



Eastern Shore Regional Library
Board of Trustees Meeting Minutes
December 12, 2022 9:30 am
ESRL / Zoom Virtual Meeting

In attendance: John Venditta, Amanda Watson, Alicia Blake, Vicki O'Mara, Ed Goyda, Ann Smith, Maida Finch, Susan Sherman, Crystal Henningsen, Carroll Visintainer, Debby Bennett, Tamar Sarnoff, Janet Salazar

Call to Order: Ed Goyda called the meeting to order at 9:35 am.

September 12, 2022 Minutes: Maida Finch made motion to approve the September meeting minutes as written. Susan Sherman seconded the motion. All were in favor. The September 12th meeting minutes were approved.

Financial Report (John Venditta):

- A Budget Comparative and Balance Sheet were given out to the board. Everything is where it should be.
- John went over ESRL's FY20-21 MSLA Audit notes: We will need to update our Bylaws to reflect the correct name of the Maryland State Library Agency (MSLA). This will be done in FY24. There were some check number discrepancies and we were advised to have our accountant put a system in place to avoid this in the future. Finally, our annual report will have supporting documentation going forward.

The Financial Report was filed for audit.

Administrator's Report (John Venditta):

- Meetings and Events that John has been a part of:
 - Intergovernmental Relations Task Force (MAPLA) weekly
 - Director's Updates weekly
 - Regional Administrators meeting monthly
 - Maryland State Library Network every other month
 - Maryland Broadband Cooperative Annual Meeting
 - Greater Salisbury Chamber Economic Forecast
 - Director's Forum on Board Effectiveness
 - Banned Books Event at Salisbury University (sponsored and attended)

- Ongoing Projects:
 - We continue to work on the renovation/expansion project for ESRL. We have attended multiple design and planning meetings with both GMB Architects and the Tri-County's building facilities staff.
 - Our new logo project with D3Corp is mostly completed. We have selected the designs and are slowly integrating them into our analog and digital documents.
- New Projects:
 - The group known as the Maryland State Library Network (MD State Library Agency, the three Regionals and the State Library Resource Center) has been chosen to serve as the steering committee for the State Library Agency's upcoming series of sessions to develop a Statewide Futures Blueprint that will identify non-library trends that will shape the future of public library services in the state.
 - The bill that will codify the governance structure for the Regional Libraries must go to the state legislature in January. John will be trying to find bill sponsors from all three regions as we move forward with this legislation.

Library Services (Amanda Watson):

- Collection Update:
 - ESRL's Book Club Kits were recently refreshed to include high-quality new titles, banned books and staff requests. New die cuts were also added and include a mix of themed dies, seasonal patterns and tri-state outlines (Md, DE, VA).
- Product Update:
 - The Diversity, Equity and Inclusion audit from CollectionHQ's analysis module was completed in July and updated in late October. The shared collection, available at public library locations, still ranks slightly higher than the national average of DEI items, 18.3% and 16%, respectively. Additionally, all county library systems ranked higher than the national average when only their county's holdings were analyzed.
 - Baker and Taylor continued to experience intermittent service disruptions over the last quarter, resulting in a number of customer-facing outages including the ability to order materials, delays in invoicing via electronic data interchange (EDI), missing images from catalog integrations and unavailability of the national statistical survey. Most services were restored during the last week of November.
- Project Update:
 - ESRL administration previously met with stakeholders at the State Library Resource Center (SLRC) to discuss the service improvement study focused on Maryland's Inter-library Loan delivery system. Using data gathered during the SLRC study and GPS reporting, the three delivery routes were realigned in early November. The new routes continue to provide daily service to each of the library branches and weekly delivery to Washington College, Salisbury University and University of Maryland Eastern Shore. Additionally, the delivery service continues to provide a daily point of exchange with the Maryland Interlibrary Loan Organization (MILO), facilitating the transfer of materials between SLRC and the rest of the state.
- Staff Update:
 - The Upper Shore IT Technician position was recently filled, with the new staff member beginning work in January; he possesses both library knowledge and technical experience that will greatly benefit the county libraries and ESRL staff.

- Statistics and Usage: documents were handed out to the board covering FY22/23 Comparisons, Database Usage, Ancestry Usage and an Infographic on ESRL stats.
- Upcoming/Ongoing:
 - ESRL administration is continuing to develop a more formalized evaluation system for all staff, utilizing software from AssessTeam, with initial reviews beginning in January.
 - ESRL is reviewing our current model of IT support and is utilizing feedback from surveys, data from email support requests and library preferences to develop an enhanced model of IT support service. We plan to deploy a ticketing system in the next quarter.

Training (Alicia Blake):

- ESRL sponsored the “everyone Leads” training/workshop hosted by Annie Woodall, Public Services Director of Kent County Public Library, and Julie Ranelli, Branch Manager of the Kent Island branch of the Queen Anne’s County Public Library. This training was held at the Cambridge Branch in Dorchester County on Tuesday, September 20th. We had 18 participants.
- ESRL, SLRC and Stacey Knibole from GALE conducted training for Sailor GALE resources on November 16th at 2pm. We had 9 participants. I have added the recording of the training and slides to Niche Academy under the “Databases” category. As of December 1st, we have had 10 views.
- On November 8th, Jeff Cross, Jim Gifford and Steve Bollinger completed their 90 contact hours of training and education as outlined in the Maryland Public Library Associate Education & Training Requirements Guide.
- The Maryland Commission on Civil Rights and ESRL has started a webinar series:
 - December 5th: Conflict Resolution
 - December 12th: Sexual Harassment Prevention
 - December 14th: Dimensions of Diversity
 - January 5th: Public Accommodations/Services Discrimination Prevention
 - January 9th: Sexual Orientation & Gender Identity
- ESRL has secured virtual training from Kent State University’s Center for Corporate and Professional Development for January 24th and 25th. The training “Strategies for Leading the Multigenerational Team” will be focused on skills-based, hands-on strategies for leading the multigenerational team. The maximum number of participants will be 25. Alicia hopes to have three people from each county come.
- John Jewitt from SLRC, Ashley Briggs from LBPD and I are planning on hosting an in-person “Introduction Day” at ESRL in February 2023. My hope is to have this day be a full introduction to Maryland Libraries and The Eastern Shore. It will have Intro to Library Work, Intro to SLRC, Intro to LBPD and Intro to ESRL.
- I am also working with John Jewitt to hold 36 trainings that are offered by SLRC over the next calendar year. Most will continue to be virtual, but a few may be offered in-person. These will cover Children’s & Teen Services, Customer Service, Information Literacy, Leadership & Management and Subject Reference.
- We have restarted the Children’s Librarians of the Eastern Shore (CLES) meetings. They are held on the third Monday of the month.
- We are also going to restart the Branch Manager meetings in January.
- Weekly Blasts for Professional Development Opportunities are now sent to the following listservs: Staff Development, Branch Managers, CLES and ESRL Staff. My goal is to improve communication and transparency in what opportunities are available.

Maryland State Library Agency (Tamar Sarnoff): Tamar gave her report to the board.

Next Meeting Date: Monday, March 13 at 9:30 am.

Maida Finch made motion to adjourn the meeting. Crystal Henningsen seconded. The December 12, 2022 Board Meeting was adjourned at 10:20 am.