

# RICHMOND PUBLIC LIBRARY

## BOARD OF TRUSTEES

October 24, 2018

Main Library

Main Library  
101 E. Franklin Street  
Richmond, Virginia 23219

11:45 a.m.



**Richmond Public Library Board**

101 E. Franklin Street  
Richmond, VA 23219  
(804) 646-4256 / fax: (804) 646-7685



**Library Board Trustee Meeting**

**Wednesday, October 24, 2018**

**11:45 a.m.**

**LIBRARY**

**A G E N D A**

<b>Call to order:</b>	11:45 a.m.	Mr. Yates
<b>Consent Agenda:</b>		Mr. Yates
<ul style="list-style-type: none"><li>• Approval of Agenda</li><li>• Approval of Minutes</li><li>• Approval of Pending Gifts</li><li>• Approval of Statistical Report</li></ul>		
<b>Public Comment Period:</b>		
<b>Reports:</b>	12:00 p.m.	
<ul style="list-style-type: none"><li>• Library Friends</li><li>• Library Foundation</li></ul>		Mr. Dishon Ms. Hansen
<b>Administration Reports:</b>		Mr. Firestine
<b>Board Committee Reports:</b>	12:10 p.m.	
<ul style="list-style-type: none"><li>• Chairman</li><li>• Finance Committee</li><li>• Facilities Committee</li><li>• Governance Committee</li></ul>		Mr. Butterfield Ms. Weaver Ms. Zwirner Mr. Lydiard
<b>Unfinished Business:</b>	12:30 p.m.	Mr. Yates
<ul style="list-style-type: none"><li>• Approve FY19 Special Funds Spending Plan – Account Distribution</li></ul>		
<b>New Business</b>	12:40 p.m.	
<ul style="list-style-type: none"><li>• Commonwealth of Virginia, Department of Historic Resources Letter - Discussion</li></ul>		
<b>Adjourn</b>		Mr. Yates
<b>Next Meeting:</b>		
December 5, 2018 (Combined November/December Meeting) Ginter Park Library Branch, 11:45 a.m.		

**Library Board Meeting Minutes - DRAFT**  
**September 26, 2018**

**PRESENT:** Kevin Butterfield, William Yates, Danita Green, Daisy Weaver, Gail Zwirner, and City Attorney Laura Drewry

**LIBRARY STAFF:** Scott Firestine, Clay Dishon, Cheryl Clarke, Natalie Draper, Karin Hansen, Gianna Pack, and Friends of the Library Chair Ruth DeBoer

**ABSENT:** Barbara Burton, Tanya Francis, David Lydiard, Larry Olanrewaju

Meeting of the Richmond Public Library (RPL) Library Board of Trustees (LBOT) was called to order by Chair Kevin Butterfield, at 11:49 a.m. at the Hull Street Branch Library, 1400 Hull Street, Richmond, Virginia. There was no quorum present at the time of calling the meeting to order. The Reports section of the agenda started until a quorum could be established.

<b>Public Comment Period</b>	None were present.
<b>REPORTS</b>	
<b>Friends of the Library</b>	<p><b>Ruth DeBoer, Chair</b></p> <ul style="list-style-type: none"> <li>• Annual Meeting was Sunday, September 23, 2:30 p.m., Main Library–well attended. Guest speaker was Howard Owen. Added new members.</li> <li>• August – Newsletters were mailed.</li> <li>• October 3 – Friends of the Library Meeting, 5:30 p.m., Main Library Board Room.</li> <li>• October 6 – Book Drive.</li> <li>• November 2-3 – Book Sale.</li> </ul>
<b>Library Foundation</b>	<p><b>Ms. Hansen:</b></p> <ul style="list-style-type: none"> <li>• Completed transition to Town Bank, which has a Community Partnership Program.</li> <li>• Hired a new accounting firm.</li> <li>• The Fund Raising Goals list was approved by the Foundation Board for the year. Ms. Hansen will forward the Foundation approved funding initiatives to Ms. Pack to distribute. <ul style="list-style-type: none"> <li>○ RVA Reads – A program that partners with local preschools providing story times and books for children to keep. Funds will be used to purchase books, supplies and materials, and volunteer incentives.</li> <li>○ The Ripple Book Fund – Raising money for the RPL Children’s Department to always have funding to buy books to give away for all children’s programming and early literacy initiatives.</li> <li>○ Technology Fund – Provide RPL with additional annual funding to keep technology up to date.</li> </ul> </li> </ul>
<b>Consent Agenda Amended</b>	<p>At 11:55 a.m. Ms. Green arrived, quorum present. Mr. Butterfield called a motion to approve the September 26, 2018 meeting minutes, the current agenda, Statistical Reports, and the pending gifts report as submitted.</p> <p><b><i>Motion: Gail Zwirner, Second by Danita Green – Approved Unanimously.</i></b></p>

## REPORTS (CONTINUED)

### Administration

#### Highlights of Director's Report:

- **Homeward and Community Connector for Homeless Patron**

- In the process of working with Homeward to hire a social worker that will be able to connect with patrons in crisis. Position will be housed at the Main Library and be a resource to all of the Branches, working 20 hours a week. Target date: November 2018.

#### Staff Updates:

- Twenty open positions currently.
- Hiring process for vacant positions is on-going.
  - Rose Smith hired as a PTE/LA1 at Westover.
  - Sharetta Johnson hired as PTE/LA1 at Ginter Park.
  - Gloria Burke hired as PTE/LA1 Hull Street.
  - Keisha Taylor hired PTE/LA2 at North Avenue.
  - Tori Nunnally hired as the Library Associate 2 in Early Literacy at Main, but is acting as LCSM at Westover Hills.
- Challenges:
  - Unemployment rate is very low.
  - Wages do not seem competitive with the market.
  - Promoting within the organization creates additional vacancies.
- Positives:
  - Expanded Service Hours – Main and Ginter Park are open Monday – Thursday 10:00 a.m. – 8:00 p.m. All locations now open at 10:00 a.m.
  - Sundays will be added at Main and Ginter Park when hiring is complete. Target date: December 15, 2018.

**SIRSI/DYNIX:** SIRSI/DYNIX, Enterprise, Saas was selected as the Integrated Library System (ILS). Waiting on SIRSI to sign the contract before implementing. The search interface that patrons use will be greatly improved. The system will be SaaS (software as a service) and will be hosted by SirsiDynix instead of RPL/COR.

**Hull Street Art Project:** Mickael Broth (Night Owl) was selected to create an outdoor sculpture. The site is in front of the Branch within the existing circle. In addition to the sculpture, Hull Street will get new landscaping, benches, bike racks, and signage facing Hull Street with up/down lighting under the signs. Target date to complete: October 31, 2018.

**Staff Development Day (October 8, 2018):** Morning session will focus on professional development and afternoon session will focus on personal development.

**Narcan (Naloxone) Training:** There are about 16 employees currently certified. Mandatory for Branch Managers, Senior Administration, and recommended staff members. We offered training to staff and the public at all locations. After training, the individual will get a free prescription for Narcan to carry.

**Great American Read:** Day 84. Almost 100! Website contains videos of readers reading the 100 titles. The program has grown beyond expectations. This program has sparked a community conversation about books and reading.

**New Website:** The website was delayed until December 1 to go live. An outside consultant, Odd Egg, was brought in to review the current draft. They offered recommendations that the committee will be implementing.

<b>Administration (Continued)</b>	<p><b>Comcast Update:</b></p> <ul style="list-style-type: none"> <li>Comcast installed a fiber circuit at the Main Library for the television station.</li> <li>A meeting was held with volunteer technicians that produce the programs at the current channel.</li> <li>The studio will be located on the second floor of the Main Library. The control room will be adjacent to the studio room. This will allow the best public access during library service hours.</li> <li>November 26 Comcast decreases live programming. The studio will move to the library during that hiatus. Equipment will be installed, and staff will have training at the Main Library to begin operations December 1, 2018.</li> </ul> <p><b>Policies:</b> Updating ongoing. All Library policies as located on the website.</p> <p><b>Strategic Plan Update:</b> Plan was distributed to Branch Managers to do their annual updates. An update will be presented at the December Board Meeting.</p>
<b>BOARD COMMITTEE REPORTS</b>	
<b>Chair</b>	<p><b>Mr. Butterfield:</b></p> <ul style="list-style-type: none"> <li>Met with Ms. Zwirner to discuss transition issues.</li> <li>Attended the Richmond Public Library Foundation Board Meeting on September 19. Mr. Butterfield asked Ms. Hansen if she would share the reports from the Foundation Board meeting with the Library Board. Ms. Pack will distribute.</li> </ul>
<b>Finance</b>	<p><b>Scott Firestine:</b></p> <ul style="list-style-type: none"> <li>Ms. Weaver had questions regarding the Financial Report over Special Funds pertaining to the Law Library: <ul style="list-style-type: none"> <li>FY18-FY19 – The rollovers are in process.</li> <li>The Richmond Library General Fund Report shows negative numbers due to reconciliation delays in RAPIDs, the City’s enterprise accounting system. The Finance Department is preparing reconciliations to improve and correct reports.</li> </ul> </li> </ul>
<b>Facilities</b>	<p><b>Gail Zwirner:</b></p> <ul style="list-style-type: none"> <li>The Facilities Committee did not meet with City staff on the CIP about the RFP in September as intended. Will update Board Members on Phase II of the Master Plan once meeting takes place.</li> <li>Hull Street Art Project and landscaping is progressing as scheduled.</li> <li>The Reading Clock statue in Main Library park was damaged due to a vehicle accident. The clock cannot be repaired. The company that initially built the clock gave a replacement cost of \$13,000. Repair to the fence will be approximately \$5,000. A temporary fence was put up to close off the park. The estimated total cost for all damages from the vehicle accident should be about \$25,000. These cost will be covered by the driver’s insurance.</li> <li>West End Branch construction project bonding litigation is complete. New contractors will finish the incorrect/incomplete details of the project starting in October.</li> <li>CIP Projects – HVAC issues in the Special Collections and roof repairs to Branches are ongoing and incomplete.</li> </ul>
<b>Governance</b>	<p><b>David Lydiard:</b> No Report.</p>

**UNFINISHED BUSINESS**

N/A

**NEW BUSINESS**

- Mr. Butterfield proposed to the Board members:
  - Requested Board members begin to consider goals and objectives for FY19. Focus on strategic items, policy and large projects moving forward, such as the RFP for the Main Library, setting priorities, and assisting the Director.
  - Discuss unfinished business from the previous year – prioritize and focus.
  - How do public libraries fit into greater community? Mr. Butterfield will share articles with the Board Members and with the Friends of the Library.
  - Committees – Governance, Facilities, and Finance – Would like all members of the Library Board to be an active member on an existing committee or need to think about if any other committee needs to be established. Members need to notify the Chair or Vice Chair with a committee of choice or a committee will be assigned.
  
- Hull Street Branch Library/Community Services Manager Natalie Draper introduced Nideria Brown who just finished with Library School. The Board acknowledged Ms. Brown on her accomplishment.

*There being no further business, the meeting was adjourned at 12:35 p.m. by unanimous consensus by the Library Board of Trustees present at the meeting. The next meeting will be held on Wednesday, October 24, 2018, at 11:45 a.m. at the Main Library, 101 E. Franklin Street, Richmond, Virginia.*

Approved: \_\_\_\_\_  
Mr. Kevin Butterfield, Chair

Recorder: Gianna Pack  
RPL Executive Assistant

## Director's Report

October 2018

### Director Activities for September 18, 2018 to October 18, 2018:

September 19	Foundation Board Meeting
September 20	Narcan Training at Main
September 20	Richmond 300 Planning Meeting at MLK Middle School
September 22	Celebrate 40 Years – West End Branch Library
September 23	Friends of the Library Annual Meeting at Main
September 24	Meeting with Comcast
September 24	City Council Meeting
September 27	VLA Conference
September 27	9th Annual COR Employee Health and Safety Fair
October 3	Meeting with VCU Common Book Partnership
October 3	Friends of the Library Executive Board Meeting
October 6	2018 YAVA Celebration Event
October 8	Staff Development Day
October 11	Tropical Storm Michael Meeting
October 12	EOC activation and crisis management support at the Richmond Ambulance Authority
October 15	Meeting with John Ulmschnieder – Salt and Forge
October 16	Special Collection Materials from Sharon Cassale – Large donation of children's books and graphic novels.

#### Staffing Update:

- Main Library/Community Services Manager Tara Franzetti resigned effective November 1, 2018. She is moving out of state.
- Louis Maranski hired as the Library Associate I/PTE – North Avenue.
- Emily Lewis hired as the Library Assistant I/PTE – West End.

**Narcan (Naloxone) Training:** On October 2 The East End Branch Library staff received training provided by the Richmond Health Department. East End Branch Library Manager, Adam Zimmerli administered Narcan to a person who was overdosing in the Dollar General parking lot next to the Library on October 3. Fire and Rescue arrived on scene, Adam gave two nasal doses of Narcan to the man and revived him. Television report, <https://bit.ly/2y9IQOJ>.

We are thankful for Kate Bausman of the Health Department for working with all of our Branch Managers to provide trainings at every library for staff and the general public.

- Belmont Branch Library has Public Narcan training Saturday, November 17, 2018 at 1:00 p.m. Staff Narcan training Thursday, January 10, 2019 at 9:00 a.m. Board Members are welcome to attend either training.

**Tropical Storm Michael:** City offices closed at 3:00 p.m. on October 11 in anticipation of the storm. City Employees were on a 2-hour delay on October 12. Main and Branches opened for operations by 12:00 p.m. with the exception of Broad Rock and Hull Street Branches due to power outages. The Hull Street Branch remained closed for the duration of the day.

**FEEDMOR (Food for Fines):** Fine Forgiveness during September – Another successful year. We collected a total of 2,275 pounds of food.

**CIRCULATION**

LOCATION	FY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	YTD % chnge
<b>Belmont</b>	FY16	10263	10897	9891	9684	8546	8203	7784	8963	8980	8301	8208	10590	110310	
	FY17	12068	12314	9973	9766	9727	9071	9709	9715	10114	9238	9446	10411	121552	
	FY18	10836	10486	8290	8385	7353	6096	7651	7545	8099	7402	7632	7864	97639	-24%
	FY19	8429	8074	8103	0	0	0	0	0	0	0	0	0	24606	-2%
<b>Broad Rock</b>	FY16	5958	5859	5765	5288	4905	4931	4223	4448	4834	4282	3336	4401	58230	
	FY17	4883	4773	4248	4706	3966	3454	3729	3192	3595	3377	3851	4136	47910	
	FY18	4574	4062	3726	3809	3665	3096	3308	2986	3132	3304	2910	3289	41861	-14%
	FY19	3910	3609	2671	0	0	0	0	0	0	0	0	0	10190	-39%
<b>East End</b>	FY16	4119	4565	4313	3747	3411	3375	3653	3286	3303	3206	3822	4629	45429	
	FY17	4572	4371	3581	3420	2945	3029	3463	2981	3529	4977	3515	3460	43843	
	FY18	3635	3481	3033	2948	2632	2281	2698	2574	2838	2637	2865	3325	34947	-25%
	FY19	2996	2648	2614	0	0	0	0	0	0	0	0	0	8258	-16%
<b>Ginter Park</b>	FY15	2942	402	469	481	144	440	405	354	512	586	292	1238	8265	
	FY16	6247	5924	5374	5770	5031	4517	4812	4582	5401	4641	4868	5310	62477	
	FY17	5751	6070	5338	5152	4854	3898	4327	4370	4522	4653	4023	5263	58221	-7%
	FY19	5211	5163	4864	0	0	0	0	0	0	0	0	0	15238	-10%
<b>Hull Street</b>	FY16	4172	3508	3727	4159	3901	3776	3252	3318	3280	2845	3158	3459	42555	
	FY17	3174	3245	3088	3131	3400	2477	2816	2962	2989	2348	2766	2843	35239	
	FY18	2947	3155	2178	2106	2202	1772	2218	2304	2241	2034	1824	2147	27128	-30%
	FY19	2010	2305	3323	0	0	0	0	0	0	0	0	0	7638	34%
<b>Main</b>	FY16	12022	11975	8749	11056	10376	10221	10620	11464	11338	11585	11658	12075	133139	
	FY17	12103	12264	10330	10655	9611	9049	9629	9600	10821	8969	9826	10528	123385	
	FY18	10304	11144	9794	9946	9126	7750	9149	8706	9223	8069	7769	8155	109135	-13%
	FY19	8719	8877	8655	0	0	0	0	0	0	0	0	0	26251	-13%

**CIRCULATION (CONTINUED)**

LOCATION	FY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	YTD % chnge
<b>North Avenue</b>	FY16	5048	4863	4990	5133	4410	4830	4300	4239	4267	3927	3708	4024	53739	
	FY17	4235	4448	3768	3564	3308	3260	2972	2943	3186	2714	3017	2985	40400	
	FY18	3112	3455	3238	3802	3011	2562	3094	3328	3093	2580	2271	2269	35815	-13%
	FY19	2979	2493	2709	0	0	0	0	0	0	0	0	0	8181	-20%
<b>West End</b>	FY16	13330	12920	11542	11076	9860	9475	9940	10262	10600	10194	10044	6429	125672	
	FY17	983	1070	785	752	628	604	647	568	745	502	591	613	8488	
	FY18	826	3012	7426	8165	7940	6974	7981	7390	8641	8882	9802	11202	88241	90%
	FY19	11660	11438	10076	0	0	0	0	0	0	0	0	0	33174	26%
<b>Westover Hills</b>	FY16	9531	9735	11638	8747	7425	4424	7991	7874	9497	8201	8610	9047	102720	
	FY17	9530	9400	8231	8065	7407	7223	7564	7848	8405	6798	8059	8058	96588	
	FY18	8685	8571	7262	7133	6933	6324	6895	6548	6576	6660	6186	7501	85274	-13%
	FY19	8071	7787	7566	0	0	0	0	0	0	0	0	0	23424	4%
<b>Econtent</b>	FY16	3902	4065	3902	3767	3840	3701	4311	3969	3916	3735	3978	3787	46873	
	FY17	4107	3770	3470	3611	3568	3899	3962	3701	4370	4102	3906	4494	46960	
	FY18	4676	4689	4042	4125	3923	3874	4566	4224	4835	4935	5409	5320	54618	14%
	FY19	5985	6407	5683	0	0	0	0	0	0	0	0	0	18075	29%
<b>RPL Total</b>	FY16	56905	53327	50782	49707	44861	41798	45042	45928	48244	45355	44784	44460	571193	
	FY17	59644	60356	53498	53685	48876	46061	47568	47645	51795	44958	48914	54186	617186	
	FY18	57515	60843	56558	57424	54326	48350	54710	52552	55906	55332	53155	59017	665688	7%
	FY19	59970	58801	56264	0	0	0	0	0	0	0	0	0	175035	-1%

<b>NEW PATRON CARDS</b>													
<b>FY2019</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>Total</b>
Belmont	141	148	138	0	0	0	0	0	0	0	0	0	<b>427</b>
Broad Rock	155	148	141	0	0	0	0	0	0	0	0	0	<b>444</b>
East End	123	121	114	0	0	0	0	0	0	0	0	0	<b>358</b>
Ginter Park	142	151	162	0	0	0	0	0	0	0	0	0	<b>455</b>
Hull Street	95	121	129	0	0	0	0	0	0	0	0	0	<b>345</b>
Main	294	339	341	0	0	0	0	0	0	0	0	0	<b>974</b>
North Avenue	116	124	94	0	0	0	0	0	0	0	0	0	<b>334</b>
West End	143	128	95	0	0	0	0	0	0	0	0	0	<b>366</b>
Westover Hills	150	140	114	0	0	0	0	0	0	0	0	0	<b>404</b>
Online Reg E-Card	333	302	295										
<b>Total 2019</b>	1,692	1,722	1,623	0	0	0	0	0	0	0	0	0	<b>4,107</b>
<b>Total 2018</b>	1,251	1,488	1,573	1,229	1,018	871	1,216	1,198	996	1,138	1,067	1,161	<b>14,206</b>

PROGRAMS FY19	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	TOTAL FY19	TOTAL FY18
<b>Belmont</b>														
Adult Pgrms	29	19	19	0	0	0	0	0	0	0	0	0	67	197
Adult Attend	133	84	57	0	0	0	0	0	0	0	0	0	274	1,071
Young Adult Pgrms	1	1	1	0	0	0	0	0	0	0	0	0	3	7
Young Adult Attend	0	3	5	0	0	0	0	0	0	0	0	0	8	17
Juv Pgrms	22	4	0	0	0	0	0	0	0	0	0	0	26	243
Juv Attend	421	38	0	0	0	0	0	0	0	0	0	0	459	4,984
<b>Total Attend</b>	<b>554</b>	<b>125</b>	<b>62</b>	<b>0</b>	<b>741</b>	<b>6,072</b>								
<b>Total Pgrms</b>	<b>52</b>	<b>24</b>	<b>20</b>	<b>0</b>	<b>96</b>	<b>447</b>								
<b>Broad Rock</b>														
Adult Pgrms	14	5	11	0	0	0	0	0	0	0	0	0	30	265
Adult Attend	63	108	52	0	0	0	0	0	0	0	0	0	223	1,310
Young Adult Pgrms	2	6	5	0	0	0	0	0	0	0	0	0	13	8
Young Adult Attend	11	49	62	0	0	0	0	0	0	0	0	0	122	79
Juv Pgrms	34	18	18	0	0	0	0	0	0	0	0	0	70	244
Juv Attend	239	255	134	0	0	0	0	0	0	0	0	0	628	2,135
<b>Total Attend</b>	<b>313</b>	<b>412</b>	<b>248</b>	<b>0</b>	<b>973</b>	<b>3,524</b>								
<b>Total Pgrms</b>	<b>50</b>	<b>29</b>	<b>34</b>	<b>0</b>	<b>113</b>	<b>517</b>								
<b>East End</b>														
Adult Pgrms	32	21	32	0	0	0	0	0	0	0	0	0	85	264
Adult Attend	217	147	178	0	0	0	0	0	0	0	0	0	542	2,125
Young Adult Pgrms	2	0	5	0	0	0	0	0	0	0	0	0	7	12
Young Adult Attend	29	0	25	0	0	0	0	0	0	0	0	0	54	155
Juv Pgrms	16	18	10	0	0	0	0	0	0	0	0	0	44	100
Juv Attend	315	85	82	0	0	0	0	0	0	0	0	0	482	2,121
<b>Total Attend</b>	<b>561</b>	<b>232</b>	<b>285</b>	<b>0</b>	<b>1,078</b>	<b>4,401</b>								
<b>Total Pgrms</b>	<b>50</b>	<b>39</b>	<b>47</b>	<b>0</b>	<b>136</b>	<b>376</b>								

PROGRAMS FY19 CONTINUED	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	TOTAL FY19	TOTAL FY18
<b>Ginter Park</b>														
Adult Pgrms	16	10	24	0	0	0	0	0	0	0	0	0	50	190
Adult Attend	216	192	226	0	0	0	0	0	0	0	0	0	634	1,741
Young Adult Pgrms	2	0	0	0	0	0	0	0	0	0	0	0	2	8
Young Adult Attend	29	0	0	0	0	0	0	0	0	0	0	0	29	181
Juv Pgrms	16	8	7	0	0	0	0	0	0	0	0	0	31	197
Juv Attend	315	125	35	0	0	0	0	0	0	0	0	0	475	7,788
<b>Total Attend</b>	<b>560</b>	<b>317</b>	<b>261</b>	<b>0</b>	<b>1,138</b>	<b>9,710</b>								
<b>Total Pgrms</b>	<b>34</b>	<b>18</b>	<b>31</b>	<b>0</b>	<b>83</b>	<b>395</b>								
<b>Hull Street</b>														
Adult Pgrms	9	7	10	0	0	0	0	0	0	0	0	0	26	104
Adult Attend	64	80	106	0	0	0	0	0	0	0	0	0	250	1,267
Young Adult Pgrms	10	3	1	0	0	0	0	0	0	0	0	0	14	52
Young Adult Attend	237	15	13	0	0	0	0	0	0	0	0	0	265	446
Juv Pgrms	13	12	11	0	0	0	0	0	0	0	0	0	36	155
Juv Attend	682	323	198	0	0	0	0	0	0	0	0	0	1,203	3,782
<b>Total Attend</b>	<b>983</b>	<b>418</b>	<b>317</b>	<b>0</b>	<b>1,718</b>	<b>5,495</b>								
<b>Total Pgrms</b>	<b>32</b>	<b>22</b>	<b>22</b>	<b>0</b>	<b>76</b>	<b>311</b>								
<b>Main</b>														
Adult Pgrms	0	0	14	0	0	0	0	0	0	0	0	0	14	358
Adult Attend	0	0	420	0	0	0	0	0	0	0	0	0	420	8,986
Young Adult Pgrms	5	2	1	0	0	0	0	0	0	0	0	0	8	8
Young Adult Attend	46	95	1	0	0	0	0	0	0	0	0	0	142	441
Juv Pgrms	31	0	19	0	0	0	0	0	0	0	0	0	50	169
Juv Attend	726	0	373	0	0	0	0	0	0	0	0	0	1,099	4,649
<b>Total Attend</b>	<b>772</b>	<b>95</b>	<b>794</b>	<b>0</b>	<b>1,661</b>	<b>14,076</b>								
<b>Total Pgrms</b>	<b>36</b>	<b>2</b>	<b>34</b>	<b>0</b>	<b>72</b>	<b>535</b>								

PROGRAMS FY19 CONTINUED	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	TOTAL FY19	TOTAL FY18
<b>North Avenue</b>														
Adult Pgrms	17	13	21	0	0	0	0	0	0	0	0	0	51	313
Adult Attend	244	171	110	0	0	0	0	0	0	0	0	0	525	2,796
Young Adult Pgrms	3	3	1	0	0	0	0	0	0	0	0	0	7	64
Young Adult Attend	11	15	34	0	0	0	0	0	0	0	0	0	60	583
Juv Pgrms	29	18	24	0	0	0	0	0	0	0	0	0	71	297
Juv Attend	594	795	329	0	0	0	0	0	0	0	0	0	1,718	4,484
<b>Total Attend</b>	<b>849</b>	<b>981</b>	<b>473</b>	<b>0</b>	<b>2,303</b>	<b>7,863</b>								
<b>Total Pgrms</b>	<b>49</b>	<b>34</b>	<b>46</b>	<b>0</b>	<b>129</b>	<b>674</b>								
<b>West End</b>														
Adult Pgrms	10	13	11	0	0	0	0	0	0	0	0	0	34	279
Adult Attend	101	110	81	0	0	0	0	0	0	0	0	0	292	715
Young Adult Pgrms	2	0	2	0	0	0	0	0	0	0	0	0	4	7
Young Adult Attend	0	0	31	0	0	0	0	0	0	0	0	0	31	109
Juv Pgrms	15	20	15	0	0	0	0	0	0	0	0	0	50	175
Juv Attend	288	341	283	0	0	0	0	0	0	0	0	0	912	2,625
<b>Total Attend</b>	<b>389</b>	<b>451</b>	<b>395</b>	<b>0</b>	<b>1,235</b>	<b>3,449</b>								
<b>Total Pgrms</b>	<b>27</b>	<b>33</b>	<b>28</b>	<b>0</b>	<b>88</b>	<b>461</b>								
<b>Westover Hills</b>														
Adult Pgrms	4	14	12	0	0	0	0	0	0	0	0	0	30	81
Adult Attend	68	143	71	0	0	0	0	0	0	0	0	0	282	754
Young Adult Pgrms	3	1	1	0	0	0	0	0	0	0	0	0	5	1
Young Adult Attend	14	2	8	0	0	0	0	0	0	0	0	0	24	1
Juv Pgrms	30	21	21	0	0	0	0	0	0	0	0	0	72	142
Juv Attend	334	358	252	0	0	0	0	0	0	0	0	0	944	1,897
<b>Total Attend</b>	<b>416</b>	<b>503</b>	<b>331</b>	<b>0</b>	<b>1,250</b>	<b>2,776</b>								
<b>Total Pgrms</b>	<b>37</b>	<b>36</b>	<b>34</b>	<b>0</b>	<b>107</b>	<b>224</b>								
<b>Grand Total Attend</b>	<b>5,397</b>	<b>3,534</b>	<b>3,166</b>	<b>0</b>	<b>12,097</b>	<b>57,366</b>								
<b>Grand Total Pgrms</b>	<b>367</b>	<b>237</b>	<b>296</b>	<b>0</b>	<b>900</b>	<b>3,940</b>								

<b>DOOR COUNT FY19</b>	<b>Jul-18</b>	<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>	<b>Apr-19</b>	<b>May-19</b>	<b>Jun-19</b>	<b>TOTAL</b>
Belmont	6,612	6,824	6,242	0	0	0	0	0	0	0	0	0	19,678
Broad Rock	7,042	7,205	6,046	0	0	0	0	0	0	0	0	0	20,293
East End	7,418	8,274	7,070	0	0	0	0	0	0	0	0	0	22,762
Ginter Park	6,765	5,940	4,278	0	0	0	0	0	0	0	0	0	16,983
Hull Street	10,678	10,946	9,371	0	0	0	0	0	0	0	0	0	30,995
Main	14,277	15,263	13,877	0	0	0	0	0	0	0	0	0	43,417
North Avenue	6,785	6,946	5,140	0	0	0	0	0	0	0	0	0	18,871
West End	4,778	4,757	4,199	0	0	0	0	0	0	0	0	0	13,734
Westover Hills	6,286	7,256	6,752	0	0	0	0	0	0	0	0	0	20,294
<b>TOTALS FY 2019</b>	<b>70,641</b>	<b>73,411</b>	<b>62,975</b>	<b>0</b>	<b>207,027</b>								
TOTALS FY 2018	62,057	74,617	69,494	70,700	63,466	55,560	63,750	65,351	68,782	69,881	70,586	71,037	80,5281
TOTALS FY 2017	72,398	78,366	68,881	69,394	61,547	52,517	49,906	64,911	71,63	64,777	69,506	68,301	79,1667

<b>COMPUTER USE FY19</b>	<b>Jul-18</b>	<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>	<b>Apr-19</b>	<b>May-19</b>	<b>Jun-19</b>	<b>TOTAL</b>
Belmont Workstation	1,397	1,518	1,288										4,203
WIFI	367	371	376										1,114
Broad Rock Workstation	2,500	2,489	1,865										6,854
WIFI	586	592	601										1,779
East End Workstation	1,628	2,064	1,709										5,401
WIFI	377	381	386										1,144
Ginter Park Workstation	1,435	1,637	1,447										4,519
WIFI	160	176	179										515
Hull Street Workstation	1,660	2,151	1,894										5,705
WIFI	93	94	95										282
Main Workstation	3,144	3,634	3,413										10,191
Children's Workstation	216	239	167										622
WIFI	2,748	2,775	2,817										8,341
North Avenue Workstation	1,501	1,472	1,377										4,350
WIFI	324	327	332										983
West End Workstation	778	818	716										2,312
WIFI	324	327	332										983
Westover Hills Workstation	1,487	1,697	1,436										4,620
WIFI	416	420	426										1,263
<b>TOTALS FY19</b>	<b>21,141</b>	<b>23,182</b>	<b>20,857</b>										<b>65,181</b>
<b>TOTALS FY18</b>	<b>15,815</b>	<b>21,725</b>	<b>22,930</b>	<b>24,159</b>	<b>20,415</b>	<b>10,066</b>	<b>22,675</b>	<b>23,448</b>	<b>21,326</b>	<b>22,134</b>	<b>22,591</b>	<b>20,439</b>	<b>247,723</b>
<b>TOTALS FY17</b>	<b>18,053</b>	<b>20,329</b>	<b>18,204</b>	<b>17,496</b>	<b>15,525</b>	<b>12,916</b>	<b>6,925</b>	<b>15,994</b>	<b>17,966</b>	<b>21,582</b>	<b>23,985</b>	<b>20,701</b>	<b>209,676</b>

**TECHNICAL SERVICES - ITEMS BY LOCATION**

<b>FY19</b>	<b>Belmont</b>	<b>Broad Rock</b>	<b>East End</b>	<b>Ginter Park</b>	<b>Hull Street</b>	<b>MAIN</b>	<b>North Avenue</b>	<b>West End</b>	<b>Westover Hills</b>	<b>OverDrive</b>	<b>Monthly Total</b>
Jul-18	309	155	167	243	175	506	168	346	309	0	2,378
Aug-18	340	190	172	233	153	569	175	413	359	158	2,604
Sep-18	208	130	144	142	84	388	139	276	235	79	1,825
Oct-18											0
Nov-18											0
Dec-18											0
Jan-19											0
Feb-19											0
Mar-19											0
Apr-19											0
May-19											0
Jun-19											0
OVERDRIVE											1,673
<b>Branch Total FY19</b>	<b>857</b>	<b>475</b>	<b>483</b>	<b>618</b>	<b>412</b>	<b>1,463</b>	<b>482</b>	<b>1,035</b>	<b>903</b>	<b>237</b>	<b>8,480</b>
Branch Total FY18	3,167	2,446	2,165	2,523	2,214	4,652	2,165	2,225	2,870		24,427
Average	286	158	161	206	137	488	161	345	301		567

Richmond Public Library  
 FY19 Operating Budget  
 as of  
 September 30, 2018

ACCOUNT	DESCRIPTION	Budget	Actual	%	Balance
			Expended 30-Sep-18		Spent
60000	SALARIES - FULL TIME	\$ 2,748,595	\$ 585,809	21.3%	\$ 2,162,786
61000	SALARIES - PART TIME	\$ 381,163	\$ 39,077	10.3%	\$ 342,086
62000	SALARIES - TEMPORARY	\$ -	\$ 4,476	0.0%	\$ (4,476)
63000	FICA	\$ 194,045	\$ 37,345	19.2%	\$ 156,700
63001	RET CON RSRs	\$ 611,444	\$ 129,038	21.1%	\$ 482,406
63002	MEDCARE FICA	\$ 45,382	\$ 8,734	19.2%	\$ 36,648
63003	GROUP LIFE	\$ 16,394	\$ 4,101	25.0%	\$ 12,293
63006	H/C ACT TEMP	\$ 572,540	\$ 109,476	19.1%	\$ 463,064
63008	STATE UNEMPLOYMENT	\$ -	\$ -	0.0%	\$ -
63011	HEALTH SAVINGS	\$ -	\$ -	0.0%	\$ -
64104	EDUCATION PAY	\$ -	\$ -	0.0%	\$ -
64105	BONUS PAY	\$ -	\$ -	0.0%	\$ -
	<b>Personnel Expenses</b>	<b>\$ 4,569,563</b>	<b>\$ 918,055</b>	<b>20.1%</b>	<b>\$ 3,651,508</b>
71141	BOOKS	\$ 500,274	\$ 211,981	42.4%	\$ 288,293
71141	DATABASES	\$ -	\$ -	0.0%	\$ -
71142	MULTIMEDIA PRODUCTS	\$ 6,953	\$ -	0.0%	\$ 6,953
72122	MAGS & NEWSPAPER	\$ 36,659	\$ -	0.0%	\$ 36,659
	<b>Collection Development</b>	<b>\$ 543,886</b>	<b>\$ 211,981</b>	<b>39.0%</b>	<b>\$ 331,905</b>
70131	ADVERTISING	\$ 1,995	\$ (400)	-20.1%	\$ 2,395
70161	DATA PROCESSING - OCLC	\$ 133,138	\$ 16,780	12.6%	\$ 116,358
70161	PLANNING MGMT SERVICES	\$ 129,032	\$ 76,795	59.5%	\$ 52,237
70218	VEHICLE REPAIR	\$ 2,000	\$ 713	35.7%	\$ 1,287
70311	PRINTED SUPPLIES	\$ 1,300	\$ 1,258	96.7%	\$ 42
70412	TRANSPORTATION	\$ -	\$ -	0.0%	\$ -
70413	MILEAGE ALLOWANCE	\$ 2,760	\$ 51	1.8%	\$ 2,709
70551	SECURITY	\$ 296,050	\$ 14,277	4.8%	\$ 281,773
70552	CONTRACT AND TEMP PERSONNEL	\$ 20,000	\$ 50,238	251.2%	\$ (30,238)
71012	OFFICE STATIONARY SUPPLIES	\$ 8,086	\$ 1,145	14.2%	\$ 6,941
71016	ADVERTISING	\$ -	\$ -	0.0%	\$ -
71143	LIBRARY OPERATING SUPPLIES	\$ 17,946	\$ 8,041	44.8%	\$ 9,905
72113	POSTAGE	\$ 4,569	\$ 670	14.7%	\$ 3,899
72121	CONFERENCES & CON	\$ 2,092	\$ -	0.0%	\$ 2,092
72123	MEMBERSHIP DUES	\$ 1,352	\$ -	0.0%	\$ 1,352
72124	TRAINING	\$ 1,189	\$ 550	46.3%	\$ 639
72131	COMPUTER SUPPLIES	\$ 28,537	\$ 23,621	82.8%	\$ 4,916
72153	EQUIPMENT	\$ 12,200	\$ 1,362	0.0%	\$ 10,838
73104	BANK FEES	\$ -	\$ -	0.0%	\$ -
76119	PAGERS	\$ -	\$ -	0.0%	\$ -
77103	FUEL-D/O VEHICLE	\$ 2,200	\$ 457	20.8%	\$ 1,743
77104	VEHICLE MONTHLY STANDING	\$ 493	\$ 123	25.0%	\$ 370
77201	INTERNAL PRINTING	\$ -	\$ -	0.0%	\$ -
80001	DEPRECIATION	\$ -	\$ -	0.0%	\$ -
80004	BUILDINGS & STR	\$ -	\$ -	0.0%	\$ -
80006	EQUIPMENT & OFFICE MAINTENANCE	\$ 6,965	\$ 1,151	16.5%	\$ 5,814
80007	VEHICLE EXPENSES	\$ -	\$ -	0.0%	\$ -
	<b>Other Expenses</b>	<b>\$ 671,904</b>	<b>\$ 196,833</b>	<b>29.3%</b>	<b>\$ 475,071</b>
	<b>TOTAL GENERAL FUND</b>	<b>\$ 5,785,353</b>	<b>\$ 1,326,869</b>	<b>22.9%</b>	<b>\$ 4,458,484</b>

# RICHMOND PUBLIC LIBRARIES - General Fund Budget

## Monthly Budget Report

September 30, 2018

<u>General Fund Revenue</u>	<u>FY2018-19</u> <u>Budget</u>	<u>FY2018-19</u> <u>Actual YTD</u>	<u>%</u> <u>Recognized</u>	<u>Unrecognized</u>
Lost and Damage Books	\$ 21,782	\$ 3,179	15%	\$ 18,603
Overdue Book Fines	\$ 66,121	\$ 8,511	13%	\$ 57,610
Reservation - Book Records	\$ 500	\$ 60	12%	\$ 440
Room Rental Fees	\$ 300	\$ -	0%	\$ 300
Sales Copy Centers	\$ 17,476	\$ 3,338	19%	\$ 14,138
State Library Aide	\$ 170,000	\$ -	0%	\$ 170,000
	\$ 276,179	\$ 15,089	5%	\$ 261,090

### General Fund Operating

	<u>FY2018-19</u> <u>Budget</u>	<u>FY2018-19</u> <u>Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
Personnel	\$ 3,129,758	\$ 629,362	20%	\$ 2,500,396
Fringes	\$ 1,439,805	\$ 288,693	20%	\$ 1,151,112
Books/Materials	\$ 543,886	\$ 211,981	39%	\$ 331,905
Operating Expenses	\$ 671,904	\$ 196,833	29%	\$ 475,071
<b>Total</b>	<b>\$ 5,785,353</b>	<b>\$ 1,326,869</b>	<b>23%</b>	<b>\$ 4,458,484</b>

**Encumbrances YTD** \$ 125,782

### RICHMOND PUBLIC LIBRARIES - Special Fund Budget

<u>Special Fund Revenue</u>	<u>FY2018-19</u> <u>Anticipated</u>	<u>FY2018-19</u> <u>Actual YTD</u>	<u>%</u> <u>Recognized</u>	<u>Unrecognized</u>
00314 - Gift to the Library	\$ 105,000	\$ 21,041	20%	\$ 83,959
00308 - Verizon E-Rate Grant	\$ 137,500	\$ 66,074	48%	\$ 71,426
00309 - Public Law Library	\$ 400,000	\$ -	0%	\$ 400,000
00311 - Gates Foundation	\$ -	\$ -	0%	\$ -
00312 - RPL Foundation	\$ 40,000	\$ -	0%	\$ 40,000
00313 - Friends of the RPL	\$ 30,000	\$ 6,875	23%	\$ 23,125
00000 - Grade Level Reading	\$ -	\$ -	0%	\$ -
	\$ 712,500	\$ 93,990	13%	\$ 618,510

<u>Special Fund Expenditures</u>	<u>FY18 Rollover &amp;</u> <u>FY19 Receipts</u>	<u>FY2018-19</u> <u>Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
00314 - Gift to the Library	\$ 106,748	\$ 16,887	16%	\$ 89,861
00308 - Verizon E-Rate Grant	\$ (34,364)	\$ 12,980	-38%	\$ (47,344)
00309 - Public Law Library	\$ (1,142,826)	\$ 278,662	-24%	\$ (1,421,488)
Personnel		\$ 10,789		
Fringes		\$ 3,117		
Books/Materials		\$ 263,514		
Operating Expenses		\$ 1,242		
00311 - Gates Foundation	\$ 12,576	\$ -	0%	\$ 12,576
00312 - RPL Foundation	\$ (61,362)	\$ 22,445	-37%	\$ (83,807)
00313 - Friends of the RPL	\$ 47,048	\$ 1,138	2%	\$ 45,910
	\$ (1,072,180)	\$ 332,112	-31%	\$ (1,404,292)

**Encumbrances YTD** \$ 24,203

Richmond Public Library  
 Foundation, Friends, Groups and Individual Donations  
 FY 2018-2019

Consent Agenda: Pending Library Board Approval - Wednesday, October 24, 2018

Date	Donor Name	Current Month Amount	Purpose/Location	YTD Account Balance		
				Gift	Foundation	Friends
3-Oct-18	City of Richmond Public Library Foundation	\$ 15,000.00	Petting Zoo Project		\$ 15,000.00	
	<b>Monthly Total</b>	<b>\$ 15,000.00</b>				
	<b>YTD Total</b>	<b>\$ 15,125.00</b>	<b>Year To Date Total</b>	<b>\$ 125.00</b>	<b>\$ 15,000.00</b>	<b>\$ -</b>

**FY19 Special Funds Spending Plan – Account Distribution**

General Fund Revenue Collected by RPL annually	FY2017-18 Budget	FY2017-18 Actual 6/30/2018	% Recognized	Unrecognized	FY2018-19 Budget	Notes
Lost and Damaged Books	\$ 21,782	\$ 15,263	70%	\$ 6,519	\$ 16,789	Increase over FY18 due to epayment collection
Overdue Book Fines	\$ 66,121	\$ 46,725	71%	\$ 19,396	\$ 51,397	Increase over FY18 due to epayment collection
Sales and Copy Fees	\$ 17,476	\$ 16,633	95%	\$ 843	\$ 18,326	Increase over FY18 due to epayment collection
State Aid to Library	\$ 179,476	\$ 179,476	100%	\$ -	\$ 182,116	1% increase from the State
	\$ 284,855	\$ 258,097	91%	\$ 26,758	\$ 268,628	

General Fund Operating Revenue Provided by City	FY2017-18 Budget	FY2017-18 Actual 6/30/2018	% Recognized	Unrecognized	FY2018-19 Budget	Notes
Personnel	\$ 3,029,738	\$ 2,964,328	98%	\$ 65,410	\$ 3,129,754	
Personnel Benefits, Taxes, Ret	\$ 1,353,041	\$ 1,306,846	97%	\$ 46,195	\$ 1,419,903	
Books/Materials	\$ 472,406	\$ 500,106	106%	\$ (27,700)	\$ 543,886	
Operating Expenses	\$ 676,441	\$ 849,427	126%	\$ (172,986)	\$ 665,287	
	\$ 5,531,626	\$ 5,620,707	102%		\$ 5,758,830	

City + Special Funds \$ 5,816,481 \$ 5,878,804 \$ 6,027,458

Special Fund Revenue	FY2017-18 Budget	FY2017-18 Actual	% Recognized	Unrecognized	FY2018-19 Budget	Notes
00314 - Gift to Library	\$ 105,000	\$ 124,613			\$ 136,500	Gifts
00308 - USAC E-Rate	\$ 90,170	\$ 81,591			\$ 85,000	USAC E-rate funding
00309 - Public Law Library Courts	\$ 400,000	N/A			\$ 296,313	From the courts in Richmond
00312 - RPL Foundation	\$ 40,000	\$ 35,000			\$ 25,000	
00313 - RPL Friends of Library	\$ 17,000	\$ 18,875			\$ 17,500	
00000 - GLR, Early Lit	\$ -	\$ -			\$ 12,000	
	\$ 652,170	\$ 260,079			\$ 572,313	

Special Fund Expenditures	FY2017-18 Budget	FY2017-18 Actual	% Recognized	Unrecognized	FY2018-19 Budget	Notes
00314 - Gift to Library	\$ 277,881	\$ 124,613			\$ 136,500	Gifts
00308 - USAC E-Rate	\$ 90,170	\$ 81,591			\$ 85,000	USAC E-rate funding
00309 - Public Law Library Courts	\$ 400,000	N/A			\$ 296,313	From the courts in Richmond
00312 - RPL Foundation	\$ 40,000	\$ 35,000			\$ 25,000	Program, Tech support
00313 - RPL Friends of Library	\$ 17,000	\$ 18,875			\$ 17,500	
00000 - GLR, Early Lit	\$ -	\$ -			\$ 12,000	
	\$ 825,051	\$ 260,079			\$ 572,313	



## COMMONWEALTH of VIRGINIA

### Department of Historic Resources

Strickler  
Secretary of Natural Resources

2801 Kensington Avenue, Richmond, Virginia 23221

Julie V. Langan  
Director

Tel: (804) 367-2323  
Fax: (804) 367-2391  
[www.dhr.virginia.gov](http://www.dhr.virginia.gov)

October 18, 2018

Mr. Scott Firestone  
Mr. Kevin L. Butterfield  
Board of Trustees  
Richmond Public Library - Main Library  
101 E. Franklin St.  
Richmond, Virginia 23219

Dear Director Firestone, Chairman Butterfield & Foundation Trustees:

The Virginia Department of Historic Resources (VDHR) is excited to announce that the Board of Historic Resource has approved a historic highway marker for the Civil Rights leader Dorothy Height as part of a multi-year Marker Diversity Initiative. The marker was cast some time ago but has yet to be erected. The City of Richmond Department of Public Works approved an initial site, but in consultation with local leaders, we are considering a new site that would be optimal for public display. The marker has been in storage for roughly three years.

VDHR, working with the City, approved the marker to be installed at a Jefferson Davis Highway location. VDHR convened a group of community stakeholders recently and the group deemed the busy traffic location unsuitable. The marker would be largely visible from only vehicles and occasional pedestrians. The VDHR's Dorothy Height Marker Committee felt that a site that was central to the community and that would allow for close inspection of the text would be preferable. The committee's first choice of a site is an area adjacent to the Hull Street Library Branch. Hull Street Library staff member Natalie Draper reported to the Committee that the library enjoys a very high visitation rate, thus a marker in this location would be educational as well as inspirational for the community youth.

The plans to erect this marker follow the recent approval of the Blackwell Historic District. This effort has solicited community feedback and interest in more cultural celebration of the history of Blackwell, Manchester, and Swansboro. The community is excited about historic

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preservation, expanding/documenting its historic leaders and exploring the rich cultural heritage of Southside Richmond. We hope that this marker will be the first in a series to go up in the community in coming years.

The purpose of this letter is to you to request permission to install the Dorothy Height highway marker in front of the Hull Street Library Branch. My staff and I would be happy to answer any questions you may have and would welcome the opportunity to meet with you on site to discuss this possibility. I can be reached by email: [Julie.Langan@dhr.virginia.gov](mailto:Julie.Langan@dhr.virginia.gov) or by direct phone number: (804) 482-6087.

The approved Historic Highway Marker text:

**Dorothy Height (1912-2010) SA-87**

“Dorothy I. Height, civil rights leader, was born in Richmond and lived in this neighborhood until 1916. For more than 50 years she worked for racial justice and gender equality. Serving on the national staff of the Young Women’s Christian Association (YWCA) from 1944 to 1977, Height fostered interracial dialogue and moved the YWCA toward full integration. As president of the National Council of Negro Women for 40 years, she promoted economic development and voting rights and advised United States presidents. She worked closely with Dr. Martin Luther King Jr. and was a chief organizer of the March on Washington in 1963. Height was awarded the Presidential Medal of Freedom in 1994”

Sincerely,



Julie V. Langan  
Director/State Historic Preservation Officer

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## Staff Development Day Agenda October 8, 2018

<b>8:30 AM to 9:00 AM</b>	<b>OPENING</b> Name Badges, Light Refreshments, Agendas and Instructions
<b>9:00 AM to 9:45 AM</b>	<b>TEAM BUILDING EXERCISE</b>
<b>9:45 AM to 10:20 AM</b>	<b>STATE OF THE LIBRARY/STAFF AWARDS and RECOGNITION</b> Scott Firestine, Library Director
<b>10:25 AM to 10:40 AM</b>	<b>BREAK</b>
<b>10:40 AM to 12:00 PM</b>	<b>SIRSI</b> <b>COLLECTIONS MANAGEMENT</b> <b>READS</b> (Respect, Engage, Anticipate, Deliver)
<b>12:00 PM to 1:00 PM</b>	<b>LUNCH</b>

### STAFF DEVELOPMENT AFTERNOON SESSIONS

1. Denise Heer will present Ways to Reduce Day-To-Day Stress at Work and Home - Gellman Room.
2. Nikki Weaver will present Essential Oil Usage and Benefits – Children’s Activity Room 1<sup>st</sup> Floor.

Schedule is as follows:

Room/Location	Gellman Room (Denise Heer)	Children’s Activity Room (Nikki Weaver)
1:00PM – 1:45PM	GREEN	YELLOW
1:50PM – 2:40PM	YELLOW	GREEN
2:50PM – 3:15pm	ICECREAM BREAK	

<b>3:15 PM to 3:45 PM</b>	<b>PERSONAL SAFETY – Police Experts (Richmond Police)</b> Important Information to Keep You Safe At Work and At Home
<b>3:45 PM to 4:00 PM</b>	<b>WRAP UP and ANNOUNCEMENTS – Staff Day Committee</b>

Handout at Meeting

LEADERSHIP  
10/24/18

As recently as a decade ago, for a library to abolish overdue fines was a radical move. Some libraries have been fine-free for years—a few for their entire existence. But for many, the idea has gathered momentum recently, along with the growing awareness that fines and fees are an equity issue, raising barriers to those who need the library most.

Apart from “this is how we’ve always done it,” there are three common reasons given for collecting fines and fees: to generate revenue, to ensure that books are returned, and to teach responsibility. These are the same across all types of libraries—public and academic, large and small, urban and rural. Yet as more libraries go fine-free, their experiences challenge all three.

Much has changed even since *LJ*’s January 2017 Fines and Fees survey (see “Doing Fines(s)?” at [ow.ly/7Cah30IABBD](http://ow.ly/7Cah30IABBD)). Those results showed 92 percent of the more than 450 respondents collecting fees. Only five percent of those did not charge for children’s materials. Although responding libraries estimated that around 14 percent of materials were returned late, the majority—88 percent—were returned within one week of the due date. Daily fines for lateness were typically small, approximately 17¢, but could be up to a maximum of \$5–\$10, or the cost of replacement.

Recently, large systems such as the San Diego Public Library; Enoch Pratt Free Library (EPFL), Baltimore; Salt Lake City Public Library (SLCPL); Nashville Public Library; and more have eliminated fines entirely, as have many suburban, small-town, and rural libraries. Academic libraries from private universities to small community colleges have elected to stop collecting late fees from students. Some libraries that have eliminated fines for books still charge

that they have examined their budgets, card registration patterns, renewal rates, and circulation statistics; reviewed before and after numbers and testimonials from peer libraries; and then stepped up to challenge the assumptions for collecting fines in the first place. Increasingly, they have found that eliminating fines has raised circulation numbers, brought lapsed users back to the library, and boosted goodwill, which can lead to substantial funding gains at the ballot box.

### REMOVING BARRIERS

In 2014, the Colorado State Library (CSL) undertook a two-year project, funded by the Institute of Museum and Library Services (IMLS), to promote early learning among low-income children. The resulting study and report, Project SPELL (Supporting Parents in Early Literacy Through Libraries), scrutinized barriers to public library use among

# THE END OF FINES?

As more and more libraries are finding, eliminating fees lowers barriers while still bringing books back into circulation  
By Lisa Peet

parents and caregivers in low-income communities and discovered that fines and fees were among the greatest obstacles.

Many parents and caregivers surveyed said that although they did use the library, they didn’t let their children check out books because they didn’t want to risk late fines and were afraid they wouldn’t be able to return them in time—whether because of work schedules, mobility issues, or lack of reliable transportation. Other parents, explains CSL youth and family services consultant Beth Crist, told them, “We do let our kids check out books, but as soon as we get home we put them high up on the shelf and don’t let the kids touch them because we don’t want them damaged or lost.”

The study led to a white paper, “Removing Barriers to Access: Eliminating Library Fines and Fees on Children’s Materials,” issued in 2015, and many libraries have used it as a starting point for analyzing whether they can—and should—go fine-free.

HAS YOUR LIBRARY CONSIDERED DOING AWAY WITH FINES?

One third of libraries currently charging fines have considered doing away with them.

	TOTAL*	SMALL (<25K)	MIDSIZE (25K–99K)	LARGE (100K+)
YES	34.3%	25.9%	31.6%	53.5%
NO	57.6	66.2	57.9	39.5
DON'T KNOW	8.1	7.9	10.5	7.0

SOURCE: *LJ* FINES & FEES SURVEY 2017 \*Weighted

fees on items such as DVDs or Playaways; others do not. Some place a freeze on holds until an item is returned; some don’t. (Nearly all fine-free libraries charge for lost or damaged items.) In her recent editorial “Farewell to Fines” (*LJ* 7/18), *LJ* editor in chief Rebecca T. Miller asked readers about their experiences going fine-free. Several of the responding libraries are included in this article.

What all fine-free libraries have in common, however, is

### REVENUE, RETURNS, RESPONSIBILITY

Revenue from fines and fees has been falling steadily for years as more e-materials—which are returned automatically—enter circulation, and more libraries institute auto-renewal for physical materials without holds. The income generated by fines currently averages one percent or less across all types and sizes of libraries. Many that have gone fine-free have easily made up the shortfall by other means, such as offering passport services or holding fundraisers. Some even find that the cost of collecting fines equals or even exceeds the revenue thus generated, so that eliminating them doesn’t leave any shortfall to overcome.

Lisa Peet is Associate News Editor, *LJ*

Late fees can encourage returns and thus put books back in circulation, but they can also backfire, as patrons who can't afford to pay the accumulated fines may decide not to return a book at all. Amnesty periods, reading down fines, or "food for fines" donation programs don't always serve the people who need them most. EPFL had held a number of food for fines initiatives over the years, and these proved solid partnerships with local food banks, reports CEO Heidi Daniel. The problem, she explains, "was that you can't ask a customer who themselves might benefit from the services of a food bank to participate in that program."

The concept of promoting responsibility is the hardest to quantify and inspires debate over whether it ought to be a library job even if fines were effective at doing so. Notes SLCPL executive director Peter Bromberg, "The library is an arm of the government, and I believe that the teaching of morals and behavior is really the purview of the family and the church. I would want to be very sensitive about the government stepping in and seeing itself as having a role to teach morals and moral responsibility." Even for those who are comfortable seeing libraries in that role, questions of equity arise: Is it fair to put a freeze on the card of a five-year-old who can't get to the library to return a book on time? Or to punish a patron who might need to choose between paying a fine and eating?

### STARTING ANEW

A number of recent fine-free initiatives originated with a new director who brought fresh eyes and a creative take on breaking down service barriers to their system.

Bromberg arrived at SLCPL in 2016 with the initial goal of laying the groundwork for a budget increase, imagining he'd save the question of fines for the following year. As he met with board members, city council, community leaders, and employees, however, he found himself casually bringing up the idea of going fine-free, and people were interested to hear more. In the process of discussing the budget, "I was workshopping the [fine-free] messaging a little bit," Bromberg explains. "I could start to see what was resonating and what wasn't."

By the time Bromberg gave his formal budget presentation in spring 2017, he recalls, the city council executive director was all in: "We want you to do this fine-free thing now. It's a great idea—why wait?" Surprised, Bromberg only had a few months to put a policy together, but it was passed and implemented by the beginning of July 2017. Bromberg elected to wipe all fines clean and go forward fine-free and immediately saw an increase in checkouts, new cards, and returning borrowers. He has been collecting statistics since then and gladly shares them, adding, "I feel like I have a part-time unpaid consulting gig...helping libraries go fine-free."

Sharing both quantitative and qualitative data on the transition is critical to assisting more libraries to move forward on eliminating fines. When then adult services director Bobbi Perryman wanted to take the Vespasian Warner Public Library District (VWPLD), Clinton, IL, fine-free in 2009, she reports, there was little hard or anecdotal data on the subject. The director at the time had a background in law enforcement, she says, "so her knee-jerk reaction was, 'They've broken the rules. They have to be punished somehow.'"

Perryman, now VWPLD executive director, did her own research. She pointed out that the library's overdue

fees, maxing out at \$2 per item, accounted for .0016 percent of its income while taking up large amounts of staff time. Perryman recalls college students who had lost library privileges as children coming in to pay their fines once they had jobs of their own.

Another groundbreaker, Colorado's Anythink Libraries, also decided to go fine-free in 2009—the change initiated by staff who had begun experimenting with the idea the previous summer. Fines were waived for children and teens who signed up for summer reading, recalls Director Pam Sandlian Smith, and "the response from the community was so positive that it set the conversation in motion to create a fine-free policy." The library formed a task force, made a recommendation to the administrative team, and developed a draft policy to present to the Board of Trustees.

"When people discover that they aren't going to be penalized for forgetting to return their books on time, they are always a bit surprised and always grateful," notes Sandlian



Smith. "We want people to remember the library for the fabulous experiences they encounter, not the grief of having to pay a fine for returning books a few days late."

### FINE-FREE FOR LIFE

Sometimes, however, the library convinces the director. When Cheryl Schoenhaar stepped into her role at the helm of the Town Hall Library (THL), North Lake, WI, in 2013, she had spent most of her 30 years of librarianship in fine-based institutions. THL, however, had been fine-free since it opened in 1966. At her welcoming reception, she recalls, "Over half of the 90 people who attended felt the need to get me into a quiet corner so that they could share two main themes over and over again—how truly wonderful the staff were...and how important it was to remain a no-fines library. As one member of the Friends of the Town Hall Library commented, 'Why would we want to fine our neighbors? That's just not the community we want to have.'"

THL serves a largely agricultural population that poses multiple challenges to due dates. Farmers' schedules don't always align with that of the library, Schoenhaar says, vacation home owners take books back to their home states by mistake, and homeschoolers tend to keep materials for an entire semester. Instead of fees, the library employs a "high touch" system of personal phone calls to remind patrons: "Hey, those books are a little overdue right now. If you

could get those back to us, we'd really appreciate it." Return rates average around 95 percent, says Schoenhaar.

### EASING STUDENT BURDENS

Academic libraries are also realizing the additional stresses overdue fines can place on students who are already struggling to manage their time—not to mention meeting extra expenditures on top of tuition and textbooks. Because academic libraries often need to maintain separate fiscal accounts for different kinds of transactions, maintaining those accounts involves another set of costs.

When Jeff Wahl, library director at the Front Range Community College (FRCC) Westminster Campus Library, CO, brought up the idea of going fine-free, he was pleasantly surprised that the college's fiscal department jumped at the idea. FRCC was already working to simplify financial procedures on campus, he explains, and the library was an easy item to cross off the list. The largest community

majority of those exchanges do not feel positive to either party—a more difficult cost to quantify but a critical one.

Augment the quantitative data with testimonials, Crist advises. "If you can collect some compelling stories about how fines have negatively affected people in your communities, that can be powerful."

A board or city council may respond positively to the idea of a pilot period, Crist suggests a full year, if possible, as borrowing habits can vary seasonally. Starting with children's materials can also help sway reluctant officials, she adds.

### THE CASE FOR EQUITY

The most compelling reason, of course, is the need for everyone in a community to have access to the library, regardless of their ability to pay.

When EPFL set out to make a case for going fine-free, the library's Innovation Team interviewed staff at other systems that had eliminated fines, reviewed those libraries' policies and procedures, and looked internally at how much revenue EPFL's fines were generating (in this case, less than one quarter of one percent of the overall budget). A public advisory council of city residents offered input from a patron perspective. Finally, the team gathered statistics on not only which neighborhoods were seeing the most fines collected but where the greatest number of blocked users lived—which proved to be in the library's lowest-income communities. (Similarly, SLCPL found that its three branches serving a predominantly lower-income population accounted for 14 percent of circulation and 32 percent of blocked cards.)

Erin Schmädt, director of the Caro Area District Library (CADL), MI, considered going fine-free for several years before deciding the library board would be open to the idea. The CADL service area is largely rural and low income, with a state mental hospital and a number of group homes in the area. Library policy was to block patrons who owed more than \$10 not only from checkouts but from in-library computer use; in a community with low Internet access, this impacted everyone from schoolchildren to job hunters.

Schmädt gathered articles about libraries that had made the transition, printed them out, and made packets for her board members in September 2017. When the board met in October it had some reservations, chiefly about losing revenue. She crunched the numbers to show that the library would only lose \$2,000 a year out of a \$515,000 budget—an amount the library could easily absorb—and stressed that the library would still bill for lost items. That November, the seven-member board agreed to a trial period of one year, which was implemented on January 1.

Although that year is not yet over, Schmädt doesn't imagine the board will want to return to collecting fees. "I have fewer people in collections than I did in the past," she notes, pointing out that since the spring, card sign-ups are up by about 50 percent.

Still, it's the stories that resonate most. Shortly after CADL waived fines, Schmädt recalls, a girl came in who would be starting at the nearby middle school that fall. A constant reader, she had racked up so many fines that her parents had taken away her library card. "And she was just ecstatic that we were going fine-free," says Schmädt. "She...said, 'I'm going to be reading so much, I'll be here after school every day!' She was so happy to come back." ■



**FINE-FREE IS FINE** The Enoch Pratt Free Library celebrated doing away with fines with a block party featuring performances, food trucks, a DJ, and a new mural at its Walbrook branch; fine-free announcements from the Salt Lake City Public Library and San Diego Public Library

college in the state, it employs only five library staff members, who share reference, circulation, and teaching duties. "I can't justify having any time taken away from that to put toward processing credit card receipts and putting together financial statements for the small amount of money we bring in," says Wahl.

The dual use Westminster Campus Library shares space with a local public library that still collects fines, but navigating different fine policies with a shared integrated library system (ILS) hasn't been difficult. Students who don't return a book after a month have their college accounts frozen and won't be allowed to register or drop classes until it is returned; members of the public who don't return books are blocked on the shared ILS.

### MAKING THE CASE

The advice CSL's Crist has for libraries looking to make the case to their boards or city council is to begin with as much research as possible on their own system, starting with basic numbers: how much of the library's operating or materials budget comes from fines, and the accumulated time, energy, and financial costs to the library to collect them. At a minimum of 30 seconds per transaction, collecting fines can significantly eat into the time of desk staff. With the additional expense of credit card transactions or collection agencies, fiscal costs add up. And the

*Tell Me How It Ends*  
VCU 2018 Common Book

“Tell Me How It Ends: An Essay in Forty Questions,” a 2017 book by Valeria Luiselli that explores the plight of undocumented children facing deportation from the United States, has been selected as University College’s 2018 Common Book.

Upcoming Events

**Immigration Issues in Richmond**

Monday, Oct. 15, 4 – 5:30 pm  
Cabell Library, Room 303



This VCU Common Book event brings together VCU faculty, Dr. Gabriela Leon-Perez and Dr. Oswaldo Moreno; Sacred Heart Center Family Protection Program advocate, Gustavo Angeles; VCU student and co-founder of VCU’s UndocuRAMs, Yanet Limon-Amado; and Richmond attorney, Jacob Tingen, to discuss the local impact of immigration policy and practice. Come and engage with these experts as they talk to us about how the current implementation, and shifts in perception on immigration policy, impact members of the Latinx community in Richmond, Virginia.

**Trauma-Informed Care: A Multidisciplinary Approach for Diverse Populations**

Thursday, Nov. 1, 5:30 – 7:30 pm  
Kontos Medical Sciences Building, Auditorium

This panel will provide a forum for practitioners and academics experienced in trauma-informed care to discuss their work and the value of trauma-informed care, with a specific focus on the benefit when working with young refugees.

**Author Talk**

Wednesday, Nov. 14, 6 pm  
Siegel Center



Valeria Luiselli, the author of *Tell Me How It Ends*, will be speaking about her book and experience with undocumented immigrants. This event, as with all Common Book events, is free and open to the public. No tickets required; first come, first seated.

## Solidarity Drive / Solidaridad y Apoyo en RVA

October

The Common Book Program, in partnership with ASPIRE, the Division of Community Engagement, the Division of Inclusive Excellence, the ICA, LEAD, and VCU Globe, is excited to announce a Solidarity Drive (Solidaridad y Apoyo en RVA) to benefit children in need in Richmond. We are seeking donations of new or gently used stuffed animals, children's books (especially Spanish/English), winter coats, and non-perishables.

Boxes for these items will be available through the end of October with our campus partners in this donation drive in the following locations:

- 5th floor of Harris Hall in the FILL (University College, 1015 Floyd Ave.)
- The lobby of these Living-Learning Program residential halls: ASPIRE (835 W. Grace); GLOBE (912 W. Grace); and, LEAD (1000 W. Grace)
- The atrium of the Institute for Contemporary Art (ICA), (601 W. Broad)
- The School of World Studies Office (312 N Shafer)
- The Monroe Park Barnes & Noble (1111 W. Broad)

On Monday, Oct. 15, 4:00 - 5:30 p.m., a donation box will be available in Cabell 303 during the Common Book panel and discussion on *Immigration Issues in Richmond* event. And, on Tuesday, Oct. 23rd, 9 a.m. - noon, Professor Anita Nadal and students from her SPAN 322 class will be at the Barnes & Noble collecting items, including children's books (which the bookstore will also provide for sale on site). Please join us in collecting items for children in our Richmond community. Each and every donation will make a difference!

# SOLIDARITY DRIVE

## SOLIDARIDAD Y APOYO EN RVA



Please join University College's Common Book Program, the School of World Studies, and our partners in a Solidarity Drive for some of the children in need in Richmond.

#### Needed items:

- ◆ Stuffed animals (new or gently used)
- ◆ Children's books, esp. Spanish/English (new or gently used)
- ◆ Winter coats (new or gently used, esp. children's)
- ◆ Non-perishables:
  - Canned meat, canned veggies, canned fruits, peanut butter

