



WARREN COUNTY LIBRARY

Warren County Library Commission
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Regular Session – November 17, 2022

The Warren County Library Commission met in regular session at 5:30 p.m. on November 17, 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:

Present: Marilyn Barone
Alice Mollitor
Patricia Rokosz
Virginia Rutledge
Henry Newbold

Administration: Maureen Wilkinson, Director
Jill Butcher, Assistant Director
(virtually) Lori Ciesla, Warren County Commissioner Liaison
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. Mollitor, seconded by Mr. Newbold, the Minutes of the October 27, 2022 regular session, were approved.

Communications –The Southwest Branch received a very nice Thank You letter from Greenwich Township for their participation in the 2022 Community Day event. The Southwest Branch also received a letter in the mail from a teacher at the Port Colden School with a 3rd grade students' adorable letter to the library expressing her interest in reading to cats in the library. Also included in the communications, was a flyer from the Children's Librarian, Lina Crowell. She was asked by Project Self Sufficiency and also NORWESCAP to bring information for the children that are involved with their programs.

Public Comment – None.

Old Business – None.

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

New Business -

- The Library Director discussed an In-Service day for staff to be held on December 2, 2022 and requested the Commission to approve the Library closure for that day.

Resolution No. 2022-15

Approval to close Library for Staff In-Service Day

ON MOTION of Ms. Rokosz, seconded by Ms. Rutledge, the following resolution was by unanimous vote adopted by the Warren County Library Commission at a meeting held on November 17, 2022, motion carried unanimously.

RESOLUTION TO APPROVE the closure of the Library for a Staff In-Service training day on December 2, 2022.

BE IT HEREBY RESOLVED by the Warren County Library Commission that the approval to close the Library for a day of In-Service Training of Staff, is hereby adopted.

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

Chairperson

Vice Chairperson

Recording Secretary

- The Commission members next discussed the date for the Annual Reorganization Meeting. It came to a vote as follows:

Resolution No. 2022-16

Annual Reorganization Meeting Date for 2023

ON MOTION of Ms. Barone, seconded by Mr. Newbold, the following resolution was by unanimous vote adopted by the Warren County Library Commission at a meeting held on November 17, 2022.

RESOLUTION TO HOLD THE ANNUAL REORGANIZATION MEETING ON THURSDAY, JANUARY 5, 2023, AT 5:30 P.M. TO BE IMMEDIATELY FOLLOWED BY THE REGULAR MEETING.

BE IT HEREBY RESOLVED by the Warren County Library Commission that the annual reorganization meeting will be held at 5:30 p.m. on Thursday, January 5, 2023, to be immediately followed by the regular meeting.

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

Chairperson
 Vice Chairperson
 Recording Secretary

Closing Public Comment - None.

Executive Session - Not required.

Adjournment

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

The next meeting of this Commission will be Annual Reorganization meeting followed by a regular meeting scheduled for Thursday, January 05, 2023 at 5:30 p.m., will be held at the Richard D. Gardner Branch meeting room and also available virtually, link available on the Library Calendar.

Attested to:



Henry A. Newbold, Recording Secretary



WARREN COUNTY LIBRARY

Director's Report - November 2022

The 2023 Library budget is almost complete and will include the creation of new Library Associate/Librarian 1 and part-time Library Assistant positions. These positions are part of our strategy to facilitate hiring and retaining qualified staff. Our management team has discussed and created typical tasks and responsibilities for these titles. The Library Associate title will allow us to retain staff by giving them a path for promotion and a higher salary. The additional entry-level part-time positions will allow more flexibility with scheduling (coverage in the morning and evenings). Library Associate/Librarian 1 staff will assist the Branch Managers and/or perform specific system-wide responsibilities such as programming, answering text questions, social media, catalog maintenance, marketing, statistics, and promotional materials. By moving towards system-wide programming, we can address inconsistent levels of programming in branches. The Library Associate/Librarian 1's can work together to book performers for multiple shows, organize system-wide events, and duplicate staff-led programs at multiple branches, with greater efficiencies, reduced costs, and a more cohesive approach to programming.

In 2023 we will be implementing two new software services. Patron Point (<https://www.facebook.com/patronpoint/videos/776835985987626/>) is a library marketing software that will allow us to send targeted messages about services and re-engage members who have not been using services recently. Contact points such as overdue notices and checkout receipts will become effective venues to communicate information to members. For example, checkout receipts can include book recommendations based on what the person borrowed, and arrived hold notices could advertise a program at the member's branch. The second phase of this implementation will be changing our online membership registration and authentication from our current vendor to the Patron Point product. Patron Point can more fully verify addresses and utilizes the same services as banks to verify that a person is associated with the address. This process will allow us to issue a full membership and card immediately (instead of waiting to verify their address with I.D.) and to renew library cards automatically. The anticipated cost of the product is comparable to our current product and allows us to re-engage members, reduce barriers to renewing their membership, and automate staff processes.

The new calendar software, Eb-1, will replace the event and room booking calendar we have used for the past ten years. The new software is a product from Solus, the company we use for our library app. Integrating the two products will allow members to manage their registrations for library programs

within the app. (See: <https://events.ccl.vic.gov.au/>) The new software provides a modern look to the calendar, access to over 3 million royalty-free images, a one-click generation of event signs (with Q.R. codes for registration), and customized printed program brochures. Registered attendees will receive automatic reminders for programs. As part of the implementation, we will explore the possibility of allowing online access to reserve meeting space for approved groups. The bookings would receive final approval from library staff, and groups would receive reservation confirmations by email. This will reduce the high volume of work that has resulted from the new Meeting Room policy and procedures.

The library will begin offering curbside service in December 2022. Our new library app includes advanced software to facilitate curbside and will simplify the process compared to our Covid-19 service. The service will start at 8:30 am Monday to Friday, when staff arrive to open the building, and will be available during regular library hours. We do not anticipate that this service will not significantly impact the staff workload, but it may assist some community members in accessing services.

On Friday, December 2nd, we have planned an in-service day for staff. We have hired a professional speaker with many years of library experience as our guest speaker in the morning. She will discuss customer service, how libraries (and the public) have changed since Covid and provide suggestions on how we can re-establish our relationship with members and increase library use. During the afternoon, we will have some staff training, team building exercises, and introduce new services and changes for 2023.

Mansfield's voters strongly supported our library system and services by voting to remain part of the County Library System. My goal is to continue exceeding our communities' expectations and provide outstanding library services to our members. Without our excellent staff, none of this would be possible, and I am grateful for their commitment to bringing exceptional library service to our community.

Submitted by:



Maureen Baker Wilkinson
Library Director