

The Worcester County Library Board of Trustees met on Tuesday, April 14, 2020 via Zoom Conference. Members present via Zoom Conference were Vicki O'Mara, Patricia Tomasovic, Jamie Bailey, Jeff Smith, and Leslie Mulligan (late joining the meeting). Nancy Howard and Holly Anderson were absent.

Also present via Zoom Conference were Jennifer Ranck, Director; Rachael Stein, Assistant Director; Amy Parker, Business Manager; Betsy Gravenor-Stacey, Snow Hill Branch Manager; Jocelyn Colbert, Library Associate, Snow Hill branch; and Bethany Hooper, Reporter for the *Coastal Dispatch*.

Regular meeting was called to order at 2:02p.m. by Ms. Ranck (since there was no President or Vice President there at the start of the meeting). Recording device was acknowledged.

A motion to accept Minutes from the March 10, 2020 meeting was made by Mr. Bailey; seconded by Ms. Tomasovic. All present were in favor.

Correspondence – WMDT 47 ABC reported on Worcester County Library closing all branches for two weeks because of COVID-19.

Financial Report – Ms. Parker reviewed branch expenses for March 2020. Ms. Ranck said can expect some cost savings because the branches are not being cleaned and lower utility use in the branches. Carpets and fabric furniture will be cleaned during our closure. The carpet replacement expenses for the Ocean Pines branch were paid in March, which is why their site expenses were much higher than usual. Ms. O'Mara asked Ms. Ranck if the legal fees line item was increased in the FY 21 budget request and Ms. Ranck did request additional funds. Ms. Ranck explained that circulation and program attendance is down since we are closed.

Administrative Report – Board members' received a copy of the Administrative report to review before the meeting. Ms. Ranck said all library staff members are teleworking whenever possible. Staff members have developed virtual programming for all ages and we expect to continue offering programs this way in the future. Promotion of our digital collection has been a major focus. In addition, there is access to a digital library card on our website. All of our in-person programs and meeting room reservations are cancelled through the month of May. We hope to reschedule the Foundation Big Read programs for the fall. Ms. Ranck said we would have to figure out re-opening procedures and are researching all we can to develop a plan.

Staff Development Report - A copy of the Staff Development report was sent in each board member's packet to review before the meeting. A variety of learning reports have been submitted from those who attended the Public Library Association Conference in Nashville. Two people began the Library Associate Training Institute Expanded Early State Program: Marie Northam, children's services specialist at Ocean City, and Lisa Voss, children's services specialist at Pocomoke. Since we are working from home, we offered other staff the opportunity to take this course, so Jocelyn Colbert from Snow Hill and Seth Nedrow from Ocean City have also begun the program. Many, many people have been taking advantage of online learning opportunities while we have been working from home. Staff have completed over 150 webinars.

Old Business – A copy was sent in each board member's pack to review before the meeting. Ms. Ranck mentioned there is a typo on the agenda. "Review Employee Orientation" was previously discussed at March board meeting.

Pocomoke Library Pre-Design Ms. Ranck communicated with the County Commissioners virtually on possibly moving the branch to the downtown Pocomoke area. The County Commissioners need more information in order to make any decisions and will bring a detailed cost estimate to them in early May. The uncertainty of the economy is a concern.

Strategic Plan Library staff will be participating in some online discussions on Slack as the library drafts our next strategic plan.

Meeting Room Policy Ms. Ranck has not put the information together yet. We expect to use the meeting rooms for

quarantine purposes.

County Budget County departments were asked to reduce their FY 21 budget request by 5% and Ms. Ranck did so. The library removed two personnel requests, the increase to our book budget, and the vehicle replacement for a new youth services van. The Public Hearing for the FY 21 Budget is scheduled for May 5, 2020 and will be held virtually.

New Business –

Teleworking All library staff are teleworking during the library's closure. Some staff members are making visits to the branch to check on the building, obtain work supplies, and for certain work duties, like processing bills and time sheets. The staff is using Slack and Zoom to stay connected and are sending in brief reports to their supervisor each day listing their hours and completed tasks. We have set up a new email address to answer reference questions. Ms. Ranck she is not sure how to address the phone lines, maybe with call forwarding. In a few weeks, Ms. Ranck is suggesting staff rotate an "A" and "B" day to prepare for opening again, still remaining closed to the public. The Branch Managers and Assistant Managers would not be working on the same day. Brainstorming ideas for when we do open, for instance will the public have to schedule computer times, or should we have certain times for seniors to come in the branches. We have WIFI that extends to our parking lots for the public to use. Staff has been checking in every day. We have hardworking and creative staff that have stepped up during this difficult time.

National Library Week is scheduled for April 19 – 25. The theme for 2020 was selected long before the COVID-19 health crisis and is "Find Your Place at the Library." We will look for ways to promote our digital resources.

Ms. Gravenor-Stacey, Snow Hill Branch Manager, said her staff has been viewing webinars. Jocelyn has started the LATI program. Patty has been working on Ryan Dowd webinar and ASL Gale Course. Other staff have been transcribing, brainstorming, working on a Flickr page, and making sure, they are taking care of their mental & physical health. We have Zoom meetings on Wednesdays.

The next board meeting will be Tuesday, May 12 at the Ocean Pines Library meeting room at 9:30 a.m. or via Zoom if the current stay at home order is still in effect. Mr. Smith motioned to adjourn the meeting, Ms. Tomasovic seconded. All present were in favor. The meeting adjourned at 2:35 p.m.

Amy Parker