



Minutes of the Volusia County Library Advisory Board Meeting

Friday, November 19, 2021

Daytona Beach Regional Library

105 Jackie Robinson Parkway

Daytona Beach, FL 32114

(386)-257-6036

Attending Members:

Louise Caccamise, District 1

Patsy Franklin, District 4

Debra Grabowski, At Large

Thomas Hart, At Large

Christy Jefferson, District 5

Marjorie Johnson, District 2

Rev. Donald Needham, District 3

Staff:

Lucinda Colee, Library Director

Sharon Whitt, Recorder

CALL TO ORDER:

Thomas called meeting to order at 10:00am

MINUTES OF THE PREVIOUS MEETING:

Don moved motion to approve minutes as printed.

Christy seconded.

All were in favor

Minutes were approved.

MEETING DATES:

Lucinda adjusted meetings to all regional library locations for more space and social distancing options.

Thomas called for motion to accept meeting dates

Don move motion. Debra seconded motion.

All were in favor

Meeting Dates approved.

DIRECTOR'S REPORT (see agenda handout):

Budget Update:

Budget was approved at the final budget Hearing at the recommended flat rate of 0.5174

The Deltona refresh project is under decision to start this fiscal year or FY 2023.

Questions were asked at the hearing about the Deltona refresh project. There were some conversations regarding if the carpet needs replacement. There was confusion within the Facebook conversation of what renovations will take place. Therefore Lucinda has prepared a report on what floor covering renovations will take place at the Deltona Regional Library. The renovation does not include the Lyonia Center.

Also Lucinda included the FY 2021 library advisory board decided not to defer maintenance, but will stay on track within the capital improvement plan, which was also passed in the budget.

Capital improvement is almost at the end of phase one of the flood mitigation project at Daytona Beach Regional Library. Phase one is funded by Fema. The project includes installing epoxy coating on the outside wall with flood testing, replacing metal doors, and some window replacements.

Phase 2 will go out to bid, and funded through the library's budget.

Edgewater library roof project was approved by the council but there is a ten month lag time to receive the materials to start the project.

New Smyrna Beach stucco replacement will continue in FY 2022. Estimate cost of the project is \$250,000 - \$500,000.

Fiscal Year 2021 – Use statistics (see handout):

Programming was trending up pre-covid, but Lucinda anticipates it will continue to increase. Programming statistics are trending higher and will continue to increase once in-person programming restarts.

1 in 5 Volusia households are engaged in library (20%). The goal is to reach 30% as prior to covid.

Cardholder retention is at 40% when cardholders continue to use their library card from initial registration.

Outdoor programming has been very successful. For example, the Port Orange Library has averaged 180 people during their outdoor story-times.

-Annual Plan of Service (see handout):

The library is required to submit an annual plan of service as part of the state aid grant to the state aid library.

The strategies are part of the long range plan during FY 2020 – FY 2023. A copy of the long range plan can be received from Lucinda.

The library's promise of the plan is to change with our community to meet the needs of the community.

Other strategies are:

- Institutionalize data collection and assessment through Orangeboy Inc.
- Drive utilization by children and their families
- Increase digital utilization to open space for destination-focused users and acquire new cardholders

Don asked about the associated costs included with digital utilization.

Lucinda answered there are 2 types of costs for Hoopla: 1: flex checkouts (patrons can check out titles at the same time 2: Title selection

Costs average \$60,000 per month. There are platform fees associated with Hoopla
All eAudio books are now on Hoopla and no longer on Overdrive.

- Leverage regional libraries as technology and skill development centers
- Focus on browsers
- Revenue management

-Florida Library Association – Legislative Platform (see handout):

Volusia County Priorities

- State Aid to Public Libraries Grant - \$23,000,000
- Career Online High School – Appropriate \$750,000.
This is the first year of Volusia County Public Library participation.
- Library Cooperative Grant Program - Support recurring \$2,000,000
Support to NEFLIN for staff training

-Emergency Connectivity Fund – approved to accept

On 10/19/2021 \$385,785 to increase HotSpot Services from 350 to 1000, an additional

- 175 T-mobile
- 500 AT&T
- Accept reimbursement of paid service costs back to July 1, 2021
- Reimbursement for data service on all 1000

The library will need to reapply annually for this funding.

Marjorie asked how TMobile and AT&T were selected to be the service providers?

Lucinda answered the original TMobile hotspots were given to us with a monthly service charge. The three bidding companies for ECF were AT&T, TMobile, and Verizon. AT&T and TMobile were selected because they guaranteed their device and service will not throttle from month to month.

-Institute of Museums and Library Services – American Rescue Plan Act Grant

(Implemented by Ann Collins: West Regional Librarian)

Request approval by county council on 12/14/21 to receive a mobile technology lab;

- \$31,670 – grant
- \$7,178 – Library cost share
- \$25,872 – Library in-kind

The mobile technology lab will include:

- Support learning opportunities in STEM
- Develop technology based curriculum
- Van
- 10 – Apple iPads
- Other learning technology

The van will travel to schools, community centers and outreach events to expose students to various STEM equipment such as drones and robots.

-Florida Department of Library Services – American Rescue Plan Act Grant

Recipes and reads – Family Culinary Literacy Labs

(Implemented by Melissa Reynolds: Northeast Regional Librarian)

Request Approval by county council on 12/14/2021 to receive:

- \$75,953 – Grant
- No cost share
- Minimum 12 staff will be trained to present programs
- 6 – Charlie Carts with curriculum
- 10 – Passive Reinforcement Interactive Toy Towers with MyPlate design
- Collection materials
- 6 – Rolling carts located at the 6 Regional libraries but will be available to all Volusia county libraries for programming
- Food handling certificate training

-Florida Department of Library Services – Northeast Florida Library (see Handout):

Under the American Rescue Fund Grant the library will receive:

1. \$20,000 added to Overdrive account to purchase e-books.
2. AWE early learning computers (6 additional)

-Information Network – American Rescue Plan Grant funds:

-Volunteer Software – County: Volunteer tracking software to track volunteer hours for all volunteers that have completed background screenings.

Don inquired about current policy if volunteers will return via discretion of branch Managers.

Lucinda answered yes depending on each individual library situation.

-1000 Books Before Kindergarten – Relaunched 11/8/2021

As of the relaunch 101 kids registered with a total of 6880 read books.

Statistics are from the Beanstack online tracking system.

A child will receive a medal of achievement when read or been read to a total of 500 books and a trophy for 1000 read books.

-Career Online High School – Launched 11/1/2021:

This program is through the state library of Florida in cooperation with public statewide Libraries.

This is Volusia County Public Library's first time to participate in the program to award 10 Scholarships.

Six people have currently taken the initial prescreening survey. The recipient will have 18 months to complete the program to receive an accredited High School diploma.

Don asked what organization issues the diploma.

Lucinda answered Horizons Career Online Education. Lucinda promoted the program through Career Source and the Volusia Literacy Council.

Don asked if the student will take an online test.

Lucinda answered the student will take a survey and complete an introductory course with a passing score of 76% or higher.

The student can also receive a career certificate as well as the High School Diploma.

Christy asked what type of students will utilize the program.

Lucinda answered mostly adults age 19 or older who were unable to complete High School before age 18 for some reason.

The program has available tutors and coaches to help students during the process.

Marjorie asked how will a candidate apply?

Lucinda answered to go to volusialibrary.org and it is on the home page.

Don commented that the library should do more if possible to award students who complete the program.

OLD BUSINESS:

-Thomas inquired about the current status of the School Access Pass program.

Lucinda: The school board and library has finalized the integration of the database.

60,000 students were added to the database. A meeting is currently in session to determine what students will have access to on the library's website.

Sora by Overdrive helps determine what e-content the school will allow students to have access to.

The school board also wants students to have access to training database Linked in Learning for technology, and tutor.com for homework help.

Thomas asked will there be a need for additional approvals from council or school board.

Lucinda answered all approvals were met.

Parents have the option to opt their child out of the program.

-Christy asked if Fines will be permanently waived.

Lucinda answered it is still in discussion, but the library is still not charging fines under the covid umbrella.

Lucinda has been tracking long-overdue materials and note the rate is currently .1%. This shows long-overdue items are dropping every month, but patrons still must return materials. Patrons are still getting notifications of overdue items.

Lucinda will bring statistics to show the decrease in overdue items to the next library advisory board meeting.

-Marjorie commented that she is still addressing to the City of Daytona Beach to repair the pot holes at the Daytona Beach Regional Library's parking lot. The City of Daytona Beach is responsible for parking lot renovations, as the library only have an agreement to use the parking lot. The issue has been reported to the City of Daytona Beach by Melissa Reynolds, Northeast Regional Librarian.

Lucinda mentioned that the library has also asked the City of Daytona about renovating the Sea Wall on the library side of the canal.

NEW BUSINESS

None

PUBLIC PARTICIPATION:

Heidi Heller, a resident of Holly Hill expressed a concern in getting a return receipt for HotSpots because it is a higher cost item and would like assurance as proof of receipt that it has been removed from her account when returned.

Heidi also prefers the Library to include additional Alcatel Linkzone HotSpots into the inventory because she it works better in her home instead of the Coolpad or T9 devices. She also asked that staff fully charge the devices before checking them out to the public.

Lucinda mentioned that the AT&T Unite Express 2 will be added to the inventory because of the ECF funding and suggested that Heidi tries this device.

Heidi was also concerned about the HotSpot reservation queue after coversations with Christina Wells, Ormond Regional Library Assistant Regional Librarian. She questions the validity of being first in the queue or how more than one person can be in the number one spot. Her husband

received his HotSpot 4 days before she received a call that her HotSpot was available although she was in the number one spot.

Lucinda explained that HotSpots are floating around the county so if a HotSpot is trapped for a patron from a location where courier pickup has limited pickup/delivery days, it may not reach the receiving branch until a few day later.

Sharon, Library Associate – Library Support Center also explained that when a patron checks out a HotSpot and it stops working doing the initial checkout and the nonworking HotSpot gets returned right away, sometimes a patron will get placed back on the top of the reservation queue.

Heidi also addressed a concerned regarding some of the content in the foreign film DVD collection because some of the contents she's viewed appears to include soft pornography.

Lucinda commented the library does not buy unrated movies unless they're foreign films because foreign films don't have a rating system, and suggested Heidi complete the "Request for Reconsideration of Library Materials" form if she thinks the library may need to reconsider or remove any materials from the collection that she may feel is inappropriate.

Heidi thanked the board for their interest in maintaining library standards to keep the public aware and informed whether it's right or a wrong that's corrected.

BOARD DISCUSSION

Don commented the library is doing a great job and in his conversations, everyone is pleased with the library staff and service.

Majorie commented the John H. Dickerson Heritage Library is doing well and she is pleased with how branch manager, Rachel Wright maintains that location.

Lucinda commented the Volusia County Public Library System has great staff despite an increase in staff turnover, covid, but has hired some great replacements. All credit goes to the staff because they are customer focused and always try to meet the needs of the customer as the library continues to march forward in serving the community.

ADJOURNMENT

Thomas called motion to adjourn. Marjorie moved motion.

Meeting was adjourned at 11:16am

Next meeting: Friday, January 21, 2021 at 10:00am.

Location: Deland Regional Library, 130 E. Howry Ave. Deland, FL. 32724

Respectfully Submitted,
Sharon Whitt