



WARREN COUNTY LIBRARY

Warren County Library Commission
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Regular Session – September 22, 2022

The Warren County Library Commission met in regular session at 5:30 p.m. on September 22, 2022 in person as well as via Zoom virtual meeting.

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

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|-----------------|---|
| Present: | Marilynn A. Barone
Alice Mollitor
Patricia A. Rokosz
Virginia Rutledge |
| Administration: | Maureen Wilkinson, Director
Jill Butcher, Assistant Director
Meryl Barny-McGinley, Administrative Secretary |

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.

Minutes

On motion by Ms. Rokosz, seconded by Ms. Mollitor, the Minutes of the May 26, 2022 regular session, were approved.

Communications – There was discussion about a number of comments that were emailed to the Commission members with the monthly expenditures and upcoming programs over the summer months including a 9/26/22 email from Thomas Kent referring to the Catherine Dickson Hofman branch staff being kind and helpful, and the branch being always neat and clean. A handwritten note dated 8/23/22 from a patron Peter Schmidt addressed to Maureen Wilkinson, referred to the Southwest Branch. He specifically mentioned how he and his wife are impressed with the friendly personal service they receive from Suzanne Walzer, Lori Wascavage and Debra (Canzano). There was also an email from Olivia Swift to Lina Crowell, Children's Librarian, thanking everyone for the fun activities for kids, such as read to a puppy, as well as fun things for teens and adults, and providing fun things every year for every age. This message was accentuated with (3 rows of) <3 <3 <3 and many !!!

Public Comment – A patron, Gina Marie, attended virtually. She had some printing issues that distressed her. She was informed that IT personnel had resolved the issue and informed the staff.

Old Business – Museum Pass Policy – Amendment. The museum pass policy was adjusted to take into account we now have software that allows patrons to borrow passes without coming to the branch to pick up or drop off. The Commission Members discussed the changes, with the end result being brought to the following vote.

Resolution No. 2022-12

Library Policy – Museum Pass Policy Amendment

ON MOTION of Ms. Rutledge, seconded by Ms. Rokosz, the following resolution was by unanimous vote adopted by the Warren County Library Commission at a meeting held on September 22, 2022, motion carried unanimously.

RESOLUTION TO AMEND LIBRARY Museum Pass Policy as indicated on the attached copy:

BE IT HEREBY RESOLVED by the Warren County Library Commission that the Museum Pass Policy, copy attached, is hereby adopted.

Voting Member	Aye	Nay	Abstain
Ms. Barone	X		
Ms. Mollitor	X		
Ms. Rokosz	X		
Ms. Rutledge	X		

Chairperson

Vice Chairperson

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

New Business -

The New Jersey Library Virtual Trustee Institute information is attached for any Commission Members that can attend.

The Summer Reading Statistics have been attached for your information.

It was discussed that the Library Expenditures and upcoming Programs will continue to be emailed to the Commission members on or about the first each month giving them time to look everything over, so if there are any questions, they can be discussed at the next meeting.

Closing Public Comment - None.

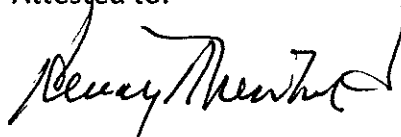
Executive Session - Not required.

Adjournment

There being no further business, on motion of Ms. Rokosz, seconded by Ms. Mollitor, the meeting adjourned at 6:45 p.m.; motion carried unanimously.

The next regular meeting is scheduled for Thursday, October 27, 2022 at 5:30 p.m., will be held at the Richard D. Gardner Branch meeting room and also available on Zoom, link to be available on the Library Calendar.

Attested to:

A handwritten signature in black ink, appearing to read "Henry A. Newbold". The signature is written in a cursive style with a large initial "H".

Henry A. Newbold, Recording Secretary

HAN/mbm



WARREN COUNTY LIBRARY

Director's Report - September 2022

The return of in-person library programs (and the play area opening at SW) has moved the library towards "business as usual." We are seeing more families in the library, and our Summer Reading program is edging back towards levels from previous years. There have been some concerns that Summer Reading participation is down because of the online vs. paper reading log. Next year, we will continue with the online log and look at other factors affecting participation. I have suggested placing a higher emphasis on getting people to use the app version of the software, which is easier to use than the desktop site. The convenience of using your phone vs. a computer; and using your phone's camera to enter the books vs. typing online or writing them on paper may improve the buy-in for the online version. We will encourage an equitable level of programs in the system and review the incentives and prizes offered.

We have implemented approval procedures for all library programs. The purpose of the approval process is to focus attention on the details and goal of the program, organizing the event, safety concerns, and cost. Outside performers should provide insurance documents; however, I may waive the requirement depending on the type of program. The approval process requires staff to plan further in advance, which has been a past problem.

Museum passes have returned to the library system and can be reserved and borrowed online. Delays in software implementation and receiving the museums' passes pushed the start date into July. We anticipated the passes would be in high demand because of the number of inquiries from the public; however, this is not the case. We will continue to promote the service and evaluate the museums offered before renewing the passes next summer.

Staffing is still an issue at the library. We were fortunate to hire a new branch manager Chrissie McGovern for the Southwest Branch, but lost another long-time employee to a different library system in the same week.

I am meeting with the professional team to discuss staffing on September 21. The purpose of the meeting is to:

- Discuss the staffing structure of the library,
- Determine appropriate or typical tasks for job titles,
- Identify services and functions where we need to assign more staff,
- Discuss the staffing needs and the best way we can ensure adequate staffing during business hours (extended work week, full or part-time staff, floating staff)
- System-wide responsibilities for paraprofessional staff
- Performance reviews
- Opportunities for promotion or different job titles
- Staff retention.

I will use the content of these discussions to formulate personnel requests for the 2023 budget and changes to our library operations.

Staff discovered mold in the Northeast branch during the summer, and remediation began in August at the end of summer reading. The meeting and children's areas have been closed to the public and staff since mid-August, and there is no date for reopening the space. The Buildings and Grounds supervisor indicated that we could not

reopen the areas without new ceiling tiles, that the matching tiles are on order, and they don't have a delivery date.

The Catherine Dickson Hofman construction project will be out for bid at the end of the year. If awarded, we anticipate closing in early 2023. The project scope of work is unchanged from the original design used for the grant application; however, the cost will be higher than the original estimates used for the grant. Many libraries receiving the construction grant have had to scale back projects or secure additional funding due to increased construction costs.

I am currently investigating several pieces of software that could replace some software that we now use and include other features that would benefit the library. One possibility is a marketing product that will combine statistics from various library services to allow us to target messages to our members. For example, someone registering for children's programs might get a promotional message with their "arrived hold" notice about Summer Reading for kids. The same product includes an online card registration and renewal option that would replace our existing service. This company's software verifies that the person is associated with a particular address instead of just confirming that their address is in our service area. Staff would not need to see ID to prove they lived at the address, and we could establish automatic membership renewals.

The second product is a new online calendar and room booking software. This software fully integrates with our new library app. It has additional features such as automatic creation of event newsletters & program signs, events can display a list of programs in a series or similar programs, and includes a library of 3.2 million pictures. The software has a modern look and responsive design.

We have reconfigured our timeline for overdue notices, with the first notices at seven days. Since implementing automatic renewals, there have been fewer outstanding items. We have experienced a significant drop in overdue items since implementing automatic renewals. Items will not renew if another member requests them; only two renewals are permitted. The new procedure is generous when items do not have a waitlist but pushes for the return of high-demand items and those that people have had for an extended period. Access to online services and in-library borrowing is suspended earlier than in the past and is an incentive to return library materials.

Submitted by:



Maureen Baker Wilkinson
Library Director