2024	Bill		MSP264676	830.15
11/30/2024	Bill		MSP264271	5,804.02
AFLAC				
11/30/2024	Bill Payment (Check)		11376	-872.11
11/30/2024	Bill		289062	872.11
Amazon Capital Services				
11/30/2024	Bill Payment (Check)		11377	-933.47
11/30/2024	Bill		1DLP-NKNK-6QVP	386.02
11/30/2024	Bill		1VTY-174Q-G9GV	547.45
Anthem Blue Cross/Blue Shield				
11/20/2024	Bill Payment (Check)		11351	-8,744.00
11/20/2024	Bill		000832101F	8,744.00
AT&T				
11/30/2024	Bill Payment (Check)		11378	-3.33
11/30/2024	Bill		1180519559	3.33
Baker & Taylor				
11/20/2024	Bill Payment (Check)		11352	-4,474.66
11/20/2024	Bill		5019196941	4,474.66
11/30/2024	Bill Payment (Check)		11379	-5,850.38
11/30/2024	Bill		2038705774	5,850.38
Baker & Taylor - Laminate				
11/20/2024	Bill Payment (Check)		11353	-139.26
11/20/2024	Bill		5019201532	139.26
11/30/2024	Bill Payment (Check)		11380	-678.83
11/30/2024	Bill		5019219557	678.83
Barnes, Brock, Cornwell & Painter PLC				
11/20/2024	Bill Payment (Check)		11354	-9,850.00
11/20/2024	Bill		75939	9,850.00
Blackstone Publishing				
11/20/2024	Bill Payment (Check)		11355	-228.14

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
11/20/2024	Bill		2177019	47.06
11/20/2024	Bill		2177141	133.99
11/20/2024	Bill		2177021	47.09
Cengage Learning, Inc./Gale				
11/20/2024	Bill Payment (Check)		11356	-65.58
11/20/2024	Bill		85934129	65.58
Charter Communications				
11/20/2024	Bill Payment (Check)		11357	-3,659.00
11/20/2024	Bill		177213501110724	3,659.00
Daily Press				
11/30/2024	Bill Payment (Check)		11381	-146.63
11/30/2024	Bill		270002414 11.21.2024	146.63
Demco, Inc.				
11/30/2024	Bill Payment (Check)		11382	-613.48
11/30/2024	Bill		7567712	613.48
Dodson Pest Control				
11/20/2024	Bill Payment (Check)		11358	-50.00
11/20/2024	Bill		957135837	50.00
Dominion Energy Virginia				
11/30/2024	Bill Payment (Check)		11383	-1,611.41
11/30/2024	Bill		3233130008 11.30.2024	1,611.41
H2O To Go				
11/30/2024	Bill Payment (Check)		11384	-32.75
11/30/2024	Bill		Acct 7825 11.30.2024	32.75
Midwest Tape				
11/20/2024	Bill Payment (Check)		11359	-1,660.79
11/20/2024	Bill		506299525	1,660.79
11/30/2024	Bill Payment (Check)		11385	-2,005.24
11/30/2024	Bill		506364767	2,005.24
Overdrive, Inc				
11/20/2024	Bill Payment (Check)		11360	-4,910.44
11/20/2024	Bill		03100CO24345370	1,787.73
11/20/2024	Bill		03100CO24342116	949.60
11/20/2024	Bill		03100DA24346536	1,139.32
11/20/2024	Bill		03100DA24347839	9.12
11/20/2024	Bill		03100DA24352424	1,024.67
11/30/2024	Bill Payment (Check)		11386	-4,462.44
11/30/2024	Bill		03100DA24374403	84.99
11/30/2024	Bill		03100DA24368023	243.07
11/30/2024	Bill		03100DA24366259	308.41

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
11/30/2024	Bill		03100CO24363582	2,457.36
11/30/2024	Bill		03100DA24360566	1,368.61
Petty Cash				
11/30/2024	Bill Payment (Check)		11387	-388.42
11/30/2024	Bill		11.30.2024 Petty Cash	388.42
Queen B's Cleaning Service				
11/30/2024	Bill Payment (Check)		11388	-877.20
11/30/2024	Bill		1690	877.20
Securitas Technology Corporation				
11/20/2024	Bill Payment (Check)		11361	-285.00
11/20/2024	Bill		6004374266	285.00
Sentara Health Plans				
11/30/2024	Bill Payment (Check)		11389	-15,218.00
11/30/2024	Bill		9255942	15,218.00
Southampton County				
11/30/2024	Bill Payment (Check)		11390	-60.00
11/30/2024	Bill		Acct 46 11.15.2024	60.00
Southampton County (1)				
11/20/2024	Bill Payment (Check)		11362	-433.64
11/20/2024	Bill		2024-10 (October gas)	433.64
11/30/2024	Bill Payment (Check)		11391	-422.76
11/30/2024	Bill		2024-11 (Nov gas)	422.76
Spectrum Enterprise				
11/20/2024	Bill Payment (Check)		11363	-99.21
11/20/2024	Bill		089740301110124	99.21
T & A Repairs, LLC.				
11/20/2024	Bill Payment (Check)		11364	-172.92
11/20/2024	Bill		36348	27.50
11/20/2024	Bill		36122	145.42
Terry Andrews				
11/30/2024	Bill Payment (Check)		11392	-297.91
11/30/2024	Bill		SM Disc 11.26.2024	297.91
The Law Offices of Stephen R. Jackson				
11/20/2024	Bill Payment (Check)		11365	-420.00
11/20/2024	Bill		1852	420.00
Total Business Solutions				
11/20/2024	Bill Payment (Check)		11366	-519.90
11/20/2024	Bill		292443-0	519.90

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
TowneBank/Card Services				
11/20/2024	Bill Payment (Check)		11367	-12,993.09
11/20/2024	Bill		6457 0001 11.20.2024	12,993.09
Treasurer of Virginia (1)				
11/30/2024	Bill Payment (Check)		11393	-100.00
11/30/2024	Bill		VDACS reg 2025	100.00
Unique Management Services, Inc.				
11/20/2024	Bill Payment (Check)		11368	-302.90
11/20/2024	Bill		6132086	302.90
Verizon (1)				
11/20/2024	Bill Payment (Check)		11369	-162.88
11/20/2024	Bill		961660704 11.9.2024	162.88
11/30/2024	Bill Payment (Check)		11394	-63.60
11/30/2024	Bill		624106825 11.22.2024	63.60
Verizon Wireless				
11/20/2024	Bill Payment (Check)		11370	-3,911.03
11/20/2024	Bill		9978290119	3,911.03
Virginia Library Association				
11/20/2024	Bill Payment (Check)		11371	-850.00
11/20/2024	Bill		14711	850.00
Xerox Financial Services				
11/20/2024	Bill Payment (Check)		11372	-1,598.72
11/20/2024	Bill		6439433	1,598.72

Blackwater Regional Library

Library Bills December 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
360IT Partners				
12/31/2024	Bill Payment (Check)		11416	-6,647.92
12/31/2024	Bill		MSP265577	5,804.02
12/31/2024	Bill		MSP266999	843.90
AFLAC				
12/31/2024	Bill Payment (Check)		11417	-872.11
12/31/2024	Bill		659157	872.11
Amazon Capital Services				
12/31/2024	Bill Payment (Check)		11418	-869.69
12/31/2024	Bill		1KNR-NVRJ-FFL9	869.69
Anthem Blue Cross/Blue Shield				
12/18/2024	Bill Payment (Check)		11396	-8,744.00
12/18/2024	Bill		000838463F	8,744.00
Aspen Black Productions				
12/31/2024	Bill Payment (Check)		11419	-250.00
05/31/2024	Bill		SU 7.25.2024	250.00
AT&T				
12/31/2024	Bill Payment (Check)		11420	-3.33
12/31/2024	Bill		1280056918	3.33
Baker & Taylor				
12/18/2024	Bill Payment (Check)		11397	-2,127.73
12/18/2024	Bill		5019241679	2,127.73
12/31/2024	Bill Payment (Check)		11421	-6,872.48
12/31/2024	Bill		5019261726	6,872.48
Baker & Taylor - Laminate				
12/18/2024	Bill Payment (Check)		11398	-382.48
12/18/2024	Bill		5019237722	382.48
12/31/2024	Bill Payment (Check)		11422	-908.70
12/31/2024	Bill		2038776385	908.70
Blackstone Publishing				
12/18/2024	Bill Payment (Check)		11399	-299.48
12/18/2024	Bill		2178825	16.24
12/18/2024	Bill		2180888	41.66
12/18/2024	Bill		2180891	107.62
12/18/2024	Bill		2180895	133.96

Blackwater Regional Library

Library Bills

December 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
Cengage Learning, Inc./Gale				
12/18/2024	Bill Payment (Check)		11400	-500.62
12/18/2024	Bill		86050299	32.79
12/18/2024	Bill		85997795	369.46
12/18/2024	Bill		86024823	98.37
Center Point Large Print				
12/31/2024	Bill Payment (Check)		11423	-203.00
12/31/2024	Bill		2142504	203.00
Document Systems, Inc.				
12/31/2024	Bill Payment (Check)		11424	-2,619.18
12/31/2024	Bill		142616	2,619.18
Dodson Pest Control				
12/18/2024	Bill Payment (Check)		11401	-50.00
12/18/2024	Bill		957186385	50.00
Dominion Energy Virginia				
12/31/2024	Bill Payment (Check)		11425	-1,432.52
12/31/2024	Bill		3233130008 12.31.2024	1,432.52
EnvisionWare, Inc.				
12/18/2024	Bill Payment (Check)		11402	-8,325.00
12/18/2024	Bill		INV-US-74166	8,325.00
H2O To Go				
12/31/2024	Bill Payment (Check)		11426	-54.50
12/31/2024	Bill		Acct 7825 12.31.2024	54.50
Midwest Tape				
12/18/2024	Bill Payment (Check)		11403	-1,250.27
12/18/2024	Bill		506435291	1,250.27
12/31/2024	Bill Payment (Check)		11427	-1,656.00
12/31/2024	Bill		506496944	1,656.00
Overdrive, Inc				
12/18/2024	Bill Payment (Check)		11404	-5,874.29
12/18/2024	Bill		03100CO24384601	4,177.89
12/18/2024	Bill		03100CO24387495	1,696.40
12/31/2024	Bill Payment (Check)		11428	-550.03
12/31/2024	Bill		03100DA24392569	141.49

Blackwater Regional Library

Library Bills

December 2024

DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
12/31/2024	Bill		03100DA24397676	147.99
12/31/2024	Bill		03100DA24399477	92.00
12/31/2024	Bill		03100DA24405805	168.55
Petersburg Alarm Company				
12/31/2024	Bill Payment (Check)		11429	-435.00
12/31/2024	Bill		210803	435.00
Petty Cash				
12/31/2024	Bill Payment (Check)		11430	-578.33
12/31/2024	Bill		12.31.2024 Petty Cash	578.33
Queen B's Cleaning Service				
12/31/2024	Bill Payment (Check)		11431	-1,096.50
12/31/2024	Bill		1710	1,096.50
Sentara Health Plans				
12/31/2024	Bill Payment (Check)		11432	-15,218.00
12/31/2024	Bill		9276889	15,218.00
Southampton County				
12/31/2024	Bill Payment (Check)		11433	-60.00
12/31/2024	Bill		Acct 46 12.16.2024	60.00
Southside Gas Service, Inc.				
12/18/2024	Bill Payment (Check)		11405	-801.61
12/18/2024	Bill		19302	801.61
12/31/2024	Bill Payment (Check)		11434	-1,047.38
12/31/2024	Bill		19343	1,047.38
Spectrum Enterprise				
12/18/2024	Bill Payment (Check)		11406	-99.21
12/18/2024	Bill		089740301120124	99.21
The Tidewater News				
12/18/2024	Bill Payment (Check)		11407	-49.00
12/18/2024	Bill		21267 12.18.2024	49.00
TowneBank/Card Services				
12/18/2024	Bill Payment (Check)		11408	-8,609.28
12/18/2024	Bill		6457 0001 12.18.2024	8,609.28

Treasurer of Virginia (1)

Blackwater Regional Library

Library Bills

December 2024

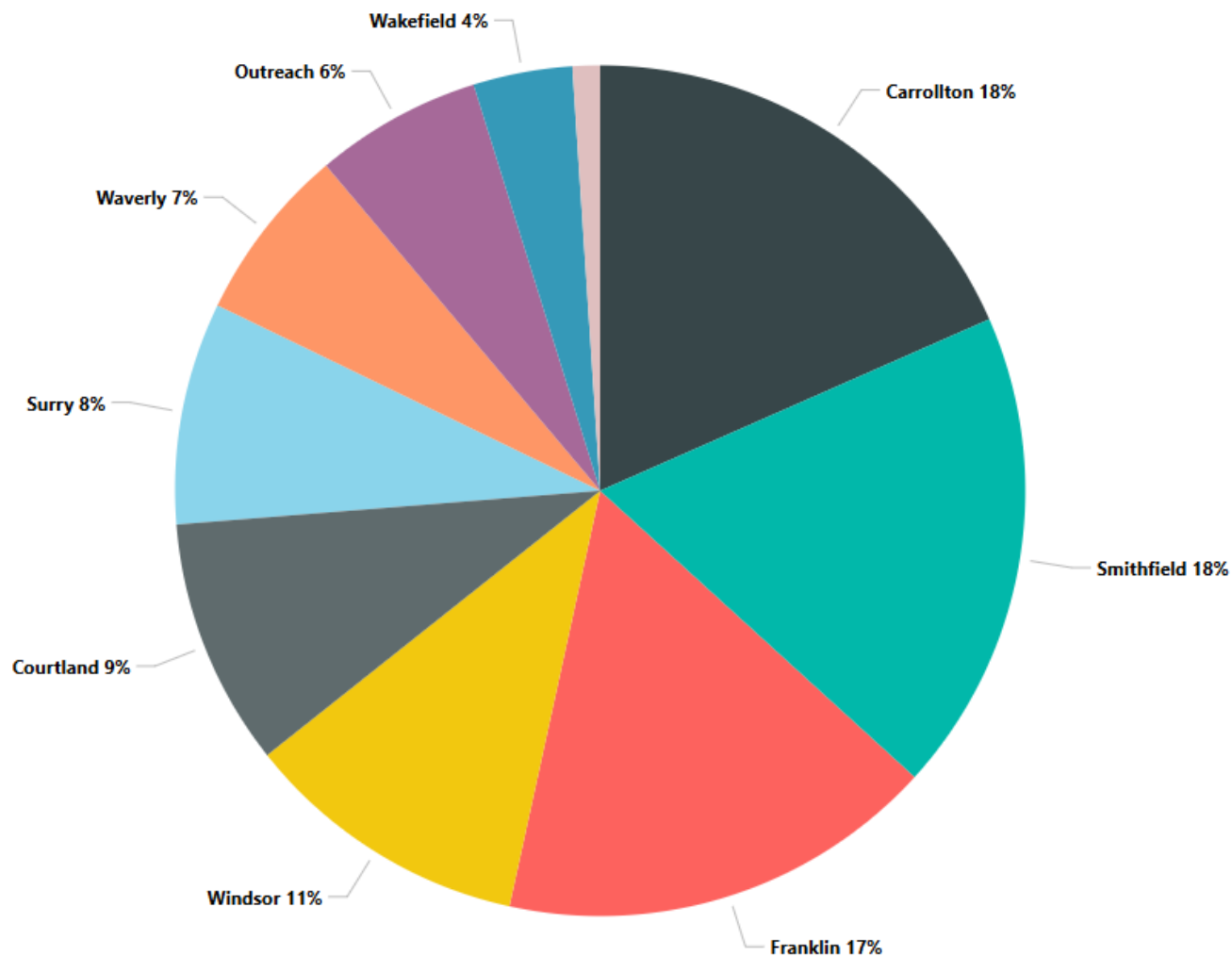
DATE	TRANSACTION TYPE	MEMO/DESCRIPTION	NUM	AMOUNT
12/31/2024	Bill Payment (Check)		11435	-45.00
12/31/2024	Bill		Lindsay 00343842	45.00
Unique Management Services, Inc.				
12/18/2024	Bill Payment (Check)		11409	-407.75
12/18/2024	Bill		6133181	407.75
Verizon (1)				
12/18/2024	Bill Payment (Check)		11410	-162.80
12/18/2024	Bill		935119692 12.9.2024	162.80
12/31/2024	Bill Payment (Check)		11436	-63.10
12/31/2024	Bill		624106825 12.22.2024	63.10
Verizon Wireless				
12/18/2024	Bill Payment (Check)		11411	-2,840.71
12/18/2024	Bill		6100700192	2,840.71
World Book Inc.				
12/18/2024	Bill Payment (Check)		11412	-1,259.00
12/18/2024	Bill		SF-0032180	1,259.00
Xerox Financial Services				
12/18/2024	Bill Payment (Check)		11413	-1,598.72
12/18/2024	Bill		6568295	1,598.72



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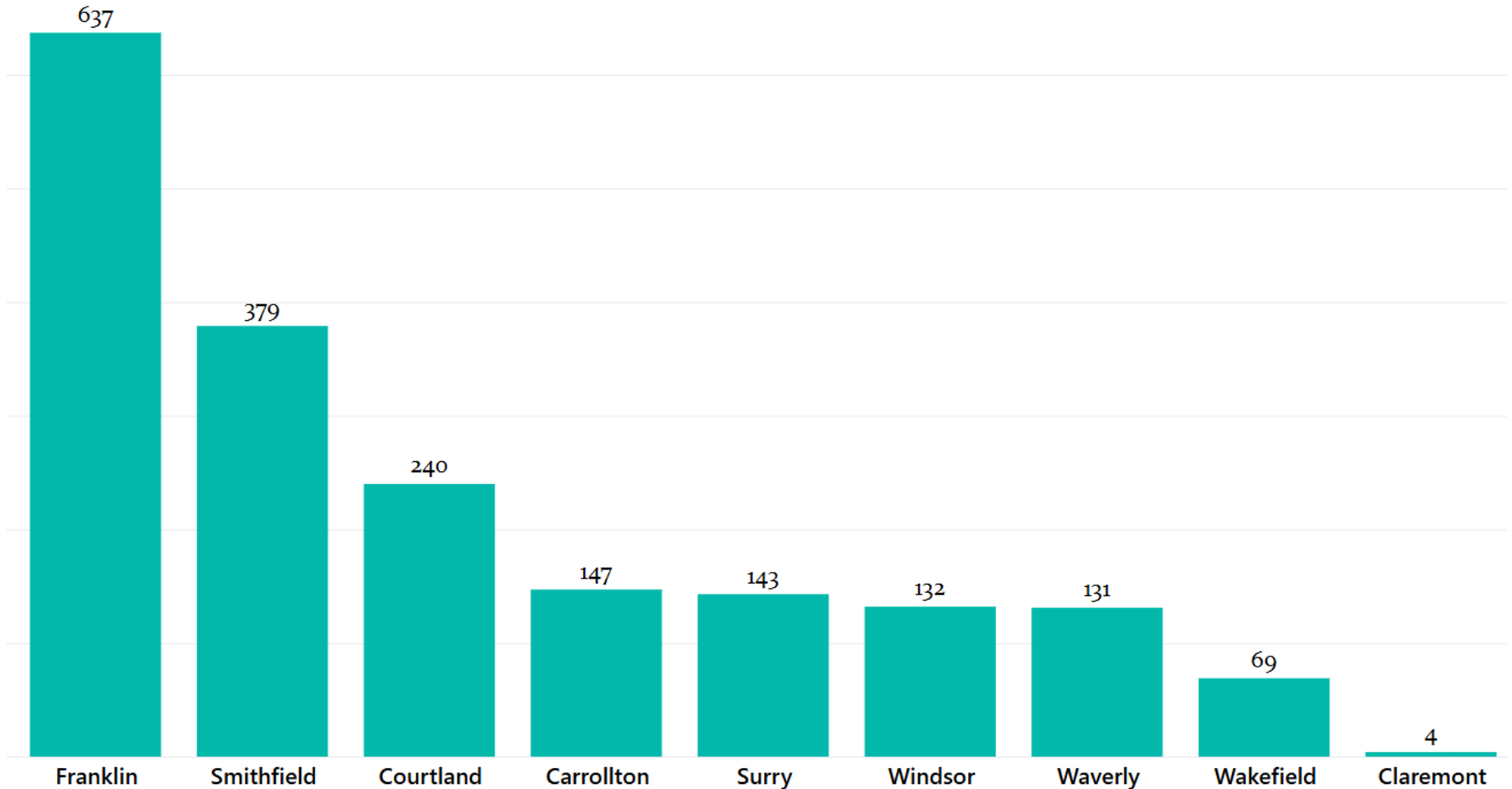
November and December 2024 Statistics

Monthly Report: Patron Count

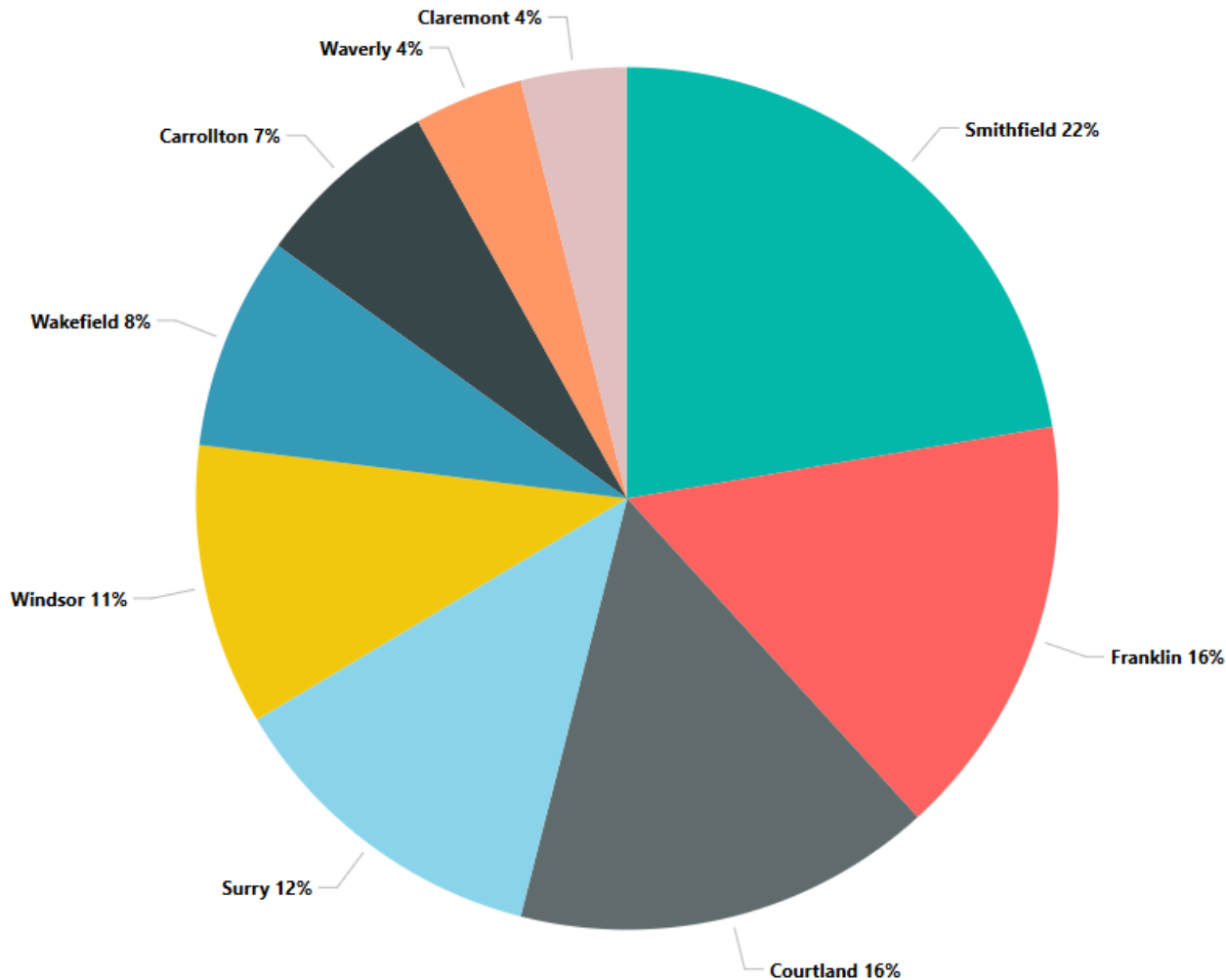


Branch	Patron Count
Carrollton	4879
Claremont	278
Courtland	2495
Franklin	4423
Outreach	1681
Smithfield	4868
Surry	2240
Wakefield	999
Waverly	1769
Windsor	2891
Total	26523

Monthly Report: In-House Internet

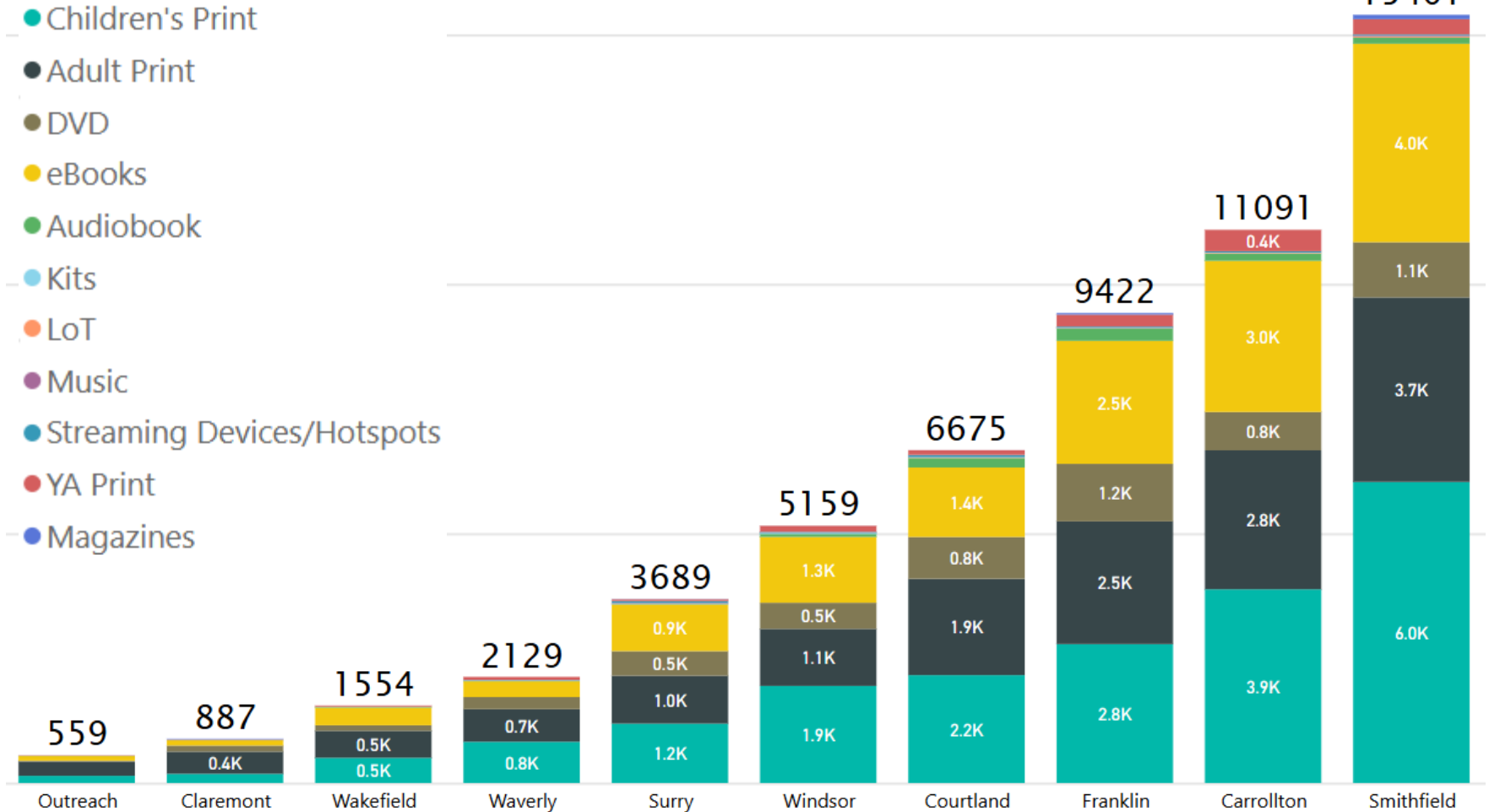


Monthly Report: WiFi Use



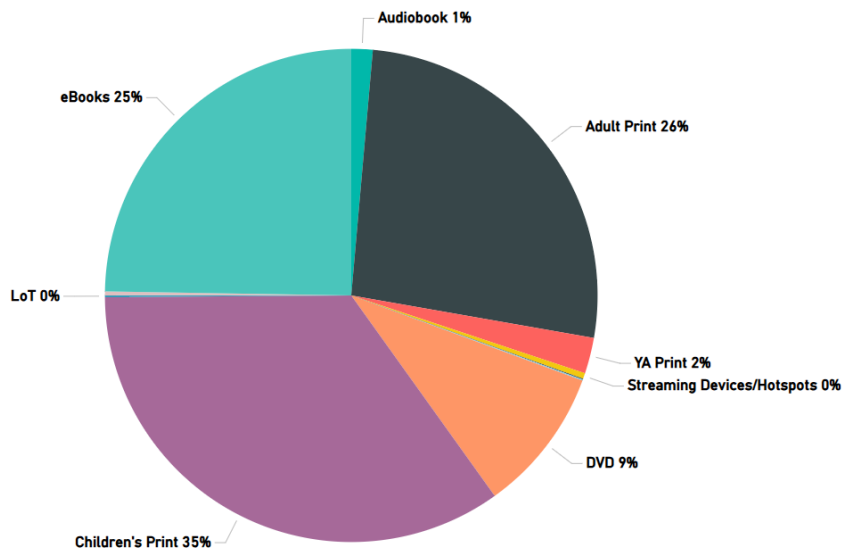
Branch	Wireless Internet Usage
Carrollton	186
Claremont	106
Courtland	420
Franklin	424
Smithfield	596
Surry	332
Wakefield	213
Waverly	109
Windsor	282
Total	2668

Circulation Report: By Branch

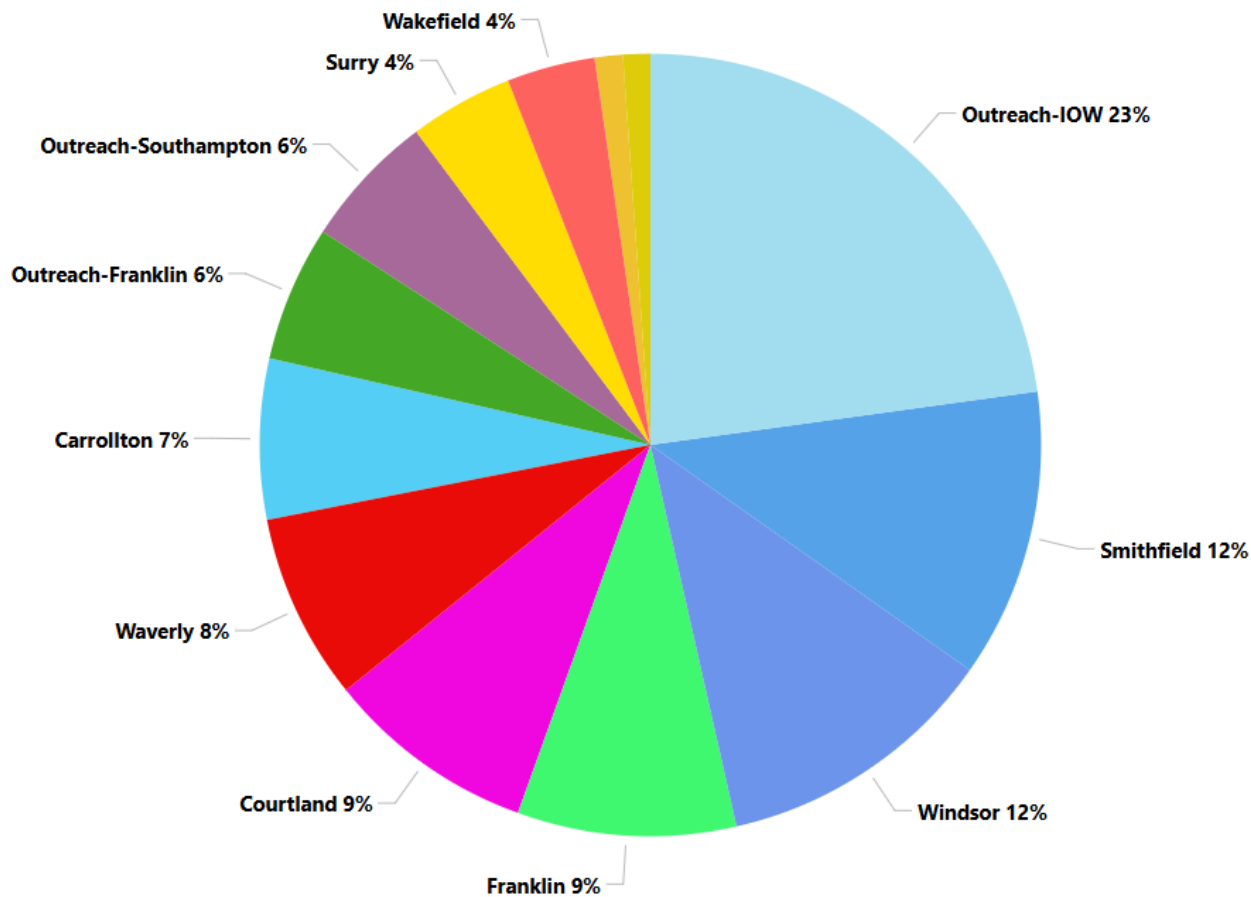


Circulation Report: Type by Branch

Location	Adult Print	Children's Print	DVD	Audio-books	Kits	YA Print	Music	LoT	Magazines	eBooks	Streaming Devices/Hotspots
Carrollton	2787	3884	769	143	4	430	0	16	0	3030	28
Claremont	444	186	122	1	1	8	0	1	14	108	2
Courtland	1933	2163	838	189	3	95	0	14	1	1392	47
Franklin	2460	2786	1153	246	2	240	2	8	30	2467	28
Outreach	285	146	16	4	1	9	0	1	0	95	2
Smithfield	3700	6037	1106	119	3	306	17	23	87	3979	24
Surry	961	1192	493	11	4	34	15	4	5	931	39
Wakefield	541	507	111	14	1	23	0	1	0	353	3
Waverly	654	828	241	8	0	62	0	4	0	318	14
Windsor	1145	1947	523	57	19	123	0	1	1	1320	23
Total	14910	19676	5372	792	38	1330	34	73	138	13993	210

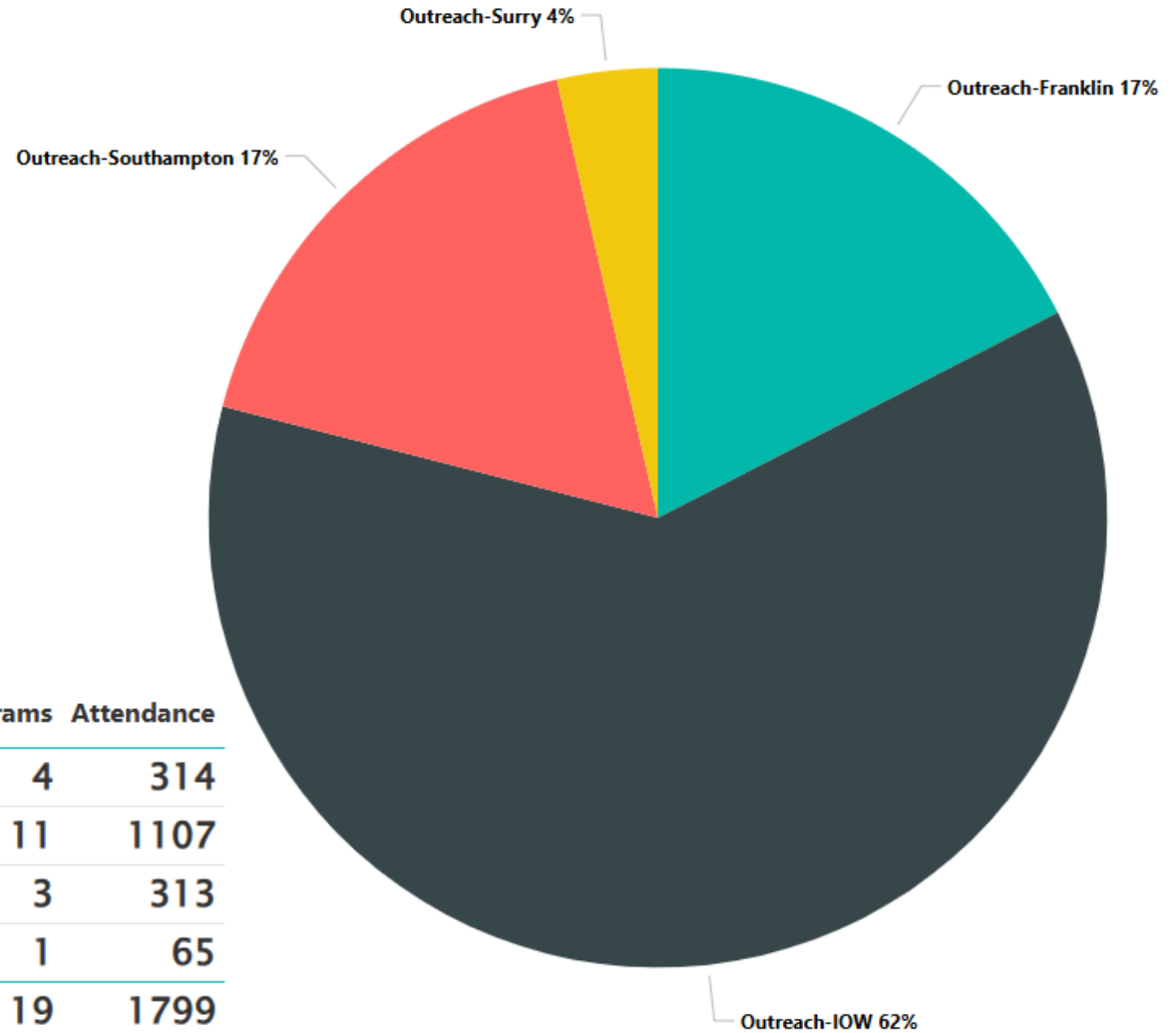


Program Report: Total Participation



Location/Branch	Count
Carrollton	371
Claremont	63
Courtland	487
Franklin	506
Outreach-Franklin	314
Outreach-IOW	1276
Outreach-Southampton	313
Outreach-Surry	65
Smithfield	668
Surry	240
Wakefield	204
Waverly	431
Windsor	654
Total	5592

Outreach Report: Programs



Location/Branch	Outreach Programs	Attendance
Outreach-Franklin	4	314
Outreach-IOW	11	1107
Outreach-Southampton	3	313
Outreach-Surry	1	65
Total	19	1799

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Staffing Update January 2024 Blackwater Regional Library

New Hires

Promotions

- Ashley Tillman – Youth Services Programmer – Carrollton and Smithfield branches

Transfers

- Caroline Stephenson – Substitute Library Assistant

Separations

- Cheryl Lester – Library Assistant, Smithfield branch

Vacancies

- Library Assistant – Carrollton and Smithfield branches
- Senior Library Assistant – Outreach Services

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Training Sessions – November and December 2024

City of Franklin staff completed a total of 2 trainings

Isle of Wight County staff completed a total of 7 trainings

Southampton County staff completed a total of 4 trainings

Surry County staff completed a total of 5 trainings

Sussex County staff completed a total of 7 trainings

Central Office staff completed a total of 13 trainings

11/4/2024 – Level Up your Book Displays - This webinar gave one librarian's view on different themes and ideas for book displays along with reminders to rotate monthly otherwise patrons "stop seeing" your display.

Some other pointers:

- Displays don not always need to be books – Use large print, digital services offered, DVDs, etc.
- Avail yourself of information such as Pinterest and social media
- Utilize local news events and broader events such as the Oscars, sports, etc.
- Don't forget always popular themes such as cats, dogs, food, nostalgia
- Look at ridiculous holidays such as "National Blueberry Muffin Day", etc.
- Choose a genre: Romance, Westerns, Gothic Fiction, etc.
- Strike a tone: Humorous, Educational, Family Friendly, etc.
- Props for visual appeal

I didn't recommend this webinar because it seemed so basic and our book displays encompass all her pointers already. It was a good reminder to think outside the box, but there wasn't any real new or exciting information.

11/4/2024 – Universal Class - Universal Class for libraries is an online educational service providing a diverse offering of learning courses for people interested in the lifelong pursuit of knowledge.

Universal Class for libraries is an online educational service providing a diverse offering of learning courses for people interested in the lifelong pursuit of knowledge earning courses for people interested in the lifelong pursuit of knowledge.

I completed the series in the Library of VA Academy. It was informative, interesting, and knowledgeable.

11/6/2024 – Libraries Foster Social Connection - Social Connection can lower anxiety and depression, create a stronger immune system and increase self-esteem. Libraries treat

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loneliness with curiosity, creativity and conversation. While this webinar didn't provide me with many new ideas to pass on it did confirm the importance of continuing to serve our community through social connection. (craft classes, story times, various programs, conversations with patrons, reaching out with mailed notes etc...)

11/6/2024 – TLCU Keynote: Creating Connections with Service, Space, & Collaboration - An engaging session on "Creating Connections with Service, Spaces, and Collaboration" designed for library professionals, and anyone interested in fostering a dynamic environment. This keynote presentation will explore strategies to enhance the way libraries and community spaces serve their users and promote meaningful connections within their communities.

11/6/2024 – TLCU - DIY Reports on a Budget - Should you be paying an outside service to analyze your CARL•Solution data or can you do it yourself? The Rochester (NY) Public Library was able to eliminate their collectionHQ subscription and rebuild all the pertinent reports, along with snazzy statistics pages, by utilizing the resources they already had available. DIYing your reports can save money and add value to other areas, such as staff development, if you plan accordingly and avoid common pitfalls. And with the future reporting services offered through TLC, DIY reporting is becoming easier than ever!

11/6/2024 – TLCU - Best Practices, Tips & Tricks - Join TLC Training Team members as they discuss several different topics, which will highlight some of their favorite tips and tricks. If time allows, at the end of this session we would love for you to share your favorite tips and tricks with your peers.

11/6/2024 – TLCU – Mobile, Social, & Design Forward: TLC GO! And Canva - TLC•Go!: A Powerhouse in the Palm of Your Hand
TLC•Go! is expanding the way CARL•Connect Discovery and LS2 PAC are used on your mobile. Join us for an overview of TLC•Go! app functionality and learn how to add TLC•Go! to your library's user experience.

Make It Fancy: An Interactive Canva Tutorial

Canva is quickly becoming the go-to platform for all things graphic. It's the easiest way to make everything from presentations, bookmarks, social media graphics and more. But it can be daunting to get started, especially if you don't have a graphic design or computer background. Let a fellow librarian give you a quick tutorial!

11/6/2024 – TLCU – Intro to LS2 Cataloging - This workshop focused on introducing the basics of LS2 Cataloging and using it properly. The host gave first advice on how to understand the difference between title spaces and items and how they should function when creating a record.

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The host also covered advanced searching, batch editing, copy cataloging, merging records, and more. I found the merging records portion interesting since I have come across this problem multiple times. The course helped me understand what to do when I come across titles that need merging.

Although I have a good understanding of LS2 Cataloging, it was still helpful to receive guided and in-depth information on the inner workings. I believe after this course that I have an even better understanding of how to use this resource.

The host also attached a very detailed PDF pertaining to import error corrections. I found the to be very helpful since step-by-step instructions were given to ensure that we understand exactly what to do. It also provided advice on how to continue on once the error is corrected.

11/6/2024 – TLCU – Exciting Changes in LS2 Cataloging in v5.8.0: A Highlight - This workshop highlighted the changes and improvements happening to LS2 Cataloging. The host is a highly experienced and has a deep knowledge of cataloging. She focused mostly on answering questions that other catalogers had on what improvements were coming. One improvement that I am particularly excited for is the option to change the format of a record instead of having to create a new record, merge the two, and delete the other just to change the name.

I found this workshop to be helpful in learning what is to come and how it will benefit me with its daily use. I like that TLC is always trying to improve and listens to feedback from the people who use their products. Having an instructor explain each change/improvement is always a big help in understanding how the product should be properly used and being able to ask questions helps rely any confusion.

I really enjoyed this workshop and I appreciate the steps TLC takes to ensure catalogers can efficiently use LS2 Cataloging.

11/7/2024 – TLCU – Library.Solution for Publics Roadmap: Planning for the Future - As the needs of Library•Solution customers evolve, TLC strives to pivot to meet the needs of our libraries and the library industry accordingly. Our Directors of Product Management regularly partner and collaborate to ideate, plan, and develop functionality in an effort to deliver value according to library needs and to enhance the experience for school and public library users. Join Ebony Pacheco-Hoos, Director of Product Management, Publics, and publics product team members as they share ideas and plans, for the upcoming year, and beyond.

Session leaders: Ebony Pacheco-Hoos, Director of Product Management, Public Libraries at The Library Corporation

Jessica Seybold, Circulation Product Manager, Public Libraries & User Experience Product Manager, Carl-Solution at The Library Corporation

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Ebony and Jessica gave attendees an overview of what to expect in 2025, when LS version 5.8 is released.

It seems that every TLC module, from Cataloging to OPAC to LS2 Staff will have modifications.

11/7/2024 – TLCU – Proactive not Reactive: Preparing for Challenges – Public and school libraries around the US are facing book challenges like never before. Principal decision makers and managers need to be on the same page when it comes to being proactive about developing policies and procedures that can help staff face such occasions. Going beyond collection development policy, libraries can prepare their staff in establishing expectations around responses to book challenges. Join this panel discussion for perspective on how to be proactive about book challenges by inviting stakeholders to the table to establish a supportive network that will help you brainstorm ways to organize your processes, gain resources, and protect the intellectual freedom of your community.

11/7/2024 – TLCU – Putting our Words into Action: A Customer Service Toolkit - Everyone wants to say “we offer good customer service to our patrons,” but there is often a gap between saying and doing. The Sequoyah Regional Library System has developed a customer service plan based on action statements meant to empower staff in service consistency, putting our words into action. This presentation will cover the history of the SRLS Patron Experience, including development, implementation, and growth. Attendees should leave with an example of a customer service resource framework for staff (as well as motivation to create their own), and some resources and collaborative activities for immediate use with staff and patrons.

11/7/2024 – Talent Today and Tomorrow - Discussion with Melanie Huggins, Executive Director of Richland Library, and Pat Losinski, former CEO of Columbus Metropolitan Library about the changing expectations, attitudes, and challenges in dealing with a talented library workforce.

This was really enlightening and worthwhile, as well as thought provoking.

11/7/2024 – Library Advocacy and Action - Kent Oliver, ALA Senior Fellow working with the Public Policy and Advocacy Office's Policy Corps Cadre supporting Unite Against Book Bans, spoke about the importance and changing strategies in promoting the freedom to read and other library-adjacent controversies.

11/7/2024 – Libraries 2035 - Keynote address by Sandy Hirsch, Associate Dean for Academics in the College of Professional and Global Education at San José State University and author of the new book “Libraries 2035”. This training was an interactive discussion talking about where

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libraries are going and what issues we need to be grappling with, especially what challenges/opportunities in our community are libraries best positioned to solve.

11/15/2024 – Kanopy Town Hall for North American Public Libraries - The Kanopy Town Hall for North American Public Libraries in November 2024 highlighted updates and developments for public librarians utilizing Kanopy's streaming services. Key points included:

1. **Preview of New Content:** Librarians were introduced to upcoming titles and new content suppliers joining Kanopy, enriching the diversity and appeal of its library offerings.
2. **Product Updates:** Recent and upcoming enhancements to the Kanopy platform were detailed, showcasing efforts to improve user experience and library engagement.
3. **Marketing Insights:** Attendees learned from real-world examples of successful library marketing strategies and received access to Kanopy's updated marketing toolkits, which aim to help libraries better promote their digital resources to patrons.
4. **Expanded Offerings:** Updates to Kanopy PLUS Packs were also discussed, including refreshed content across several categories such as documentaries, diversity-focused films, and bingeable episodic series, designed to cater to varied audience interests.

The event emphasized Kanopy's commitment to supporting public libraries with tools and content to better engage their communities while promoting the value of digital streaming services

11/17/2024 – Public and School Libraries - Some creative ways to build successful partnerships:

1. Reach out to school's librarians
Get to know the school's administrators and principals.
2. Keeping the lines of communication is the key.
Libraries and schools should realize the reasons to partner, and have common goals.
3. Engage families
Libraries can work with school, and attend open house, and parent teacher conferences.
4. Visit classrooms
Children programmers can visit classrooms to do story times or high school book club.
5. Offer workshops/ Family programming
Libraries can offer workshops on information literacy, adult and children crafts, and meeting room for teacher conference.
6. Family programming
Host culture events to bring the community together to learn from each other and interact.

Supplement Material

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Often times homeschools and parochial schools look to the libraries for variety of books that normally they don't have access to.

11/20/2024 – Brainfuse's HelpNow, jobNow, VetNew, and CollegeNow plys our recent partnerships with Pronunciator and Barron's - I took this webinar so I could learn more about our HelpNow, JobNow, and VetNow databases in order to help our patrons. And boy, did I learn a lot. These databases offer help to students who need live tutoring, help finding a job by learning resume and interviewing skills. Practice test for ASVAB, GED, and other standardized tests. I guess the one service that really blew me away was the writing lab where you can upload your paper and it will be critiqued and corrected by a real teacher within 24 hours. VetNow is designed to help veterans by providing live Job Coaching, Navigation tools and resume labs. I am so glad I took this webinar so I am now equipped to help the people in our community take advantage of this wonderful database.

11/26/2024 – Artful Connections: Stephanie Haine's Vision for Inclusion and Inspiring Communities - This webinar was produced by the Collaborative Summer Library Program's (CSLP) Inclusion Committee. During this presentation we will learn about the fundamentals of accessibility through the lens of creative arts activities. We will cover what it means to be accessible, common adaptations you can make to creative tools and materials, and how you can be flexible and inclusive in your approach to planning arts experiences for a diverse community.

12/3/2024 – Cardinal HCM: 2024 ACA Process Forum for Localities - This forum will review updates to the ACA Certification process, including new updates to the ACA Reconciliation Report, outlining how the updated report changes ACA processing for localities. Due to the significant changes in the process this year, it is highly recommended that all Benefits Administrators attend this forum.

12/7/2024 – Displays That Do More: Passive Programming with Book Displays - I found this webinar informative and love the ideas. Have done some of these ideas for some Non-Profit organizations. Hope to include them in the library setting.

12/7/2024 – Getting Up to Speed with Generative AI - Libraries are prepared to handle AI, we just need to shift our perspective.

Definition/ terms/ history of machine technology.

- Text generation
- Image and video generation

How AI is trained – algorithms and equations

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It is a compelling tool because it has random/ creative qualities. I.e. You will get a different answer each time. It has self-supervised training qualities

Additional benefits:

Translation ability. You can even change the level of translation. “Change this into a juvenile-level paragraph in Chinese.”

Summarization ability.

Weakness:

It relies on a fixed data set that is not always up to date. The system also has no logic ability (ie. It is terrible at math), and is not able to think conceptually.

Be careful if you are using AI for any high-stakes work.

We don't know how the “author” of the content (AI information) that is given to us obtained the content. How do we trust it 100%? Think about biases.

Think again about using for fact checking, final drafts, medical advice

Issues: Copyright protections. Information that has been fed into data sets was not approved

12/9/2024 – Introduction to Information and Library Science - This forum will review updates to the ACA Certification process, including new updates to the ACA Reconciliation Report, outlining how the updated report changes ACA processing for localities. Due to the significant changes in the process this year, it is highly recommended that all Benefits Administrators attend this forum.

12/10/2024 – Transforming Library Space for Community Engagement - This webinar focused on changing library physical space to encourage more community interaction. 75% of the public thinks of libraries as nothing but books. The challenge is to create spaces within libraries that help connect people to their community.

“People may go to the library looking for information, but they find each other there.”

Webinar included examples of how large and small community libraries have transformed their space to encourage engagement and change the perception of the library.

Some important things to consider:

- Collection reductions are a good first step to make way for the NEW.
- Get community input, and enlist help from local businesses, and Friends of the Library groups.
- Anticipate projects taking longer than expected. Delays will happen.

Flexibility—

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- remove large barriers and unmovable objects –example huge circ desk areas (“Fort Circulation”)
- Multi-use space – the caster is your friend!
- Embrace noise within the public space. (Holiday Tech Fair with Best Buy—huge success) community event do not have to be separate from the main library space
- Data and electrical connections everywhere

Open up space-

- Paring down and weeding collections heavily to showcase items. This to allow patrons to really connect with your collection without being overwhelmed by it.

Use Community as a Resource

- Your community has expertise – utilize it!

Conquering the cost barrier- start small and work with what you have and use money creatively.

This training certainly got me to think in a new way about what our library could look like with some changes and be able to function as a multi-use space and steps to take to get there.

I was unable to access the course certificate for some reason.

12/10/2024 – Managing Your Own Emotions During Conflict - This training summarizes how best to handle conflict and situations within a space where your emotions and thought responses are challenged. It identifies the parts of the brain that are responsible for rational thinking and nervous-reactions, and how to learn when your mind is moving from the prefrontal cortex to the amygdala. It gives tips and advice on how best to handle yourself in a trying situation when you are in control of your emotions and when you lose control of your emotions. Some of these techniques are easy to do without giving obvious indication that you may be experiencing heightened emotions, such as planting your heels into the floor and measured box-breathing. The best advice Ryan Dowd gave for what to do when your rational thinking has flown to more nervous reactions is to leave the situation. This may be difficult to do in a library setting with limited space and people, but it relies on having coworkers present to be able to “tag out” and politely leave the space and allow a colleague to take over. If they are not available, maybe you are alone, you can tell the person that you need a break and you can continue this conversation again at a later time.

12/17/2024 – Safety with Every Step: Commercial Delivery - The video instructs the viewer on how to be safe in a commercial delivery role. Things to take from the video include use ramps when available and using a dolly for heavy loads.

12/17/2024 – Overcome the Overwhelm - “Overcome the Overwhelm” was a beneficial webinar that provided an overview of ways to manage your stress more efficiently. Candace

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Thorson and her colleagues discussed how occasional stress can be beneficial to help us accomplish necessary tasks, although prolonged unhealthy stress can lead to burnout. Individuals may have varying reactions to the same stress inducing triggers. Recognizing your own triggers can help regulate your stress response. Setting routines for situations that you can predict can assist with creating an “energy reservoir” for difficult, stressful situations that you cannot predict. It is important to remind ourselves that all we truly have control over is our own mindset and our responses to situations, not the situations themselves. It is easy to find ourselves ruminating over situations that we do not have control over. Sometimes it is necessary to embrace the discomfort, as this can help rewire our brains to accept certain situations, however it is also important not to push ourselves past our limits. Some additional tips on how to reset your brain during periods of stress are taking a walk, using our five senses to ground ourselves, setting boundaries with others to prevent their own personal stress from affecting you, and practicing acceptance of who we are and our emotional differences. Overall, I would recommend this webinar to anyone who is in search of ways to understand and control their stress levels.

12/17/2024 – Partnerships and Building Relationships: How, Why, and Who - This webinar is targeting ways to build relationships with the community and the library. The speakers were Noah Lenstra and Rebecca Hass.

What assumptions are around this topic? All partnerships center around library initiations. We must lead it. We must do all the work. We live in scarcity, and not abundance! Only extroverts can do it.

Why do this work? For joy, belonging, and play.

Debunk assumptions: look for opportunities to play, find joy, and bring others in for belonging; relationship building is a skill we can develop, hone, and teach!

Real world examples are found: Broad Creek Community Fitness Trail.

Why do we do this work? kindness, sincerity, energy, acceptance/belonging for those in our community.

How can working internally lead to external success? Focus on things our community have asked for or a goal/commitment of library for lifelong learning.

Examples: National Veteran and Military Families; Native American Heritage Month; Celebrating 10 years! Maryland STEM Festival (collaborate with schools). Relationship building within the community. Some partners have brought ideas to us. EX: work with the health department by providing supplies within the library through a vending machine easy access for those in need. This happened during COVI D in a library. Also CARD readers for military portable smart card reader; curbside service for those in need.

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Who does the work and how do they do it? A staff member started a house plant club. She/he loved plants. It grew into a non-profit titled Croften Houseplants Club. Also, booklists and displays.

Framework for building relationships? Give me a recipe. There isn't a recipe so to speak. But it's like a garden where many people work in the environment. Trial and error is accepted way. Celebrate small wins. Celebrate your bounty.

SUCCESS STORY: Milagros Tanegra with Harris County Public Library. She told people in her community they have a great space for a garden. Time, work, plans, relationships, keep going, keep growing, grants.

Putting a system in place for success: Short term/high energy like co-design community event; Long-term/ High Energy like task forces; Short-term/Low Energy like fliers on bulletin boards and email list-serves; Long-term/ Low energy like collaborative working documents that may can access for example for STEM partners, even meeting for tea and such to build relationships. Other examples of putting a system in place out there to check out are Belgrade Community Library, small town library, full time staff members maintain physical binder to keep track of partners programs and provide continuity when staff changes.

Staff turnover can be a major hindrance to decline in relationships. Who in your workplace or community needs to hear what you heard today? Let's go: start with passion and joy; start small; dream big; don't do anything new alone.

12/21/2024 – Library Customer Service and Adult Programs for People Living with Dementia -

The webinar was very helpful in describing the warning signs and communication patterns in people with Dementia, making it easier to acknowledge and understand. The library has many different resources with information that make me confident to serve the elder community with Dementia. The Library offers Financial information needs, Medical information needs, and Legal and Ethical Information needs. There are also programs offered at the Library that are good for mental and social stimulation.

12/23/2024 – Introduction to Human Resource Management- This webinar provides the listener with information on how the role of modern managers continues to change, which requires today's organizational leaders to deal with increasingly dynamic and complex environments. This course uses the three-pronged approach with the following objectives to (1) teach you the functions of Human Resource Management, (2) to develop your ability to apply HRM functions and concepts through critical thinking, and (3) to develop your HRM skills in your personal and professional life.

Past: In this environment, most HR departments provide limited services to the organization—keeping track of job applicants, maintaining employee paperwork, and filing annual performance evaluations. In these organizations, the HR department was a cost center, a

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division or department within the organization that brings in no revenue or profit for the organization.

Present: In today's organization, you will most likely work in a team, perform lots of quantitative analysis on business data, and share in decision making and other management tasks. As managers we must be more competitive in today's business environment if we are to survive for the long term. We must do things to increase productivity and efficiency, in the correct manner. Social media platforms have changed the way work is done in HR and other parts of the organization.

As a result, all managers should have a basic understanding of the management of human resources. Managers should require a mix of technical, interpersonal, conceptual and design, and business skills to successfully carry out their jobs. Line managers are the individuals who create, manage, and maintain the people and organizational processes. They are generally the ones that initially see the problem and are the ones that are responsible for appraisals also known as evaluations. HR managers are the ones that assist and advise the line managers in some fields of expertise.

12/27/2024 – Book Madness: Engaging Schools, Teachers and the Community- Very good webinar. Program is similar to March Madness, but with reading and books.

This program worked with the schools, but something similar could be done with the public libraries.

3-Week Program

Week 1-Sweet 16

Week 2-Elite 8 & Final 4

Week 3- Championship

Also set up books in the library for homeschoolers and small Christian Academy.

Discussed how they picked out the books, picked the readers and all the details. Presenters answered questions and took suggestions as well.