Meeting minutes of the Tazewell County Public Library Board of Trustees held at the Bluefield Branch of Tazewell County Public Library, 108 Huffard Dr. Bluefield, VA 24650., October 18, 2023, at 3:30 p.m.

**Present:** Regina Roberts, Chair

Connie Bailey, Trustee Patsy Murphy, Trustee

Ginger Branton, Trustee (left 4:31) Erica Galloway, TCPL Director

Jade Crabtree, TCPL Circulation Supervisor Martha Wollbrinck, member of the public

Virtual: Karel Ryan, Vice Chair (virtual 3:57 p.m.)

**1. CALL TO ORDER:** Meeting called to order by Chair Roberts at 3.33 p.m.

### 2. CONSIDERATION OF APPROVING THE AGENDA FORMAT

**ADDITIONS/DELETIONS:** Trustee Kitts moved to accept the agenda. Trustee Murphy seconded the motion. With all in favor and none opposed, the motion carried.

**3. APPROVAL OF MINUTES:** Several changes to the minutes were suggested.

Trustee Kitts and Chair Roberts suggested changes to help with clarity and those changes are reflected in the revised minutes. Trustee Murphy moved to accept the minutes with changes. Trustee Kitts seconded the motion. With all in favor and none opposed, the motion carried.

### 4. DIRECTOR'S REPORT:

<u>Friends of the Library</u>: The next meeting is November 13 at the Front Porch (254 Main St, Tazewell, VA 24651). Friends met on October 16; the yearly large meeting was well attended. The Friends have been primarily focusing on Comic-Con preparations. They will be selling T-Shirt and stickers to raise funds.

<u>Foundation Update</u>: The next meeting is October 24 at Richlands Public Library. Anne of Green Gables Picnic went well. Mr. Gary Jackson (town council in Richlands, building inspector) taught several children how to fish.

General Update: Tazewell's next phase has gone out to bid. Director Galloway has been in email communication with Ken Dunford about the progress of the project but has not sent a formal letter. Director Galloway read a communication from Mr. Dunford. Please refer to the recording for the full text. Director Galloway said that the Board of Supervisors should be able to award the contract

at the next Board meeting (November 9). Pre-bid meeting is October 23 at 2 p.m. at the Tazewell library and the sealed bid will be open on November 6.

Richlands Phase 2 has been rescoped and broken down into two parts; 2A and 2B. Mr. Huber has asked for some guidance from the Board regarding when to send out to bid. Trustee Branton made a motion to put Richlands Phase 2A out to bid. Trustee Murphy seconded. With all in favor and none opposed, the motion carried. Richlands Phase 1 is 99% complete. Chair Roberts brought to attention a document (which is included in the minutes packet) that she presented to the Town of Richlands. Chair Roberts will forward the document to Shana Plaster as she is the Board of Supervisor member for that district. Director Galloway suggested giving the Fundraising Committee a copy as well. Trustee Branton requested that a "2" be added to the banner over the Richlands porch and have the banner rehung.

TCPL is getting a new phone system with Granite. The contract with 8x8 is up November 27 and will not be renewed. The Granite contract will cover service and new hardware.

Director Galloway has been in contact with Liberty Systems regarding space planning and new furniture (mainly for Tazewell and Richlands) and Library Moving to assist with moving the print materials.

New postage machine and contract. The postage machine is currently in Bluefield but will be housed in Tazewell once the building is reopened.

Interviews for the Bluefield part-time will be happening on October 19, 2023.

Trustee Branton asked Director Galloway if "The Nutcracker" could be the November Storywalk book. The next Storywalk partnership meeting is scheduled for 9:00 am November 28 at Richlands Town Hall. Trustee Branton reported that the Storywalk is getting positive feedback. It was reported that Irma Mitchell would like to have a version on Tazewell's mainstreet.

### **5. FINANCIAL REPORT:**

- a. As of September 30, 2023, the library had spent 538,056.23, 34.84% of the annual budget.
- b. As of September 30, 2023, the library had received \$2,316.68 in fines and business service fees.

Director Galloway reported that the Library received \$35,000 more in State Aid. State Aid can must follow certain guidelines.

Trustee Kitts brought up that Arlene Matney had once offered to come and speak to the Board about the budget. Chair Roberts suggested that might make a good in-service topic in February based on Mrs. Matney's availability.

### 6. UNFINISHED BUSINESS:

### a. Awards:

- a. I Love My Librarian award. The Board has submitted Director Galloway for this award. People submitted their stories about Director Galloway. The winner of this is announced in January and receives \$5,000.
- b. Trustee Nominations: ALA Trustee Citation and VLA nomination (the plan is to nominate Trustee Ryan for one and Chair Roberts for the other.) Chair Roberts asked Trustee Kitts to follow up on nominations and deadlines and for the discussion to be tabled at the next meeting.
- b. Security Cameras: Director Galloway has been researching and has contacted Mark Counts of TeleOptics (did security cameras for Washington County Public Library) and has a walkthrough of Tazewell and Richlands scheduled for November 2. Director Galloway said the consensus among libraries in Virginia who have cameras, it is most helpful to have external cameras and ones facing parking lots. Director Galloway stated that when/if TCPL gets cameras a policy will have to be written about who accesses the feed due to privacy concerns. Trustee Branton mentioned the schools might have a policy in place that could be adapted to fit the Library's needs. Director Galloway said that TCPL would need to post signage letting patrons know that they might be recorded.
- c. Louise Leslie recognition: Director Galloway will contact Terry Mullins and Lynna Mitchell to find a picture of Ms. Leslie to have a portrait done in a style matching the portrait of her mother that already hangs in the library.

### 7. NEW BUSINESS:

a. Chromebook circulation policy: Draft copy was in Board packet. Assistant Director Wilkes created this policy as a guideline for circulation of chromebooks. It explains all the rules and mimics the hotspot policy already in place. Chair Roberts asked if there would be an annual renewal of the user agreement kept on file (number 4 on the draft policy); Trustee Ryan suggested making it a part of the library card renewal process which is every 2 years. Under Circulation, Chair Roberts asked if there would be any other consequences besides the fee or replacement cost of the item. Trustee Kitts pointed a section further down that says the person would not be allowed to check out another chromebook or anything else

until the fines are paid. Trustee Murphy pointed out business needed to be added before days regarding a holding time. Director Galloway said that decision was informed based on the current Hotspot Policy. Trustee Kitts made a motion to accept the draft with additions discussed during this meeting. Trustee Murphy seconded the motion. With all in favor and none opposed, the motion carried.

**8. PUBLIC COMMENT:** Martha Wollbrinck, member of the public, expressed her appreciation for the Library Board and her ability to be present at the meeting. Chair Roberts explained the different types of library boards and how our Board members are appointed. Chair Roberts also went through the differences between the Friends of the Library and the Foundation and how they support the Library Board and the library itself.

**9. NEXT MEETING:** The next meeting was scheduled for Thursday, November 30 at 3:30 in Tazewell Train Station, 135 Railroad Ave. North Tazewell, VA 24630

**10. ADJOURNMENT:** The meeting was adjourned at 5:02 pm.

Respectfully	submitted,

**Jade Crabtree, Circulation Supervisor** 

For full discussion refer to the recording of the meeting

### **Tazewell County Public Library Board of Trustees**

Regular Meeting October 18, 2023 Bluefield Branch-Tazewell County Public Library Bluefield, Va. 3:30 p.m.

### MEETING MATERIALS AND SUPPORTING DOCUMENTS

- 1. Agenda
- 2. DRAFT Minutes of September 28, 2023
- 3. Director's Report
- 4. Richlands Project Presentation
- 5. Richlands Phase 2A
- 6. Trustee Kitts email

### Tazewell County Public Library Board of Trustees Regular Meeting

### Wednesday, October 18, 2023, 3:30 PM TCPL Bluefield Branch, 108 Huffard Dr., Bluefield, VA Agenda

**Access meeting via MS Teams Here** 

- I. Roll Call
- II. Consideration of approving the agenda
- III. Approval of September meeting minutes
- IV. Director's Report
  - a. Friends of the Library updates
  - b. Foundation updates
  - V. Financial Report
    - a. As of September 30, 2023, the library had spent \$538,056.23, 34.84% of the annual budget.
    - b. As of September 30, 2023, the library had received \$2,316.68 in fines and business service fees.

### VI. Unfinished Business

- a. Trustee nominations
  - i. ALA Trustee Citation
  - ii. VLA nomination
- b. Security cameras
- c. Louise Leslie recognition

### VII. New Business

a. Chromebook circulation policy (draft)

### VIII. Public Comment

- IX. November meeting time and location
  - X. Adjourn

### **Future Items**

- October 2023: Chromebook circulation policy (proposed draft)
- October 2023: 3D Printer Policy (proposed draft)
- October 2023: Louise Leslie recognition
  - o Portrait
  - o Sculpture
- November 2023: draft of communications policy
- January 2024: review all policies
- April 2024: LOC request (via Morgan Griffith)
- When Richlands Children's library is redone/reopened: Welcoming Library
- June 2024: Election of new officers

Meeting minutes of the Tazewell County Public Library Board of Trustees held at the Tazewell County Administration Building, 197 Main St., Tazewell, Va., September 28, 2023, at 10:00 a.m. (This meeting was rescheduled from September 21, 2023 due to lack of a quorum on that date.)

**Present:** Regina Roberts, Chair

Karel Ryan, vice chair Connie Bailey, trustee Patsy Murphy, trustee

Erica Galloway, TCPL Director

Jane Sorensen, FOL member and member of the public

**Absent:** Ginger Branton, trustee

**1. CALL TO ORDER:** Meeting called to order by Chair Roberts at 10:02 am.

### 2. CONSIDERATION OF APPROVING THE AGENDA FORMAT

**ADDITIONS/DELETIONS:** Trustee Kitts moved to accept the agenda. Trustee Murphy seconded the motion. All were in favor and none opposed, so the motion carried.

**3. APPROVAL OF MINUTES:** Several changes to the minutes were suggested.

Vice Chair Ryan moved to add the phrasing "For full discussion refer to the recording of the meeting" to the end of every minutes and approve the August minutes with the suggested changes. Trustee Kitts seconded the motion. During the discussion, Trustee Kitts suggested an amendment to say that the recording will be available and posted on the library website. With all in favor and none opposed, the motion carried.

### 4. DIRECTOR'S REPORT:

<u>Friends of the Library</u>: The next meeting is October 16 at the Bluefield library. This is the yearly large meeting.

<u>Foundation Update</u>: There were no bids for Phase 2 of the Richlands library project. The Foundation met on 9/28 and discussed the recommendations of Huber Architect as follows: that phase 2 be split into 2 parts, part A and part B, with part A focusing on the elevator and office, and part B focusing on the children's area and the attic. The Foundation recommended a budget for this project to be \$300,000.

Trustee Kitts moved to simply split phase 2 into two parts as the Foundation and Huber Architect recommended. Trustee Murphy seconded the motion, and with all in favor and none opposed the motion carried.

Trustee Ryan moved to revise the budget for phase 2A to be \$300,000. Trustee Murphy seconded the motion. With all in favor and none opposed, the motion carried.

Trustee Kitts moved that the director write Mr. Huber to give him the board's decision and ask him to go ahead and prepare a new bid package. Trustee Ryan seconded the motion. With all in favor and none opposed, the motion carried.

Trustee Kitts made a motion that the board compile a general contractor's list to have as a reference. There was no second on the motion.

General Update: There were quite a few staff changes in the previous month.

### 5. FINANCIAL REPORT:

- c. As of August 31, 2023, the library had spent \$447,304.08, 29% of the annual budget.
- d. As of August 31, 2023, the library had received \$1,553.59 in fines and business service fees.

Trustee Kitts moved to request that the county engineer attend the October meeting to provide the board with a status update on the Tazewell library repairs and to give an expected completion date. Trustee Murphy seconded the motion. Discussion was held on the motion, and included that Directory Galloway write a letter to county administration requesting an update and an expected timeline. With all in favor and none opposed the motion carried.

### 6. UNFINISHED BUSINESS:

- d. Storywalk in Richlands: The storywalk was installed in downtown Richlands, and the kickoff went well. Former library trustee Mary Sue Dean performed the unveiling.
- e. Awards: Trustee Kitts suggested nominating Trustee Ryan for the ALA Trustee Citation. Director Galloway recalled an earlier conversation during which the trustees discussed nominating Trustee Ryan for one award and Chair Roberts for the other award, which would be the VLA trustee award. Discussion of this item was tabled until the October meeting.
  - a. After the previous meeting, Chair Roberts came across an I Love My Librarian Award. Trustee Kitts motioned to submit Director Galloway for the United for Libraries I Love My Librarian award of the year. Trustee Murphy seconded. With all in favor and none opposed, the motion carried.

- f. Security Cameras: This item was tabled until the October meeting.
- g. Schedule of policy review: This item was tabled until the January meeting.

### 7. NEW BUSINESS:

- b. There was no new business to discuss
- **8. PUBLIC COMMENT:** Jane Sorensen, Friend of the Library, said that people she meets in the community keep asking about the Tazewell library's progress of repairs. She wanted it noted that the public misses the services the Tazewell library provides, including access to computers, the ability to look at what's new. She expressed concern for patrons who can't travel to Bluefield or to an alternate location to receive services.
- **9. NEXT MEETING:** The next meeting was scheduled for Wednesday, October 18 at 3:30 in Bluefield.
- **10. ADJOURNMENT:** The meeting was adjourned at 12:00 pm.

Respectfully submitted,	
Erica Galloway, TCPL Director	

**Tazewell County Public Library Board of Trustees** 

Regular Meeting September 28, 2023 Tazewell County Administrative Building Tazewell, Va. 10:00 a.m.

### MEETING MATERIALS AND SUPPORTING DOCUMENTS

- 7. Agenda
- 8. DRAFT Minutes of August 17, 2023
- 9. Director's Report



### **DIRECTOR'S REPORT**

sept-oct 2023

### FRIENDS OF THE LIBRARY

- Met in person 10/16.
- Next meeting 11/13.
- Preparing for comic-con October 21.
- Preparing t-shirts and swag for sale at comic con

### EDUNDATION

- Next meeting is October 24 at the Richlands library at 10:30
- Anne of Green Gables picnic.

#### LIBRARY UPDATES

- Tazewell is out to bid!
  - October 23rd is pre-bid meeting.
  - Bid opening is Nov 6
- Richlands phase 2 is rescoped; received yesterday
- Richlands phase 1 is 99% complete; inspection done yesterday
- Switching phone systems (8x8 to Granite)
- Spoke with Liberty Systems regarding space planning and furniture
- Spoke with Library Moving about options for moving library books
- New postage machine & contract
- Interviews to fill Bluefield part time happening 10/19

### LIBRARY UPDATES & CALENDAR:

- Oct 21- Comic con
- · Oct 24- Foundation meeting
- Nov 7 & 10- library closed
- Nov 10- children's programs end
- Nov 13- FOL meeting @ The Front Porch on Main
- Nov 16- next BOT meeting
- Nov 23-Thanksgiving
- Nov 28- Storywalk meeting

Tazewell County Public Library Foundation P. O. Box 929 Tazewell, VA 24651 Phone (276) 988-2541 Fax (276) 988-5980



### RICHLANDS LIBRARY PROJECT

#### PROJECT SUMMARY

REPORT DATE	PROJECT NAME	PREPARED BY
Octuber 10, 2023	Richlands Branch Renovation Project	Regina Roberts, Foundation Board President

### STATUS SUMMARY

Phase 1 of the Richlands Dibrary Project is on the homerun stretch! The historic Williams Home, which serves as the Richlands Branch of the Tazewell County Public Library, began looking to better serve the nitizens of the Richlands area in the leter part of 2020. The Library Director brought concerns to the Foundation Board regarding much needed repairs to the Richlands Library. The TCPL Foundation Board began work to help with those concerns by obtaining a Facilities Study to repair and renovate the beautiful historic building, as opposed to building a new facility. Through much effort and discussion, it was decided that we would renovate the current building and preserve the historic beauty of it and its presence in the center of the Town of Richlands. This has been a very rowarding endeavor of the Library, potrons, and supporters!

Mr. Bill Huber with Huber Architects has been on board with this task from the bog name. He created the beautiful 3-D renderings and scoped the project into 3 Phases. Work on Phase 1 began in the later part of 2022 after many setbacks and COVID-19 event and its challenges. Southwest Developing, Inc contracted to do Phase 1 by the end of that year. Thirty-six windows were emered, and there was a significant wait time for them. The windows arrived late Spring of this year, 2023, and all have been successfully installed. The rotted boards around the windows as well as the rest of the building have been replaced and painted, along with the shutters. The guttering was repaired where needed and replaced where necessary. The iron fericing has been restored and the concrete sidewalk area where it rests. Phase 1 of this project is more than ninoty-five percent finished according to Mr. Huber's last inspection a couple of weeks ago-

At present, we are waiting on a special order from Appalechian Millworks for the outside scroll woodwork between the dormers above the porch, and theye's a minimal amount of painting to be completed. The riebris has mostly been removed from the property except for the old windows. The Library is planning a Fell/Winter fundraiser to "Point a Window" with local artists. The windows will be relocated to a secure site shortly for this purpose.

In conclusion, there will be one more walk-through inspection arranged by Mr. Huber with the contractor and Gary Jackson, the County-building inspector and one of your Council Members. Please see the budget details below.

### PHASE 1 OF PROJECT

TASK	% DONE	DATE	COMPANY	NOTES
Installation of new windows	100	Summer 2023	Building Accents, Inc.	Mervin Ultimate DH Insert
Repairs to alding and windows; Painting	100 95	Summer 2023	Southwest Developing, Inc	Rebirth Renovations
Repair Iron fencing Guttering	95 100	Fall 2023	Same	

### **BUDGET OVERVIEW FOR PHASE 1**

CATEGORY	SPENT	COMPLETED	COMPANY	NOTES
Facility Study	\$5,000	Yes	Huber Arghitect	Recommended a 3 Phase Project to Repair and Renovate Historic Building
Renderings	\$3,000	Yee	Huber Architect	
Printing of Renderings	\$108	Yes		
Legal Fees	\$2,500	Yea	Leurann Brown	MOU between TCPL and Town of Richlands
Professional Services	\$20,000	Yes	Amanda Killen	Phase 1 Project Management
Bid Processing Services	\$5,000	Yes	Huber Architect	Phase 1 Bid Packet & Contracting it
Bid Advertising/Promotional feea	\$1,280	Yes	Newspapers, banners, brochures, etc.	
Windows	\$40,591.85	Yes	Building Accents, Inc.	*** Metching windows still to be purchased for addition (Phase 3 of Project)
Southwest Developing, Inc.	\$40,978,66	Yes	Payment to Contractor	April payment
Southwest Developing, Inc.	\$43,365.87	Yes	Payment to Contractor	September payment
Retainage	\$21,849.47	Holding	Final Payment	To be released to Contractor upon final inspection of completed work
Grand Total for Phase 1	\$189,613.85			

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## KEY PLAN CODE ANALYSIS

## PROJECT DESCRIPTION

VICINITY MAP

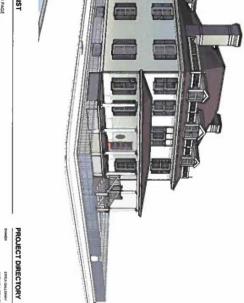
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## DRAWING LIST

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LOWER LEVEL PLAN
LEVEL 1 FLOOR PLAN
LEVEL 3 FLOOR PLAN
ROOF PLAN



PHASE 2A RENOVATIONS FOR RICHLANDS BRANCH TAZEWELL COUNTY PUBLIC LIBRARY



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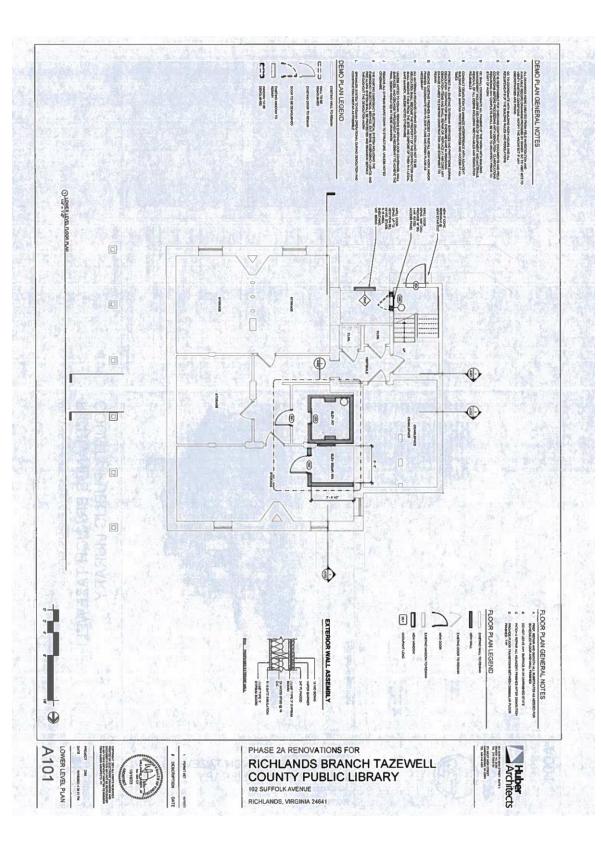
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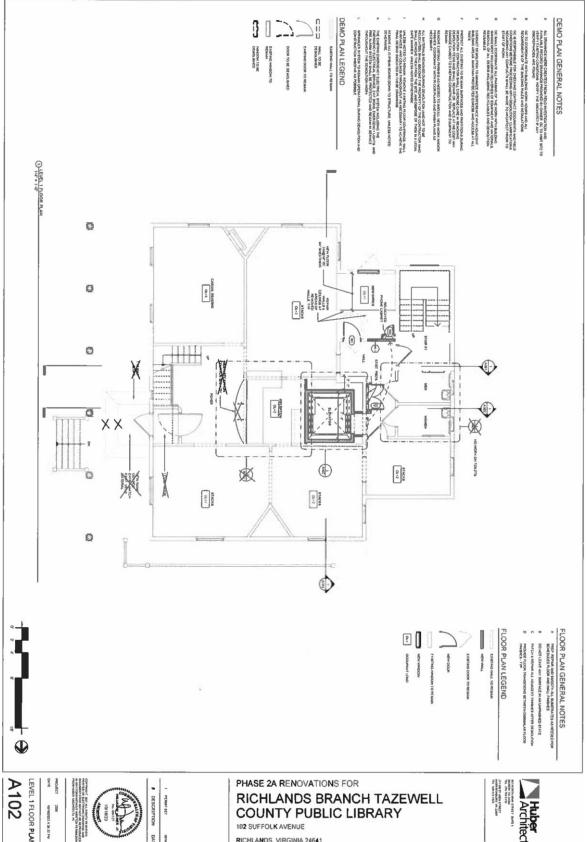
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RICHLANDS BRANCH TAZEWELL

PHASE 2A RENOVATIONS FOR







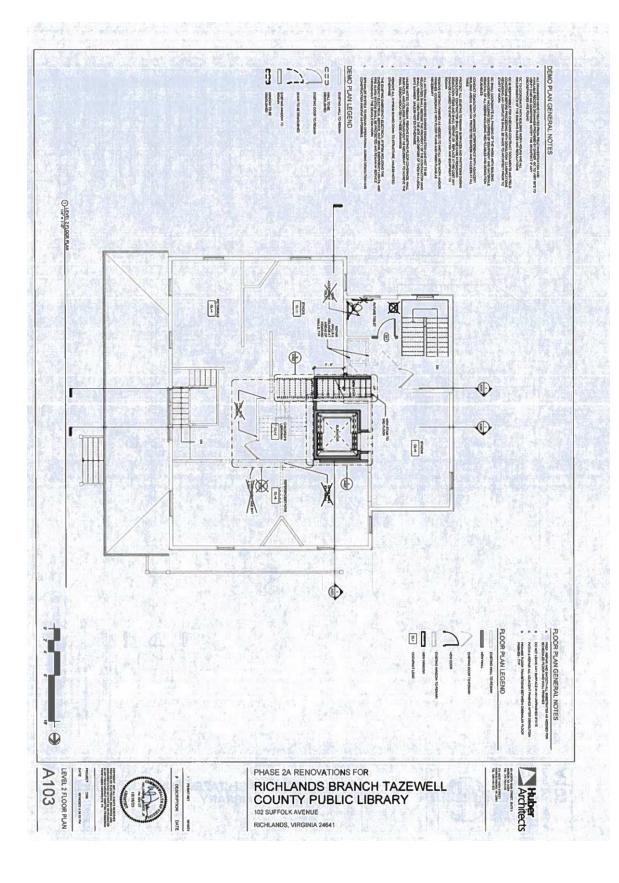


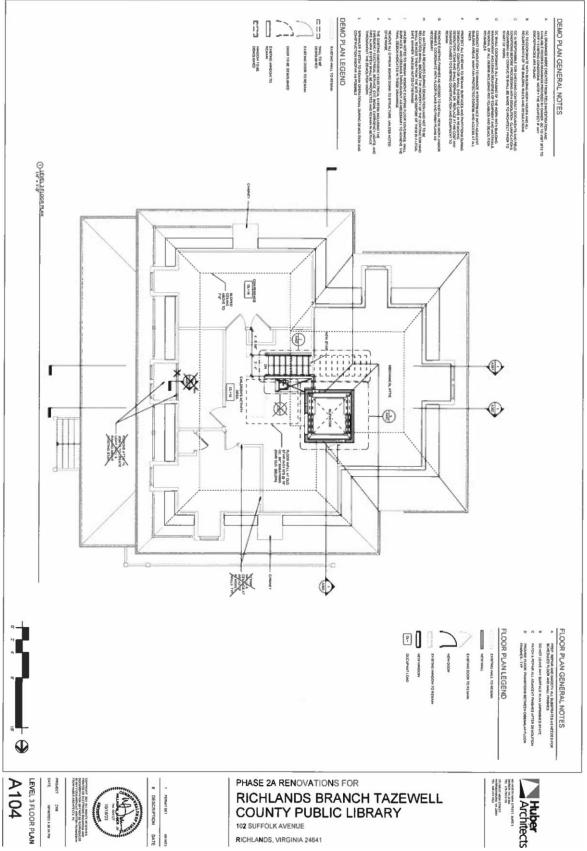


### RICHLANDS BRANCH TAZEWELL COUNTY PUBLIC LIBRARY

102 SUFFOLK AVENUE











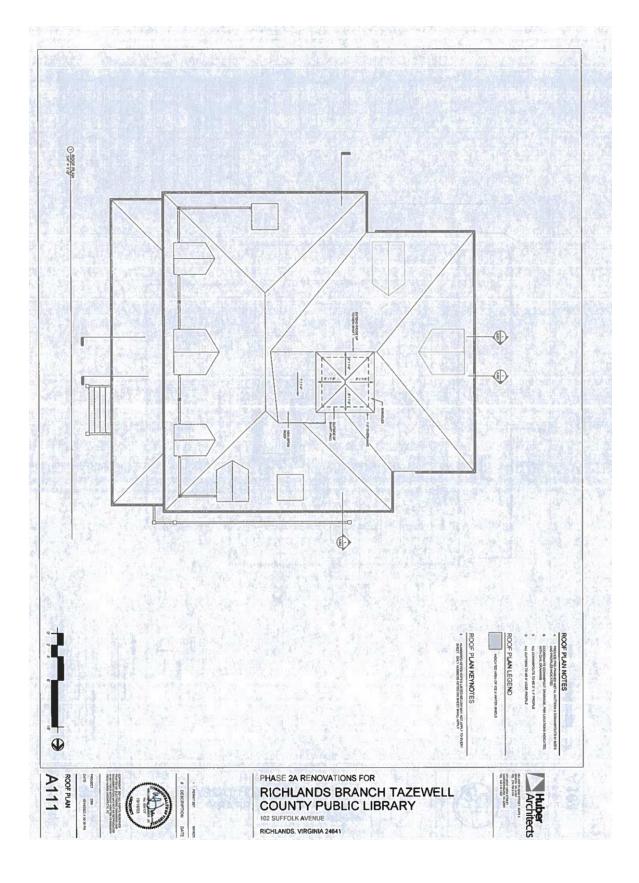


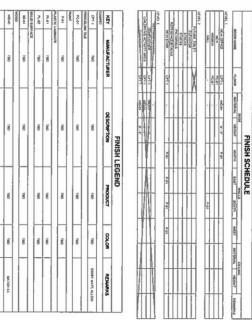
## RICHLANDS BRANCH TAZEWELL COUNTY PUBLIC LIBRARY

102 SUFFOLK AVENUE









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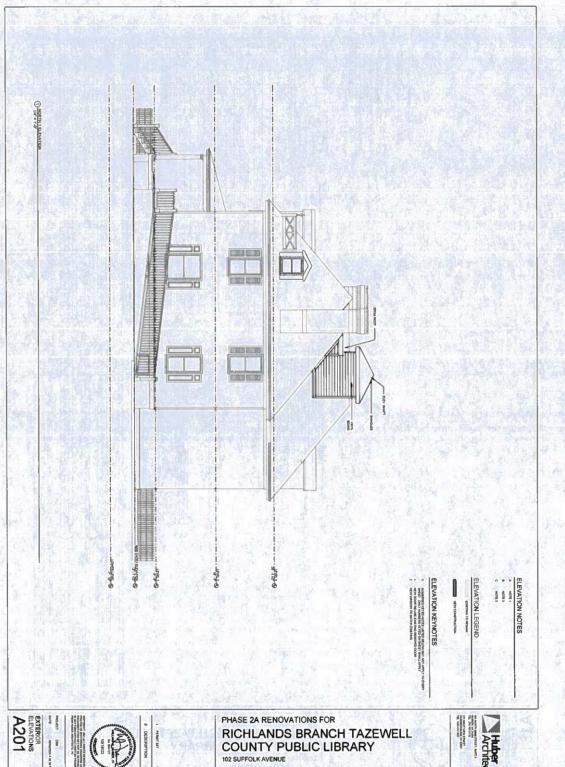
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102 SUFFOLK AVENUE

RICHLANDS, VIRGINIA 24641



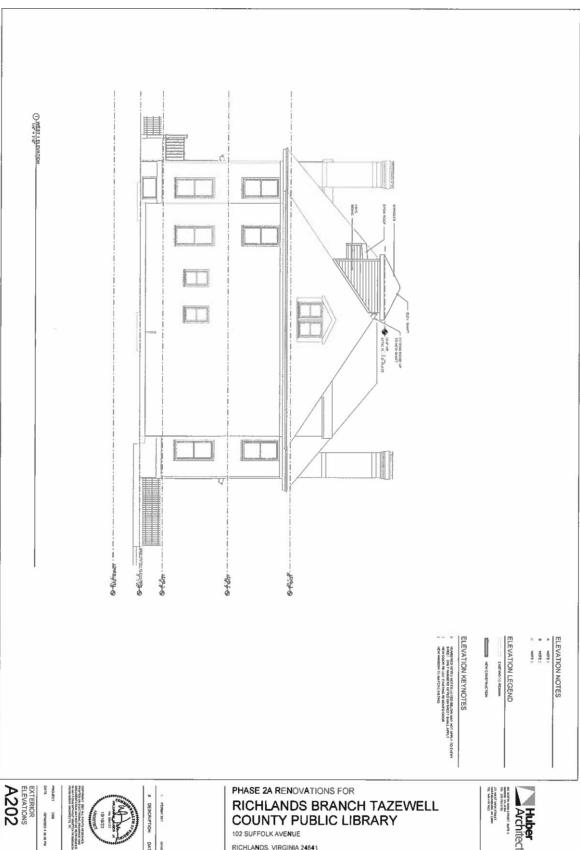
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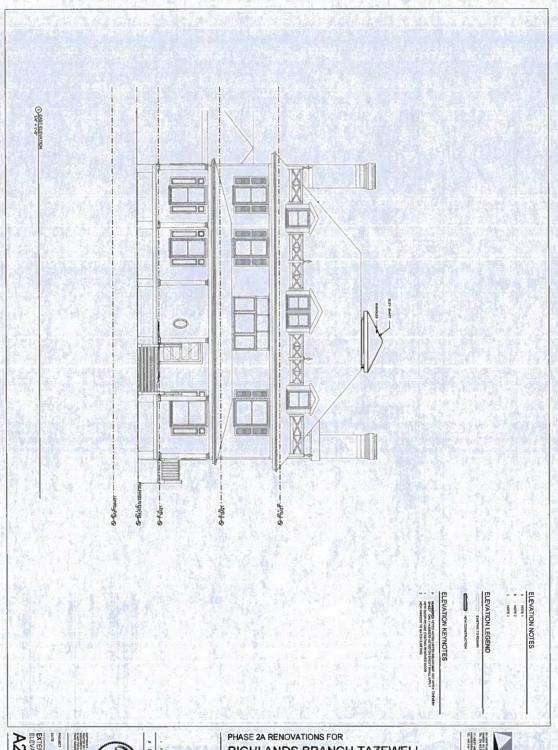


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## RICHLANDS BRANCH TAZEWELL COUNTY PUBLIC LIBRARY

102 SUFFOLK AVENUE





EXTERIOR ELEVATIONS A203

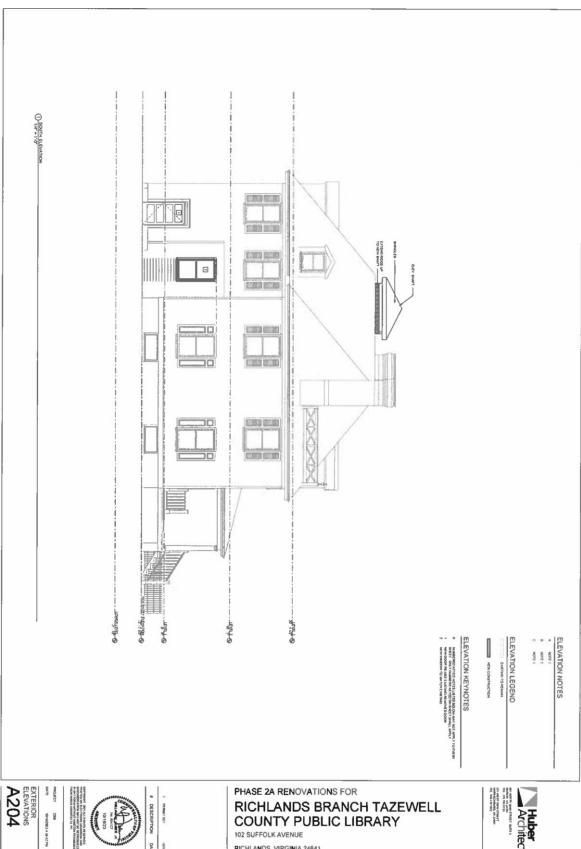




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COUNTY PUBLIC LIBRARY
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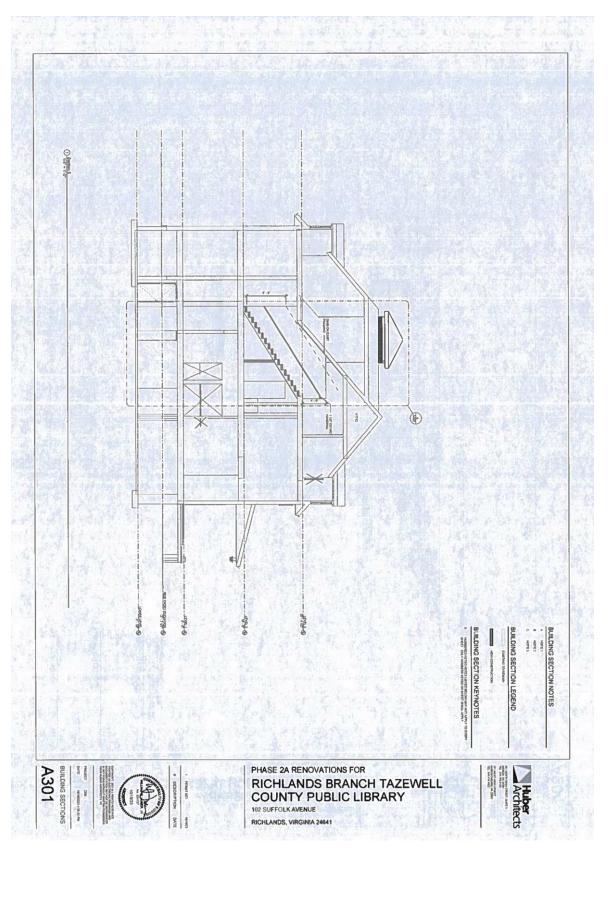


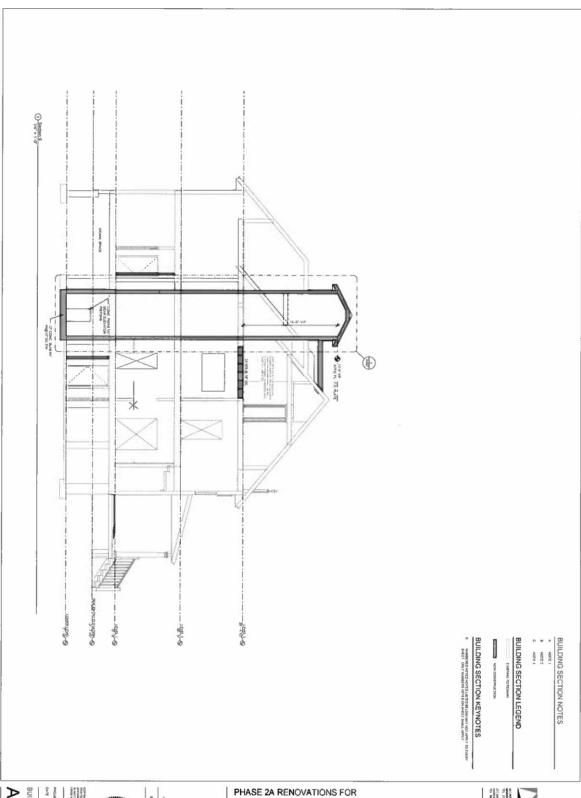
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## RICHLANDS BRANCH TAZEWELL COUNTY PUBLIC LIBRARY

102 SUFFOLK AVENUE







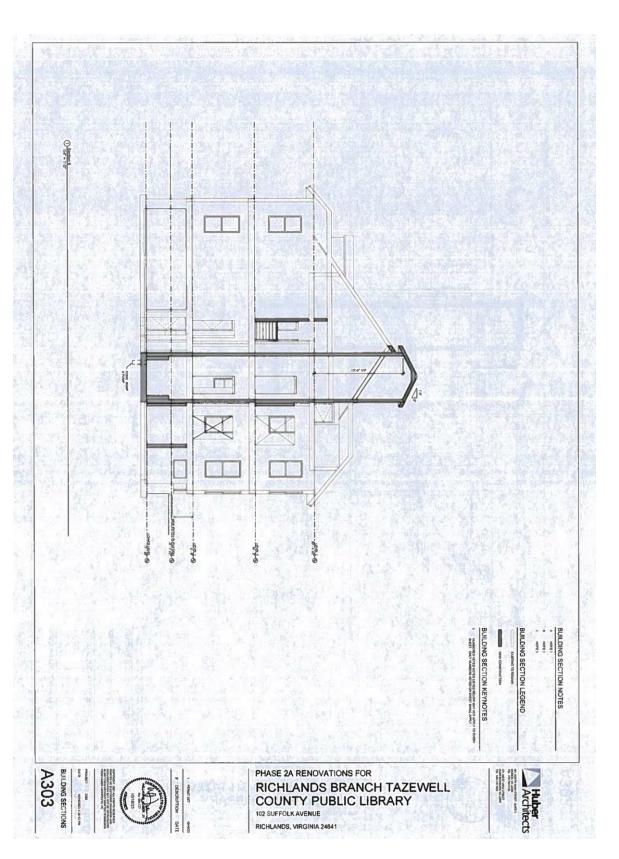
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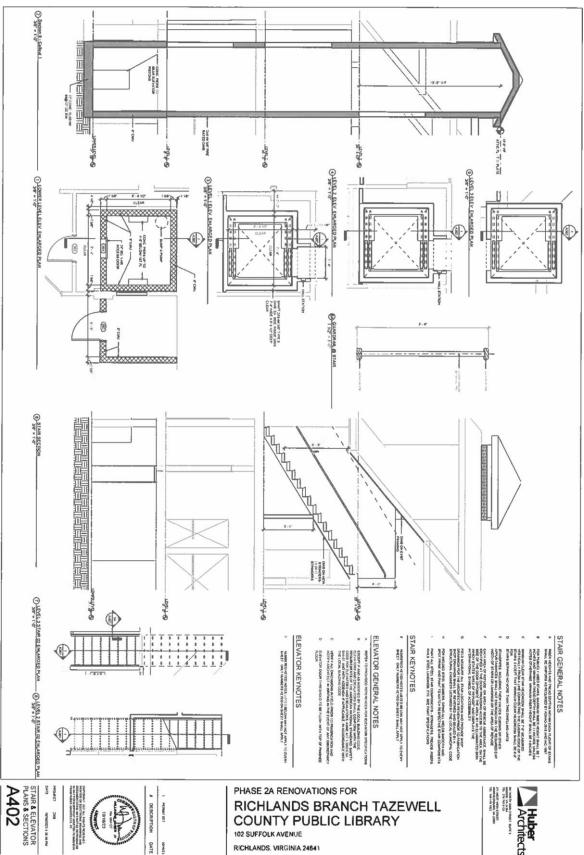
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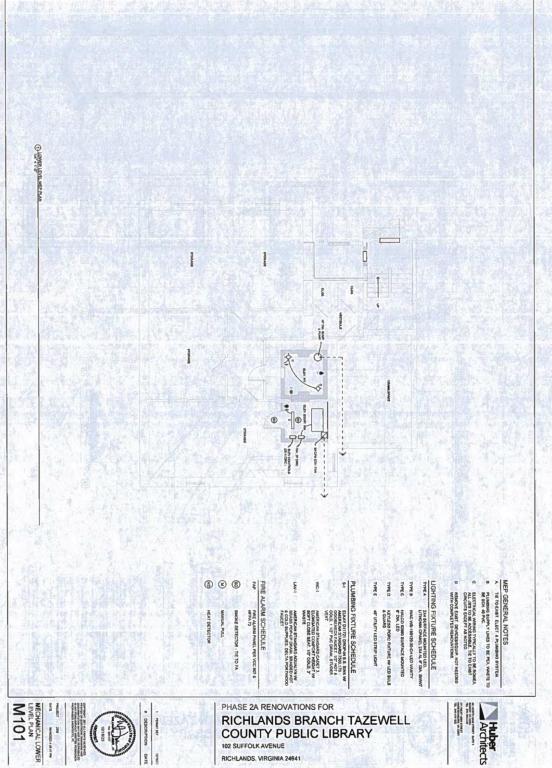
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### RICHLANDS BRANCH TAZEWELL COUNTY PUBLIC LIBRARY

102 SUFFOLK AVENUE



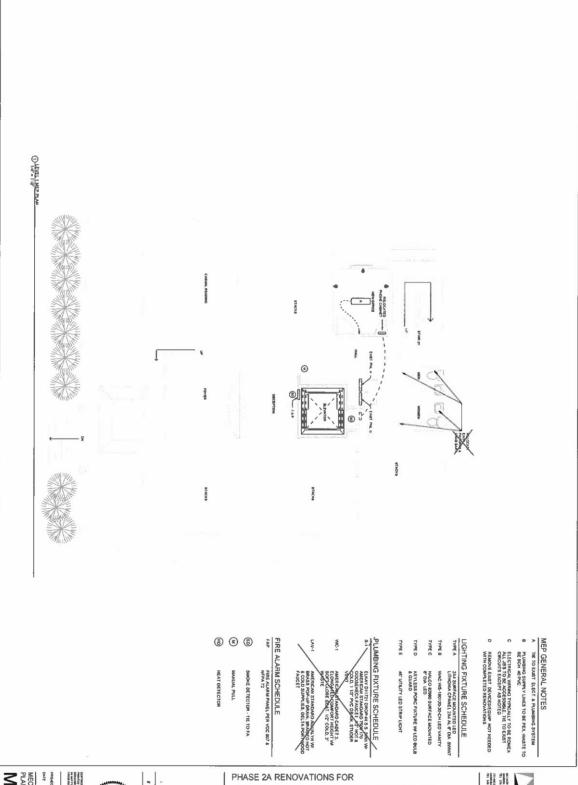














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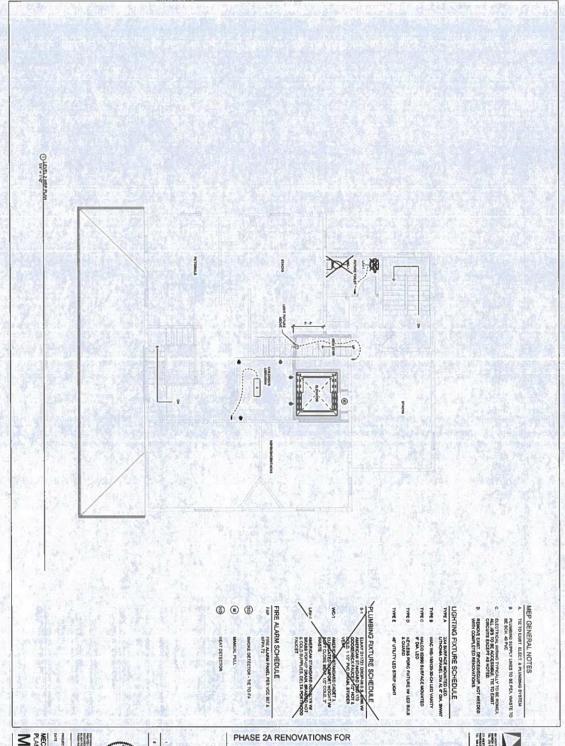


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## RICHLANDS BRANCH TAZEWELL COUNTY PUBLIC LIBRARY







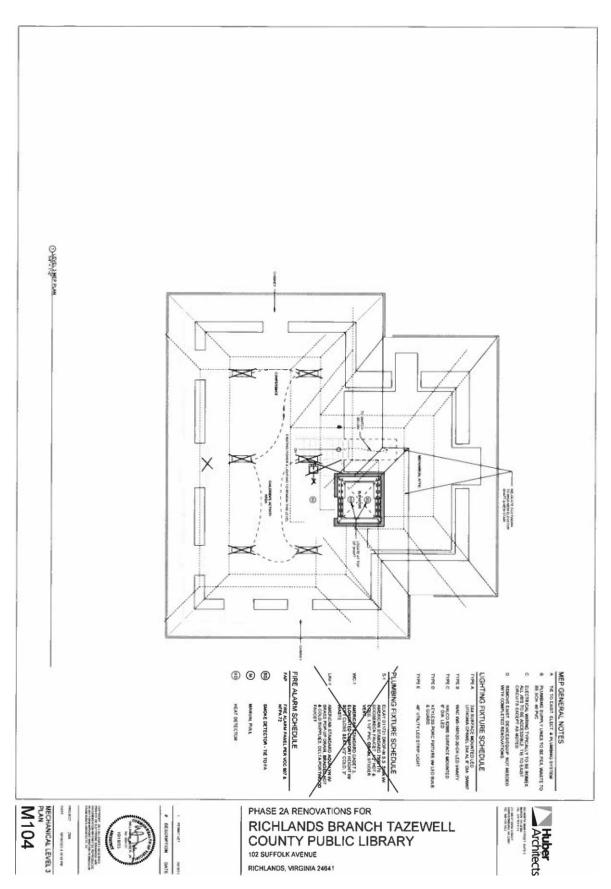




## RICHLANDS BRANCH TAZEWELL COUNTY PUBLIC LIBRARY

102 SUFFOLK AVENUE





Fwd: Input

Connie Bailey <caprines@comcast.net>
Wed 10/18/2023 4:16 PM
To:TCPLservice <TCPLservice@tcplweb.org>

Sent from my iPhone

Begin forwarded message:

To: Regina Roberts < reginaroberts89@iclou om> Subject:

Re: Input

Regina,

I did get the nomination pull together in a 36-hour period, thanks to everyone's help. I had to make some decisio before I had time to check with people, like giving an ok for their names to be used a part of the nomination form but I'll backtrack to make sure. Winners are not awar d until January 2024.

The ilovelibraries ebsite required me to use their app to submit it in a database format, so the best I ca do is give you a cut and paste of the main section. We could make hard copies for th next month's meeting if you want.

I'm copy/ g Chris Wilkes on this correspondence, a little "best practice" tip I got from the FOIA c unsel, that simplifies any FOIA requests.

He you're getting all the fall farm chores done...endless, aren't they?

Connie

I Love My Librarian Award Nomination: Erica Hall Galloway, Tazewell County Public Library, Tazewell, Virginia.

Guidelines: ilouelibraries.org/love-my-librarian/nominate.

Eligibility: Erica Galloway earned her Master of Library Science degree from the University of North

Carolina at Greensboro (ALA Accredited) in 2013. She currently works as the Director of the Tazewell County Public Library (TCPL), a position she has held since 2019, prior to which she was the tech services librarian at the Tazewell branch.

Why she deserves this award: As the stories, facts and examples below show — from a range of perspectives — she has gone far "above and beyond" the typical duties of a librarian.

Nominated by: Connie Bailey Kitts (on behalf of the Board of Trustees), also Maggie Asbury, Regina Roberts, Cynthia Hurley. Lisa Tyson, Jane Sorenson, Chris Wilkes Eric Young, Maddie Sargeanti Brittany Davis, Karel Ryan.

### Erica created new relationships at a crisis moment

TCPL Board Trustee Connie Bailey Kitts says Erica Galloway took the position of interim director only one month after the County Board of Supervisors went into a closed session to discuss contracting out public library services. That option would have severely curtailed the Library's functions. Fortunately the idea was dropped. But Erica realized that weak relationships needed strengthening. She began to immediately build relationships and credibility with the Supervisors. She set up appointments to meet personally with the County Administrator and other key staff and began attending the Board of Supervisor meetings and making presentations on a regular basis. Her polished presentations, full of infographics and data, were enthusiastically received. She joined Rotary and began to develop relationships with community leaders that soon led to organizations partnering with the Library. Between 2019 and the present, Erica has helped the Library form more than 30 partnerships.

### Erica gave an impoverished section of the county a new library

Tazewell County Board of Supervisors Maggie Asbury says that unlike other parts of the County, her district had for years been limited in library services because there was no facility that met the Library of Virginia standards. Although the main town, Pocahontas, has an incredibly rich history as Virginia to first coal boom town, the demise of the coat industry impoverished the town. A millinery shop (with an iron storefront) had sat unused for several decades prior to becoming, in the 1980s. the only source of what the town could identify as a library/reading room. Townspeople took great pride, however, in this historic structure, its collection of hats and other artifacts. Conversations about making it an official branch of the TCPL had begun well before Erica's tenure but had been stalled for more than a decade.

County Supervisor Asbury says Erica Galloway went above and beyond expectations by learning the main concerns of the citizens while meeting with community members as well as leaders all during Covid! Asbury says Erica was very careful to remain cognizant and respectful of the rich history of the property that the citizens valued so much. After several meetings Erica communicated what the Library Trustee Board was able and willing to do for the non-profit owner, and then worked with a County attorney to negotiate a lease. That lease met the concerns of both parties and in October 2021, the Tazewell County Public Library added a fourth branch office serving the 400 residents of Pocahontas, Virginia, and meeting Library of Virginia standards.

Supervisor Asbury says the success was due to countless hours of Erica's own time, making sure the final outcome was a positive one that would last for generations for the citizens in the Town of Pocahontas and surrounding communities...

Asbury notes that Internet service in this area of the County is very poor and often this Library is the only place students can access wifi services to complete their assignments. Since opening, the amount of Wifi usage at this new branch has consistently been the same as the wifi usage as the branch in Bluefield, a town branch 10 times larger in population. This data confirms there was truly a need for Wifi access that the new Pocahontas branch is now meeting.

### Erica rolled up her sleeves with staff to remodel

Fellow librarian Lisa Tyson, Youth Services Librarian, Tazewell County Public Library says that during the addition of a fourth branch to the public library system in Pocahontas, Virginia, Erica spearheaded work in updating the existing space, rolling up her sleeves to paint, screw in shelves, wash windows, move books and furniture, and move carpet. She also worked on improving the collectionr providing the community with a hub for promoting literacy and library resources.

### Erica identified structural damage and protected the main branch library

Library TrusteeChair Regina Roberts says that in another instance, when Erica was overseeing a minor rearrangement of shelves in the main branch in order to prepare for new carpet, she noticed one of the walls was leaning and cracking. She immediately protected her staff, and patrons, contacted those responsible for the building, researched the history of the cracks by contacting previous directors, brought in people to investigate the problem, and always kept the Trustees informed. When the engineering studies recommended the Library be closed for repair, she directed the Town of Tazewell workers in moving mountains of materials, furniture and office equipment to prepare for long-term construction.

### Erica helped students County-wide to easily obtain a library card

Tazewell Co. Public Schools Director of Career and Technical Education and Grants, Cynthia L. Hurley, provides an example of how Erica Galloway went beyond just creating programs to providing countywide student access to programs. Hurley was director of Technology for the public schools in 2021 when Erica approached the school system about partnering together for the STAR program (Students and Teachers Access Resources). This would provide students and teachers with digital public library cards to access to over 50,000 ebooks, over 5,000 audiobooks, and endless academic research opportunities. With Erica's help, Hurley says the school system was able to offer this opportunity to both students and personnel.

This partnership resulted in the addition of about 6000 new library cards to system.

Hurley notes that in atl her interactions with Erica, her enthusiasm, cheerful disposition, attention to the task at hand, and willingness to look at what could be accomplished through partnerships, is one of her greatest assets!

Hurley is also active with Erica in the local Rotary chapter and says she is continually working to fulfitl needs and create positive interactions for both the Rotary and for the public library on a regular basis.

## Erica leveraged library services to support healthy minds AND bodies!

Lisa Tyson, Youth Services Librarian, Tazewell County Public Library, says Erica Galloway has also played a key role in implementing the Library's partnership with Feeding Southwest Virginia in 2021, blossoming during Covid. Thousands of children have received snacks and meals for free through the librarys participation in this program.

Jane Sorenson, a member of the Friends of the Library, says she respects how Erica Galloway has brought the Tazewell County Public Library into the community in many ways. Jane says last year she helped with the chitdren's farmers' markets, which the library hosted in partnership with Feeding Southwest Virginia. Children could "purchase" (using library "money") a variety of fruits and vegetables, and aiso receive interesting recipes to encourage eating foods good for their health. After the sessions, Jane says the Feeding SW Virginia director called and asked what she thought made these events a success. Jane says she totd her the key was "our young and energetic library staff and Erica is the lead for that."

### Erica made it easier to find books

Lisa Tyson, Youth Services Librarian, Tazewell County Public Library says

Erica Galloway fully supported a project to genrify the picture book collection which resulted in a 50% increase in circulation. At the time, Erica was the Tech Services Librarian and Tyson says Erica's commitment to this project was instrumental in making it happen. This demonstrates her strong support of early literacy initiatives which are critically important to the youngest patrons.

### Erica communicates "above and beyond"

Fellow librarian and assistant director Chris Wilkes says Erica Galloway has been an advocate for her staff throughout her tender. She worked with the Board of Supervisors to increase staff pay for all library employees. Beyond pay, she has encouraged librarians to explore their interests in pursuit of bettering the library. These projects include replacing the Dewey Decimal system with subject shelf organization as wetl as placing more emphasis on outreach at local festivals, community organizations, and senior citizen facilities. He says she is a wonderful communicator with her staff, Friends, the Board, and the community. She is able to talk with individuals from numerous backgrounds and point of views, while advocating for the library.

## Erica recognized staff salaries were inadvertently "compressed" and offered a plan to adjust them

County Administrator Eric C. Young says Erica Galloway recognized that when Virginia doubled the minimum wage, that long tenured employees at the library would earn the same as new hire entry level positions. He says she developed a pfan to solve their wage compression issue faster and in a more fair way than most of the other county departments. When she presented it to the Board, he says they readily approved despite the cost, because she had demonstrated her capacity to enrich citizen lives. Within a few months, employees began to receive adjusted wages.

### Erica nurtures young patrons and creates life-long learners

High school sophomore Maddie Sargeantt 15, says she has known Erica since she was little. She says Erica got her started in the lego club and let her just go wild with legos. "She made sure every kid was included and if someone was feeling left out, she would get them to go be friends with someone else." Maddie says Erica recommended lots of books to her from the shelves or on audio. Erica's extra effort and interest in Maddie made Maddie want to come to the Library more and more and Maddie says that until Covid hit, she came to the Library three times a week on a regular basis, She is still a loyal patron.

## Erica gives patrons access to materials far beyond the local collection

Trustee Kitts says Erica Galloway has been President of Holston Associated Libraries since 2020 and during that time, brought in Smyth County Public Library to join the consortium, adding roughly 80,000 more materials for patrons to have access to.

### Erica supported newly recognized Juneteenth

Brittany Davis, co-chair of Friends of Juneteenth of Tazewell County, says that Erica Galloway not only supported Juneteenth through Library displays, children's crafts and video documentation, but Erica herself staffed the Library's table display at the afternoon festival, held in the historic Black district of the Town, and has attended every year since 2020.

### Erica led the Library Foundation to increase its assets to ensure the library's financial security for the foreseeable future.

Karel Ryan, member of the TCPL's Foundation, says that in 2019, the Foundation received notice of a \$1 M bequest from the estate of a local resident. The initial response of the majority of Foundation members was to recommend spending up to half of the bequest on necessary repairs and renovations to the Richlands branch, certainty not a misapplication of the funds. However, with Erica's leadership and support of the solitary voice on the Foundation against this application of the bequest, in 2020 the Foundation agreed to invest the bequest in a charitable trust in favor of the library, creating perpetual income.

Simultaneously, Ryan says, Erica led the Foundation to agree with the recommendation by that single Foundation member, to implement a campaign to finance the necessary renovations of the Richlands branch. Launched in 2022, the campaign is so successful that in less than two years the branch renovations are well underway, on schedule, targeted for completion in 2024, underwritten entirely by gifts and grants, without incurring debt or invading the trust. It is a stupendous accomplishment, noteworthy by any library system, but even more so in a small county of 40,000 wrestling with a decreasing tax base.

Erica went above and beyond by researching qualified architects, and a fundraising specialist, bringing their work before the Foundation board, maintaining communication between all parties, interacting with the bank personnel, preparing figures for the accountant, and in everything always maintained a cheerful attitude.

On Oct 2, 2023, at 2:58 PM, Regina Roberts < reginaroberts89@icloud.com > wrote:

Thank you! Was you able to get the nomination for Erica submitted by the deadline? If so, please share a copy of the final copy with me. @ l i m excited to read it. And, hope she wins!

### Blessings, Regina

On Sep 30, 2023, at 7:01 PM, Connie Bailey <caprines@comcast.net> wrote:

Thank you so much. And I meant to tell you that I appreciate you being able to make it to the meeting last week after a rough week

before. You did such a great job chairing the meeting. It's harder than it seems until you do it!

Sent from my iPhone

On Sep 30, 2023, at 9:31 AM, Regina Roberts <reginaroberts89@icloud.com> wrote:

Connie, this sounds great! @ Please feel free to submit this excerpt for me. Thank you for pulling this together!!

Blessings, Regina

On sep 29, 2023, at 5:57 PM, connie bailey <caprines@comcast.net> wrote:

Hey Regina,

Would you like to contribute to the nomination? I would need something this evening or tomorrow morning. Perhaps something like what's below...you can change it any way you like. And please all to it. They want stories and facts of how she goes "above and beyond" with any kinds of data or facts. Thanks a bunch! Connie

Library Trustee Regina Roberts says....

.....when Erica was overseeing the rearrangement of shelves prior to installing new carpet in the Tazewell branch, she noticed the shelves were leaning because a supporting wall was cracking. She immediately addressed the problem, contacting those responsible for the building, and those who could provide advice. She protected her staff, the patrons and when the engineering studies recommended the Library be closed for

repair, she directed the Town of Tazewell workers in moving mountains of materials, furniture and office equipment to prepare for long-term construction.

For the past months that the branch has been closed, she has maintained open hours by staffing a "popup library location"

