

LIBRARY ADVISORY BOARD

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Sussex County Library Advisory Board (LAB) Meeting

MINUTES

Wednesday, November 20, 2019

10:00a – Noon

West Complex: Large Conference Room

In attendance: Mary Schwanky, John Monahan, Diana Young, Stephen Schwartz: LAB members, Katie McDonough-DE Division of Libraries (DDL), Rachel Lynch- Assistant County Librarian, Kathy Graybeal- County Librarian, Liz Berntsen-Community Engagement Manager, Carol Fitzgerald-Delmar Library Board of Trustees.

Call to Order & Adoption of the Wednesday, November 20, 2019 Agenda.

Call to Order: Diana Young @ 10:02a.

Approve Wednesday, August 21, 2019 Minutes.

Motion: Steve Schwartz as amended. 2nd: Diana Young.

Amendment to August minutes: Stephen's suggested contact at IRSD is *Jemma Cabrera* (rather than *Jen*).

John moves to accept agenda, Stephen seconds.

Reminder: Thursday, December 5, 2019 is the Library Town Meeting (LTM) at the Dover Library. Details TBA.

LTM has evolved from a networking event to include library-specific training content. This year focuses on addressing basic needs in connection with new and established community partners, much like the Community Resource Exchange established in 2008. An agenda for the LTM is now available.

Update: Laurel Public Library had a very successful Lunch with a Purpose event at the Rehoboth Country Club, raising about \$5000 cash & \$4500 worth of in-kind contributions for child & teen hygiene kits.

Old business from the October meeting: the Independent Library Group, represented by Kay Wheatley, asks that the LAB & SCDOL endorse the new Independent trustee manual as a guide for libraries to follow. It was confirmed with her that we support the manual, excepting where it deviates from current DE Code.

The guidelines in the manual (particularly the language concerning complete and accurate record-keeping) will be used to create an agreement between SCDOLE & independent libraries; funding will be contingent on compliance.

Discussion and clarification about what manual does not specify, i.e., individual library policies and procedures. Behavior Matrix has been accepted by entire Sussex Library System to ensure consistent service and corrective actions in Sussex libraries.

Kathy notes that the Library Use Policy is an addendum to the trustee manual, and that it is a living document likely to be updated in the future.

Stephen raises concerns that possible exceptions to Library Use Policy are not specifically addressed; if, for example, alcohol is served at a library event, language might be included to protect staff from liability.

Kathy will consult with legal counsel to determine whether revision is needed.

John moves to accept manual with consideration of Library Advisory Board's suggestions. Stephen seconds. Motion passes.

Sussex County Libraries

o La Colectiva discussion.

Libraries were well represented at La Colectiva's Community Conversation at DTCC Georgetown. Lesley Koble and Dina Sanchez have established a partnership between La Esperanza and Georgetown Public Library to connect Latinx patrons with community resources. Liz is working with Dina and the public libraries to compile a guide for ESL education available in the libraries; the guide will be hosted on www.sussexlibraries.org. SCDOLE is also exploring extending access to CTS Language Link to independent libraries (over-the-phone interpretation service currently available to County staff).

Sussex County Health Coalition: "Get DE Reading - Sussex Co."

Partnering with United Way of Delaware on a Literacy Mapping Project, shifting focus from "Get DE Reading" to "Get Sussex Reading," placing an emphasis on 0-5 early literacy.

o Indian River elementary principals: Dial-A-Story readers.

Kathy had an opportunity at that meeting to highlight Sussex's longtime Dial-a-Story program, which led to IRSD principals coming to SCDOLE to record themselves reading children's books for Dial-a-Story.

o Trustee training report: "parking lot" item update.

Trustee training was well-received and relevant to trustees' concerns. Parking lot items are largely simple to address. The group invites Library Advisory Board to attend a future meeting. Stephen and Mary express interest in gaining greater understanding of funding in order to inform advocacy.

o Independent library director/staff November 14, 2019 training report

Maribeth Dockety provided HR Training/Q&A to independent directors: very well received.

o Independent Library Group: alternate funding committee, includes grant agreement work.

Kay Wheatley is working to create this group to focus on non-governmental funding options.

o Sussex County Health Week: library display/feedback.

SCDOLE set up a table at this county staff event and ran an informal survey of library users.

- o Staff Development Day 2019 survey analysis.

Each library was represented at this year's Staff Development Day. Survey results generally positive, with many suggestions for future training. Staff appreciates the opportunity to interact and network at this annual event. SDD 2020 will be on September 24 and will feature diversity and inclusion training.

Mary notes that SDD 2018 featured a strong workshop about microaggressions and asks whether this type of training might be included in Stepping Stones for new staff. Brief discussion about how libraries are moving from a neutral stance to an anti-discriminatory one and writing policies to reflect this change.

DDL/Steering/DE Libraries/COL

- o Library Governance Committee report.

John Philos is working to change DE Code. Changes will include term lengths and limits for trustees.

- o Council on Libraries report.

Bond bill approval for Selbyville's new building and Rehoboth's building improvements. Discussion of social workers in libraries and some disappointment in the program's execution: some libraries have experienced absenteeism and lack of customer service skills on the part of the social workers.

Diana Brown: "We need to have a realistic view of what we can expect to be able to do, and we need the resources to do it. We are in the midst of being signed up for more and more things. It's wonderful that libraries are at the table, but there is a huge disconnect between agreeing to do a project and being able to implement the project on the front lines."

- o DE Library Directors' Meeting report.

- o December agenda: LAB advocacy for Sussex libraries. And, initial planning for first DLA Legislative Day on Wednesday, January 22, 2020. Details TBA.

Adjourn [Motion: John/Steve 2nd:Mary](#)

Next meeting date: December 18, 2019 at 10:00am in the Large Conference Room at the Sussex County Administration West Complex.

Other matters discussed:

John notes his attendance at previous day's 18th Annual Diabetes Wellness Expo and highlights potential partnership with pharmacists who may be willing to present a program on prescription meds in libraries. (Delaware Pharmacists' Organization) Kathy notes that November is Diabetes Awareness Month.

Kathy highlights free training available to library staff in Sussex County as part of an initiative to create consistent service and a qualified professional workforce. Topics include customer service, technology, DiSC personality assessment, and use of the WorkFlows ILS.

Kathy reports that the independent library directors have adopted standardized definitions for terms used in statistical reporting and are working to achieve consensus on a funding formula for FY21. She notes that new census data usually leads to a review of state aid and whether the funding formula is working well. The fact that second homes in beach towns are not factored into funding for libraries in those towns is a source of concern. State aid is based on census data, not property taxes. The County uses property taxes to determine funding.

Mary relates an NPR story about the link between lifetime health outcomes and early literacy, highlighting how libraries truly contribute to patrons being “health-ready” as well as “school-ready.”

Kathy: Todd & Gina are set to visit South Coastal on Friday, Milton on January 6, and Greenwood on January 8.

Governor’s Budget Hearing: Mary, Kelly Kline, Alison Miller, and Peg Prouse were in attendance. Kay Wheatley made a great presentation. Jeff Bullock emphasized Dolly Parton Imagination Library. Kathy notes that several folks in Sussex libraries have experience with setting up DPIL. Katie notes that DDL has applied for a National Leadership grant for the purposes of gathering data on early learners in the state. Diana relates that Wicomico County starts this program at birth in partnership with hospitals. Kathy states that some funding for DPIL initiative should be earmarked for staff time spent on implementing the program. Staff at Sussex libraries participating in this program found out that they would be participating in this program through a group email announcing the initiative.

Discussion of Buxton customer segments and how the information might be used to increase engagement.

Mary would like to define the role of Library Advisory Board in a way similar to what the new trustee manual does. Other LAB members voice agreement on this.

Official business could not be conducted due to lack of a quorum. There was in-depth discussion of the Independent Library Trustee Manual, the Independent Library Group and advocacy for all Sussex County libraries throughout the two (2) hour meeting.