



## Minutes of the Volusia County Library Advisory Board Meeting

Friday, January 24, 2020

Volusia County Library Support Center

1290 Indian Lake Rd

Daytona Beach, FL 32124

### **Attending Members:**

Sue Lombardi, Chair

Kimberly Hovanecz, Secretary

Jean Fletcher

Thomas Hart

Marjorie Johnson

### Members Not Present:

Carol Johnson

Rev. Donald Needham

### **Staff:**

Lucinda Colee, Library Director

Sharon Whitt, Recorder

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### **CALL TO ORDER:**

Sue Lombardi called the meeting to order at 10:00am.

### **MINUTES OF THE PREVIOUS MEETING:**

Lucinda included a correction in the previous minutes regarding Budget Hearing attendance: Thomas Hart attended and spoke in behalf of the Library Board Members at the County Budget Hearing.

Sue opened with request for motion of approval of November 15, 2019 minutes.

Tom motioned approval, Jean seconded; all was in favor.

### **MEETING DATES/LOCATIONS: See Handout**

Calendar of FY 2020 Library Advisory Board Meeting includes the following dates and locations:

March 20<sup>th</sup>, Debary Public Library

May 15<sup>th</sup>, Ormond Beach Regional Library (Renovations will be complete)

July 17<sup>th</sup>, Library Support Center (Budget Meeting)

September 18<sup>th</sup>, New Smyrna Beach Regional Library

November 20<sup>th</sup>, Deland Regional Library

Library Advisory Board meetings will continue to meet at 10:00am.

## **DIRECTOR'S REPORT**

### **-Computer Issue Update:**

The library's computer system is in recovery mode after being struck by a virus. MS-ISAC, a center for internet security was able to pinpoint the initial entry of the virus, and further forensic investigation is currently underway with the US Dept. Federal Bureau of Investigation.

The Virus came in on January 9<sup>th</sup> at 2:30am. Anne Powers, Library IT Manager was able to disconnect the library computer system from the county's system, then quickly shut down the complete library computer system to avoid additional damage. Fortunately, the virus did not interfere with software that controls the library's patron and catalog information or the public wireless connection.

The public access computer system is down because Library IT department had to take down the main server, but are working long hours along with county IT staff to restore 620 computers.

The first priority was the public service desk. Second, to restore public access computers in the most used facilities: Daytona Beach, Deland, Ormond, New Smyrna Beach, and Port Orange locations. This restoration includes cleaning, reimaging, rule set-up (ie: filtering) each computer.

The library has decided to discontinue distributing loaner flash drives to the public.

Tom Hart asked; what is the county's plan to disseminate additional information regarding the computer issue/progress to the public.

Lucinda answered there will continue to be an investigation until the issue is resolved. All future information regarding this computer issue will come through Community Information.

Tom and Sue agree that any positive information to give to the public will be beneficial and information should not be held back from the public.

### **Safety in the Stacks –Safety Committee: See Handout**

The library has a safety committee and has representatives from most of the libraries meeting to discuss safety concerns, issues, and available training in the library. The committee has implemented a quarterly newsletter to distribute throughout the branches to staff. The newsletter is researched and written by members of the committee.

The first newsletter for winter 2019 includes situational awareness, tips & tricks to prevent the flu, personal security tips, stay safe this winter, workplace health & wellness, ergonomics, and training opportunities.

The committee makes recommendations (for example: such as adding panic buttons and security cameras to needed libraries), helped revise the patron code of conduct, and provided pocket emergency guides to the branches, written for each particular branch.

### **-P.E.E.R. (Positive Exemplary Employee Recognition) Choice Awards: See Handout:**

Consist of a committee made up of staff from around the different libraries combined with some of the members from the Staff Advisory team. The purpose of this program is to give staff an opportunity to nominate another library employee to receive the following categories:

Ambassador; Above and Beyond; Make it Happen; and Behind the Scenes.

The committee will accept nominations during each 4 quarters of the year. The selection is a blind selection that does not give the name of the person who does the nomination.

Library Board members will receive notifications of the final nominations

**-Employee Spotlight: See Handout**

Carol Rose: Library Accounting Clerk randomly interviews 4 employees each month. This helps employees to enhance familiarity with all staff throughout 14 branch locations and the Library Support Center.

**-Strategic Plan: See Handout**

Library Board Members received a copy of the Annual Plan of Service for fy 2019/2020 per county council.

The plan includes the strategies and objectives to work on during the fiscal year.

If anyone has questions regarding the plan please forward emails to Lucinda.

**-Net Promoter Score: See Handout**

Results of how patrons are using the library. The survey goes out once a week to 100 library cardholders and the responses are added each week. The library's current NPS score is 87.9%.

The library would like to focus on how to reach families since it is hard for families to get to the libraries after working hours.

**-2020 Legislative Platform and Priorities: See Handout**

The big concern with Volusia County Public Library is to see an increase in state aid to \$33 million.

Other concerns are:

Appropriate funding of \$15,470,000 to support all eligible applications for construction grant funding; Appropriate funding of \$2,000,000 to create and innovation grant program; and Library cooperative grant program appropriate recurring funding of \$2,000,000. The Smart Horizons Career Online High School Funding is not a concern at this time because Daytona State College has an advanced GED program.

**OLD BUSINESS:**

**-Volusia County Public Library Hours (See Handout):**

The library hours has not significantly changed since FY2004, only Sunday hours.

County Council approved to change library hours, effective January 4, 2020.

Lucinda is pleased to report that there are currently no complaints from the public regarding the new hours and staff is excited to offer this opportunity for patrons to visit libraries at later evening hours.

Staff is also planning programming to accommodate the new hours.

Sue would like to provide a list of the Library Board members who represent each district/location.

Lucinda will include the list on the board handout. It will also be posted on the website, Volusialibrary.org in the Library Advisory Board information section.

**NEW BUSINESS:**

**-Big Read Kick: See Handouts**

The NEA Big Read for 2020 officially starts on 1/25/2020 at the Port Orange Regional Library.

The Big Reads 2020 title is "Everything I Never Told You": See Handouts of programs and book.

The keynote on Tuesday, February 4, 2020 includes a panel discussion with the Daytona Beach Writers Guild at the Museum of Arts & Sciences, 352 S. Nova Rd, Daytona Beach.

The library will not take a grant for FY 2021, but will do a local community read and will use a baseball theme for this event. There will be 3 different books and programs for all ages: youth, teen, and adult.

**-Other Business:**

Marjorie Johnson would like to request to hold meetings at the John H. Dickerson Library for the Community Service Board

Lucinda also suggested that there is space available for meetings at the Library Support Center.

Kimberly Hovanecz confirmed that it is ok to share updated information with the Friends of the Library Daytona Beach Location of handouts and information she receives from the Library Board Meetings.

Lucinda confirmed that this is public information and is ok to do so.

Jan Clark of the New Smyrna Beach Friends commented on the great feedback from the last council of friends meeting. Questions and concerns from the friends were answered on behalf of Lucinda as she was able to attend the meeting.

Jan would also like to continue to schedule the council of friends meetings at New Smyrna Beach and other possible library locations to connect, share valuable information, and network all of the library friends groups in Volusia County

Marjorie Johnson inquired how to receive a schedule of the Friends group meetings.  
Lucinda will reach out to all library regional managers to obtain a schedule of locations that have friends groups.

**PUBLIC PARTICIPATION:**

Jan enjoyed the opportunity to attend this meeting and anticipates attending additional meetings

Jerry Lombardi, a regular public attendee is glad to be back from a long hospitalized illness and anticipates his return in full to future meetings.

**BOARD DISCUSSION:**

None

**ADJOURNMENT:**

Sue asked for a motion to adjourn the meeting

Jean moved motion

Marjorie seconded

All in favor

The meeting adjourned at 11:01am.

Next meeting's schedule is at the Debary Public Library, Friday March 20, 2020 at 10:00am.

Respectfully Submitted,  
Sharon Whitt