



WARREN COUNTY LIBRARY

Warren County Library Commission
2 Shotwell Drive, Belvidere NJ 07823
P: 908-475-6320 | www.warrenlib.org

Regular Session – February 25, 2021

The Warren County Library Commission met in regular session at 5:30 p.m. on February 25, 2021 via Zoom virtual meeting.

The meeting was called to order by Chairperson, Marilyn A. Barone and upon roll call, the following members were present:

Present:	Marilynn A. Barone Patricia A. Rokosz Virginia R. Rutledge Henry A. Newbold Alice Mollitor
Administration:	Maureen Baker Wilkinson, Library Director Jill Butcher, Assistant Director James Kern, Warren County Commission Liaison

Chairperson, Marilyn A. Barone stated that notice of the meeting had been properly advertised in the *Star-Ledger* and the *Daily Record*, and a notice had been sent to the Warren County Clerk's Office.

The oath of office was administered to Henry A. Newbold, whose reappointment to the Commission will expire December 31, 2025.

Minutes

On motion by Ms. Mollitor, seconded by Ms. Rokosz, the Minutes of the January 7, 2021 Reorganization meeting were approved, motion carried unanimously.

On motion by Ms. Rokosz, seconded by Ms. Rutledge, the Minutes of the January 7, 2021 regular session, were approved, motion carried unanimously.

Communications – None.

Public Comment - None.

Old Business - None.

Director's Report – Please see Director's Report attached.

In addition to the prepared Director's Report, Ms. Wilkinson reported that the Northeast Branch's Children's Department and Meeting Room experienced damage. A urinal overflowed overnight, and its drain and the floor drain were blocked. The flood required the removal of some carpeting and wall. We do not have a time frame for the repairs to the building.

Ms. Wilkinson reported that she attended an information meeting about the second round of library construction grants. The State library held the meeting to solicit feedback on the last round of grants. They did not provide any details about the second round of grants.

The library has implemented auto-renewals of library materials. The auto-renewals will comply with our policies. Only items checked out after this implementation will auto-renew.

The library is planning to reopen to the public in March. The library will be opening with a modified schedule and reduced hours of operation while hiring staff for vacant positions. Plans are to open four days a week for public visits & curbside service (two days 10 am – 5 pm and two days from 1 pm – 8 pm). Saturday and Tuesday will be open for curbside service only. These days will operate with reduced staff. We will try to coordinate the opening of the libraries with the repairs at Northeast.

New Business - None

Closing Public Comment - None.

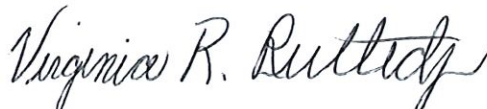
Executive Session - Not required.

Adjournment

There being no further business, on motion of Ms. Barone, seconded by Ms. Rokosz, the meeting adjourned at 6:30 p.m.; motion carried unanimously.

The next regular meeting is scheduled for Thursday, March 25, 2021 at 5:30 p.m. via virtual meeting, details to be announced at a later date.

Attested to:



Virginia R. Rutledge, Recording Secretary



WARREN COUNTY LIBRARY

Directors Report - February 2021

Since the beginning of the year, the library system has completed changes to the branch phone system. The goal of the new phone system was to bring all four branches into a phone system. The Catherine Dickson Hofman, Northeast and Southwest Branches had stand-alone phone numbers, and Headquarters Branch was part of the County's phone system. There was no way to transfer calls between locations or centrally manage calls and messages. Three of our branches had previously moved to Vonage as their phone service, and we completed the phone system in 2021 by moving Headquarters to Vonage and creating a system-wide phone system.

As part of the change, we created a phone system with one main library number (908-818-1280) that rings in all branches. This shared responsibility for the phone line is now possible since our library services are online, and staff can answer most questions regardless of location. The new model allows us to spread out work across the branches and provide assistance when there are issues (power outages, reduced staffing levels) in one branch. Shared responsibility for answering calls is part of a shift in our organization's culture, moving towards a system-wide approach to work and delivery of services.

The VOIP phones allow us to spread people throughout the building or send the phones home with staff working at home (i.e., quarantined staff). Calls can now be transferred to a separate "branch" extension when a question is specific to a facility.

Library staff is continuing to help with COVID testing and vaccination appointments. The volume of calls caused some issues initially; however, things are now working well, and the staff is committed to helping our community members who need assistance making their appointment.

Last weekend our library completed a major update to Library Solution, our library catalog/circulation software. The update is included in our maintenance contract (no additional cost) and includes updating our library records to meet new library standards. Over the following weeks, we will be implementing new features included in the software. Members will now get notified (email) when their library membership is expiring. They will have the option of using their google credentials with their library account. The accounts of responsible parties (parents/guardians) will contain quantitative information about holds and overdue items on their child's account. Renewal of library materials will be automatic and following our policies.

This update will allow us to move forward with several other projects. We can now shift our library software to the State Library. The State Library does not charge for hosting our software and providing management access to the software. Moving our software to the state servers will eliminate future hardware costs (new servers) and provide a reliable infrastructure for our data and service. (duplicate backups/generators for power outages)

The State Library (JerseyConnect) currently provides our library with email (spam & virus protection), web and DNS hosting, cloud storage and disaster recovery, and virtual meeting (Zoom) and remote computer assistance software. They provide network hardware, monitoring, and QoS for our two branches in Verizon territory (our other two branches are in CenturyLink territory). We get discounted Verizon rates through their contracts. The State Library also manages our WiFi.

Our second project will be to integrate our online registration product (eCard) with our library software. Ecard software verifies that a person is eligible for a Warren County Library membership by checking whether their address is in our service area. The integration will allow the transfer of data (name, address, etc.) into our circulation system. Staff will then be able to complete the application and issue a card.

We are planning to reopen for public visits next month. We will open with reduced hours of operation from our regular schedule as we need to hire additional staff. We are currently down five full-time and one part-time position in our branches, and one full-time job in our branch services department. (12.5% of staff). Vacancies have been posted on the County site and advertised in our library newsletter; however, we are getting few applications.

Submitted by:



Maureen Baker Wilkinson
Library Director