

# RICHMOND PUBLIC LIBRARY

## BOARD OF TRUSTEES

March 28, 2018

Main Library

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101 E. Franklin Street  
Richmond, VA 23219  
804-646-6675

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, March 28, 2018  
11:45 a.m.

### LIBRARY

### A G E N D A

<b>Call to order:</b>	11:45	Ms. Zwirner
<b>Consent Agenda:</b>		Ms. Zwirner
• Approval of Agenda		
• Approval of Minutes		
• Approval of Pending gifts		
• Approval of Statistical Report		
<b>Public Comment Period:</b>		
<b>Reports:</b>	12:00	
• Library Friends		Mr. Dishon
• Library Foundation		Ms. Hansen
<b>Administration Reports:</b>		Mr. Firestine
<b>Board Committee Reports:</b>	12:10	
• Chairman		Ms. Zwirner
• Finance Committee		Mr. Olanrewaju
• Facilities Committee		Mr. Butterfield
• Governance Committee		Mr. Lydiard
<b>Unfinished Business:</b>	12:30	
<b>New Business</b>	12:40	
1. Policy Updates enclosed		
- Supervision of Children 4.7		
- Fax Policy 5.11		
<b>Adjourn</b>	1:00	Ms. Zwirner
<b>Next Meeting:</b>		
April 26, 2018		
North Ave, 11:45		

**Library Board Meeting Minutes  
February 28, 2018**

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

**LIBRARY STAFF:** Scott Firestine, Clay Dishon, Karin Hansen, Cheryl Clarke, Heather Montgomery, Gianna Pack

**ABSENT:** Barbara Burton, David Lydiard, Friends of RPL President Charlie Schmidt

Meeting of the Library Board of Trustees was called to order by Chair Gail Zwirner, at 11:47 a.m. at the Broad Rock Branch, located at 4820 Old Warwick Road, Richmond, Virginia.

<b>Consent Agenda</b>	Approve the January 24, 2018 meeting minutes, the current agenda, Statistical Report, and the pending gifts report as submitted. <i>Motion: Larry Olanrewaju, Second by Daisy Weaver – Approved Unanimously.</i>
<b>Public Comment Period</b>	None were present.
<b>REPORTS</b>	
<b>Friends of the Library</b>	<b>Mr. Dishon:</b> <ul style="list-style-type: none"> <li>• The Friends of the Library donated \$3K to library staff to help with travel costs for staff to attend the PLA conference in Philadelphia.</li> <li>• The Friends are working on Membership Drive.</li> <li>• Full Board Meeting will be March 7 at 5:30PM at the Main Library.</li> <li>• Book Drive, March 3 at the Main Library.</li> <li>• Book Sale, April 6-7 at the Main Library.</li> </ul>
<b>Library Foundation</b>	<b>Ms. Hansen:</b> <ul style="list-style-type: none"> <li>• Glitches with the donate button on the RPLF website page has been corrected. Link will be activated in two weeks.</li> <li>• Membership and donation envelopes for both the Library Foundation and Friends will be located in all RPL locations.</li> </ul>
<b>Administration</b>	<b>Highlights of Director’s Report:</b>  <b>Staff Updates:</b> <ol style="list-style-type: none"> <li>1. Hired the new Youth Services Library Associate for the North Avenue Branch, Tyesha Evans. She will begin on March 5, 2018.</li> <li>2. Hired the new HR Liaison, Shatabra Powell. She has been working for the Police Department’s HR. She will begin March 19, 2018.</li> <li>3. Ha Hoang, Emerging Technology Librarian at Main, has resigned. Her last day of work will be March 13, 2018.</li> </ol>

<b>Administration (Continued)</b>	<p><b>Envisionware E-Payment Update:</b> Scheduled installation date is March 26, 2018.</p> <p><b>SIRSI RFP Update:</b> Procurement is processing the RFP and it should go out the middle of March.</p> <p><b>Richmond Libraries as a Catalyst for Green Infrastructure:</b></p> <ul style="list-style-type: none"> <li>• James River Association, Department of Public Utilities, and the Enrichmond Foundation is partnering to apply for a Department of Environmental Quality Grant to complete and install rain, bayside gardens at Library Branches throughout the City. This is a demonstration, beautification, and education project to improve storm water mitigation.</li> </ul> <p><b>Library Patron Surveys:</b></p> <ul style="list-style-type: none"> <li>• Staff is putting together a Patron Survey requesting feedback on Library services. The survey will go out to all patrons' emails we have in our system. A paper copy of the survey will be at all locations, as well as the Library's web site.</li> </ul> <p><b>Homelessness Article:</b> Ned Oliver of the Richmond Times-Dispatch, wrote a very positive article on how the Libraries are supporting the homelessness.</p> <p><b>Ripple (Library Mascot) Awareness:</b></p> <ul style="list-style-type: none"> <li>• Showing up at the Easter Parade.</li> <li>• Showing up at Baseball Game in June.</li> <li>• Showing up in events around the City.</li> <li>• Showing up in Libraries on a regular basis.</li> <li>• Challenge: Volunteers to wear the mascot outfit because it being too hot.</li> </ul>
<b>BOARD COMMITTEE REPORTS</b>	
<b>Chairman</b>	<p><b>Ms. Zwirner:</b> House Bill Number 68 (Gun Control Bill) died in subcommittee.</p> <p>The Library Board of Trustee Members thanked Ms. Zwirner for participation and representation of the Library Members during meetings.</p>
<b>Finance</b>	<p><b>Dr. Olanrewaju/Mr. Firestine:</b></p> <ul style="list-style-type: none"> <li>• Monthly Budget Report – 56% Budget spent.</li> <li>• Working through the proposed FY19 Budget.</li> <li>• Increasing the personnel budget to create a Web Master position.</li> <li>• Working on filling vacant positions.</li> <li>• CIP – Requests to put funds in for repairs and upgrades to the Master Plan.</li> <li>• Mayor's Budget comes out the week of March 5, 2018.</li> </ul>
<b>Facilities</b>	<p><b>Mr. Butterfield:</b></p> <ul style="list-style-type: none"> <li>• Waiting on March 6 for the CIP to be released. Will update Board Members at the March Board Meeting.</li> </ul>
<b>Governance</b>	<p>No report given.</p>

**UNFINISHED BUSINESS**

None

**NEW BUSINESS**

- There was discussion on researching if there is a policy on naming, renaming, and decommissioning meeting space areas and meeting rooms. Ms. Hansen will research and give Board Members an update at the March Board Meeting.

*There being no further business, the meeting was adjourned at 12:21 p.m. by unanimous consensus by the Library Board of Trustees present at the meeting. The next meeting will be held on Wednesday, March 28, 2018, at 11:45 a.m. at the Main Library, located at 101 E. Franklin Street, Richmond, Virginia.*

Approved: \_\_\_\_\_  
Ms. Gail Zwirner, Chair

Recorder: Gianna Pack  
RPL Executive Assistant

## Director's Report

March 2018

### Director Activities February 26 – March 15, 2018:

February 26	Implementation and Planning for RVA rain garden project
February 26	Richmond City Council meeting
February 27	Human Services Portfolio meeting
February 28	RPL Foundation executive committee meeting
March 6	City of Richmond Mayoral budget and CIP released to City Council
March 8	Leadership Awakened awards ceremony
March 10	Westover Hills Advisory Council meeting
March 12	Richmond City Council meeting
March 14	RPL Foundation Board meeting
March 19	CIP presentation to City Council
March 20-23	Public Library Association conference in Philadelphia, PA

**Staff Update:** Jennifer Duelle hired as the young adult librarian. Krista Dawson, early childhood literacy specialist resigned to accept a position at Science Museum of Richmond.

**eCard Launch:** March 5 was the soft launch of the eCard. Patrons may remotely register for an electronic library card that will allow them access to resources available through our website such as Overdrive, Zinio, Hoopla and Universal Class. During National Library week we will promote much more once we have confirmed there are not any problems.

**National Library Week: April 8-14:** Ripple will visit all branches for story time. There will be a fine amnesty that week in which we will waive fine and pardon fines overdue items. Fees for collection or damaged materials will be collected. The Friends of the Library provided 1,000 book bags that will be distributed at all locations. On Tuesday, April 13, Library Staff Appreciation, all library staff will receive a special lanyard. Finally, we will ask patrons to be video interviewed and inquire as to what they love about their library.

**Patron Survey March 5 – 30:** An electronic survey for our patrons asking them to evaluate library resources, services and programs. It was promoted by branch managers, City Council members promoted it and we did an email blast to all of our library card holders with Library Aware. When complete we will provide an infographic detailing the results.

**Envisionware E-payment update:** Installation will begin March 26.

**SIRSI RFP update:** RFP is available for bid to vendors until April 10, 2018 at 2:30 PM.

**Strategic Plan Update:** See attached dashboard that provides and update of progress implementing the 2016-2021 strategic plan.

All RPL locations will be closed Friday March 30 for Good Friday.



<b>CIRCULATION</b>															
<b>Location</b>	<b>FY</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>	<b>YTD % chnge</b>
<b>Belmont</b>	FY15	10161	9739	9149	9389	8388	8333	8509	7816	9419	7818	8900	9568	107189	
	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	0	0	0	0	66642	-29%
<b>Broad Rock</b>	FY15	6537	5899	5316	5882	5122	5249	5389	4656	5035	4988	5164	5462	64699	
	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	0	0	0	0	29226	-7%
<b>East End</b>	FY15	4620	4244	4159	4162	3846	3868	4090	3067	3501	3518	3511	3902	46488	
	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	0	0	0	0	23282	-16%
<b>Ginter Park</b>	FY15	6393	6504	5051	4901	4980	4828	4991	4735	5197	4506	4865	5188	62139	
	FY16	2942	402	469	481	144	440	405	354	512	586	292	1238	8265	
	FY17	6247	5924	5374	5770	5031	4517	4812	4582	5401	4641	4868	5310	62477	
	FY18	5751	6070	5338	5152	4854	3898	4327	4370	0	0	0	0	39760	-5%
<b>Hull Street</b>	FY15	3901	3776	3819	4057	3550	3639	3828	2815	3198	3373	3663	4020	43639	
	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	0	0	0	0	18882	-29%
<b>Main</b>	FY15	13637	12520	11934	11332	10221	10867	11260	10261	11423	10243	10416	10920	135034	
	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	0	0	0	0	75919	-10%

<b>CIRCULATION</b>															
<b>Location</b>	<b>FY</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>	<b>YTD % chnge</b>
<b>North Ave</b>	FY15	4808	4760	4679	5068	4317	4778	4794	3893	4138	4227	3533	4100	53095	
	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	0	0	0	0	25602	12%
<b>West End</b>	FY15	12983	12021	10787	10722	9738	10136	10609	9832	10771	9628	10213	12557	129997	
	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	0	0	0	0	49714	92%
<b>Westover Hills</b>	FY15	10947	10036	9510	9847	8448	7940	8459	7676	8447	7889	7273	8758	105230	
	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	0	0	0	0	58351	-20%
<b>Econtent</b>	FY15	3187	3264	2977	2917	2832	3042	3263	2972	3342	3106	3615	3805	38322	
	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	0	0	0	0	34119	12%
<b>RPL Total</b>	FY15	77174	72763	67381	68277	61442	62680	65192	57723	64471	59296	61153	68280	785832	
	FY16	71287	68789	64986	63138	56818	53376	56479	58177	60527	56862	56814	59679	726932	
	FY17	61902	61579	52848	53440	49591	46583	49303	48092	53155	47666	49845	52838	626842	
	FY18	55346	58125	54327	55571	51639	44627	51887	49975	0	0	0	0	421497	4%



<b>New Patron Cards</b>													
<b>FY2018</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	175	164	186	105	91	90	141	107	0	0	0	0	<b>1059</b>
Broad Rock	155	163	154	169	123	115	148	176	0	0	0	0	<b>1203</b>
East End	127	129	118	90	89	64	99	110	0	0	0	0	<b>826</b>
Ginter Park	118	151	121	111	109	84	108	111	0	0	0	0	<b>913</b>
Hull Street	120	116	96	119	93	76	127	115	0	0	0	0	<b>862</b>
Main	303	407	480	277	213	199	264	260	0	0	0	0	<b>2403</b>
North Ave	97	109	116	121	88	84	85	100	0	0	0	0	<b>800</b>
West End	0	76	159	125	102	87	126	97	0	0	0	0	<b>772</b>
Westover Hills	156	173	143	112	110	72	118	122	0	0	0	0	<b>1006</b>
<b>Total</b>	<b>1251</b>	<b>1488</b>	<b>1573</b>	<b>1229</b>	<b>1018</b>	<b>871</b>	<b>1216</b>	<b>1198</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9844</b>
<b>Total 2017</b>	1482	1507	1371	1219	1170	935	1189	1063	1299	1013	1135	1381	14764

<b>TECHNICAL SERVICES - ITEMS BY LOCATION</b>										
	<b>Belmont</b>	<b>B. Rock</b>	<b>East End</b>	<b>G. Park</b>	<b>Hull St.</b>	<b>MAIN</b>	<b>North Ave</b>	<b>West End</b>	<b>W. Hills</b>	<b>Monthly Total</b>
<b>Jul-17</b>	194	121	97	122	128	253	102	185	185	<b>1387</b>
<b>Aug-17</b>	344	196	172	204	209	516	182	337	335	<b>2495</b>
<b>Sep-17</b>	296	179	155	185	184	467	165	281	304	<b>2216</b>
<b>Oct-17</b>	281	158	158	229	158	539	139	277	264	<b>2203</b>
<b>Nov-17</b>	207	142	162	174	135	425	144	267	227	<b>1883</b>
<b>Dec-17</b>	244	178	174	211	144	391	158	250	225	<b>1975</b>
<b>Jan-18</b>	272	193	190	281	183	537	202	304	277	<b>2439</b>
<b>Feb-18</b>	217	110	99	135	114	371	111	234	202	<b>1593</b>
<b>Mar-18</b>	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Apr-18</b>	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>May-18</b>	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Jun-18</b>	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Branch Total FY 2018</b>	<b>2055</b>	<b>1277</b>	<b>1207</b>	<b>1541</b>	<b>1255</b>	<b>3499</b>	<b>1203</b>	<b>2135</b>	<b>2019</b>	<b>16191</b>
<b>Branch Total FY 2017</b>	3167	2446	2165	2523	2214	4652	2165	2225	2870	24427
<b>Average</b>	<b>171</b>	<b>106</b>	<b>101</b>	<b>128</b>	<b>105</b>	<b>292</b>	<b>100</b>	<b>178</b>	<b>168</b>	<b>1349</b>

Programs	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	TOTAL
<b>FY2018</b>													
<b>Belmont</b>													
Adult Pgrms	13	18	16	18	18	13	13	15					124
Adult Attend	67	110	56	62	78	39	55	60					527
Young Adult Pgrms	1	1	0	2	0	0	0	0					4
Young Adult Attend	0	7	0	0	0	0	0	0					7
Juv Pgrms	25	24	18	40	32	19	13	15					186
Juv Attend	529	504	423	785	578	337	319	381					3,856
<b>Total Attend</b>	596	621	479	847	656	376	374	441	0	0	0	0	4,390
<b>Total Pgrms</b>	39	43	34	60	50	32	26	30	0	0	0	0	314
<b>Broad Rock</b>													
Adult Pgrms	12	11	21	27	28	19	20	28					166
Adult Attend	109	144	93	216	129	76	101	136					1,004
Young Adult Pgrms	1	1	0	0	1	0	3	0					6
Young Adult Attend	25	45	0	0	0	0	6	0					76
Juv Pgrms	23	18	18	20	17	14	8	24					142
Juv Attend	289	94	57	86	80	40	102	106					854
<b>Total Attend</b>	423	283	150	302	209	116	209	242	0	0	0	0	1,934
<b>Total Pgrms</b>	36	30	39	47	46	33	31	52	0	0	0	0	314
<b>East End</b>													
Adult Pgrms	10	12	11	9	14	14	11	40					121
Adult Attend	116	113	169	149	164	130	154	321					1,316
Young Adult Pgrms	1	0	3	1	1	3	0	0					9
Young Adult Attend	12	0	75	17	3	28	0	0					135
Juv Pgrms	6	5	3	5	4	8	8	7					46
Juv Attend	170	343	525	263	63	133	102	79					1,678
<b>Total Attend</b>	298	456	769	429	230	291	256	400	0	0	0	0	3,129
<b>Total Pgrms</b>	17	17	17	15	19	25	19	47	0	0	0	0	176

Programs	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	TOTAL
<b>FY2018</b>													
<b>Ginter Park</b>													
Adult Pgrms	11	7	14	11	12	9	14	19					97
Adult Attend	98	31	177	102	130	107	161	176					982
Young Adult Pgrms	0	0	0	1	0	0	0	0					1
Young Adult Attend	0	0	0	45	0	0	0	0					45
Juv Pgrms	24	27	15	16	12	14	11	12					131
Juv Attend	758	950	583	662	381	511	416	382					4,643
<b>Total Attend</b>	<b>856</b>	<b>981</b>	<b>760</b>	<b>809</b>	<b>511</b>	<b>618</b>	<b>577</b>	<b>558</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5,670</b>
<b>Total Pgrms</b>	<b>35</b>	<b>34</b>	<b>29</b>	<b>28</b>	<b>24</b>	<b>23</b>	<b>25</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>229</b>
<b>Hull Street</b>													
Adult Pgrms	9	7	3	11	6	7	10	10					63
Adult Attend	101	35	46	100	60	93	110	95					640
Young Adult Pgrms	7	2	4	7	6	4	2	2					34
Young Adult Attend	103	18	30	34	47	28	30	22					312
Juv Pgrms	24	20	7	13	10	6	11	12					103
Juv Attend	544	387	79	747	157	154	146	177					2,391
<b>Total Attend</b>	<b>748</b>	<b>440</b>	<b>155</b>	<b>881</b>	<b>264</b>	<b>275</b>	<b>286</b>	<b>294</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,343</b>
<b>Total Pgrms</b>	<b>40</b>	<b>29</b>	<b>14</b>	<b>31</b>	<b>22</b>	<b>17</b>	<b>23</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>200</b>
<b>Main</b>													
Adult Pgrms	63	64	67	69	53	42	0	0					358
Adult Attend	1,552	1,772	1,924	2,171	908	659	0	0					8,986
Young Adult Pgrms	1	1	1	0	0	0	0	1					4
Young Adult Attend	16	15	25	0	0	0	0	43					99
Juv Pgrms	27	20	12	0	17	18	0	0					94
Juv Attend	649	548	497	0	413	403	0	0					2,510
<b>Total Attend</b>	<b>2,217</b>	<b>2,335</b>	<b>2,446</b>	<b>2,171</b>	<b>1,321</b>	<b>1,062</b>	<b>0</b>	<b>43</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11,595</b>
<b>Total Pgrms</b>	<b>91</b>	<b>85</b>	<b>80</b>	<b>69</b>	<b>70</b>	<b>60</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>456</b>

Programs	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	TOTAL
<b>FY2018</b>													
<b>North Ave</b>													
Adult Pgrms	26	25	19	33	21	14	17	31					186
Adult Attend	449	734	106	386	114	60	108	137					2,094
Young Adult Pgrms	9	0	4	8	7	4	5	8					45
Young Adult Attend	85	0	35	74	54	30	104	60					442
Juv Pgrms	14	19	13	16	24	14	24	24					148
Juv Attend	244	679	97	682	150	80	117	176					2,225
<b>Total Attend</b>	778	1,413	238	1,142	318	170	329	373	0	0	0	0	4,761
<b>Total Pgrms</b>	49	44	36	57	52	32	46	63	0	0	0	0	379
<b>West End</b>													
Adult Pgrms	0	200	3	10	2	3	5	10					233
Adult Attend	0	0	21	92	148	23	8	65					357
Young Adult Pgrms	0	0	0	0	0	0	5	0					5
Young Adult Attend	0	0	0	0	0	0	104	0					104
Juv Pgrms	0	0	11	16	14	11	24	17					93
Juv Attend	0	0	75	662	142	134	117	276					1,406
<b>Total Attend</b>	0	0	96	754	290	157	229	341	0	0	0	0	1,867
<b>Total Pgrms</b>	0	200	14	26	16	14	34	27	0	0	0	0	331
<b>Westover Hills</b>													
Adult Pgrms	2	1	14	14	10	0	1	4					46
Adult Attend	14	125	112	101	72	0	13	26					463
Young Adult Pgrms	0	0	0	0	0	0	0	0					0
Young Adult Attend	0	0	0	0	0	0	0	0					0
Juv Pgrms	10	20	7	9	10	0	2	11					69
Juv Attend	244	276	77	114	85	0	16	207					1,019
<b>Total Attend</b>	258	401	189	215	157	0	29	233	0	0	0	0	1,482
<b>Total Pgrms</b>	12	21	21	23	20	0	3	15	0	0	0	0	115



Richmond Public Library  
 FY18 Operating Budget  
 as of  
 February 28, 2018

ACCOUNT	DESCRIPTION	Budget	Actual	%	Balance
			Expended 28-Feb-18		Available 28-Feb-18
60000	SALARIES - FULL TIME	\$ 2,912,256	\$ 1,696,506	58.3%	\$ 1,215,750
61000	SALARIES - PART TIME	\$ 117,483	\$ 162,551	138.4%	\$ (45,068)
62000	SALARIES - TEMPORARY	\$ -	\$ 18,029	0.0%	\$ (18,029)
63000	FICA	\$ 192,960	\$ 116,404	60.3%	\$ 76,556
63001	RET CON RSRs	\$ 614,508	\$ 384,117	62.5%	\$ 230,391
63002	MEDCARE FICA	\$ 45,113	\$ 27,223	60.3%	\$ 17,890
63003	GROUP LIFE	\$ 26,294	\$ 10,591	40.3%	\$ 15,703
63006	H/C ACT TEMP	\$ 493,826	\$ 319,182	64.6%	\$ 174,644
63008	STATE UNEMPLOYMENT	\$ -	\$ -	0.0%	\$ -
63011	HEALTH SAVINGS	\$ -	\$ 7,750	0.0%	\$ (7,750)
64104	EDUCATION PAY	\$ -	\$ -	0.0%	\$ -
64105	BONUS PAY	\$ 66,587	\$ 64,773	97.3%	\$ 1,814
	<b>Personnel Expenses</b>	<b>\$ 4,469,027</b>	<b>\$ 2,807,125</b>	<b>62.8%</b>	<b>\$ 1,661,902</b>
71141	BOOKS	\$ 424,741	\$ 305,453	71.9%	\$ 119,288
71141	DATABASES	\$ -	\$ -	0.0%	\$ -
71142	MULTIMEDIA PRODUCTS	\$ 6,953	\$ 7,613	109.5%	\$ (660)
72122	MAGS & NEWSPAPER	\$ 36,659	\$ 5,629	15.4%	\$ 31,030
	<b>Collection Development</b>	<b>\$ 468,353</b>	<b>\$ 318,695</b>	<b>68.0%</b>	<b>\$ 149,658</b>
70131	PUBLIC INFORMATION	\$ 1,995	\$ 975	48.9%	\$ 1,020
70161	DATA PROCESSING - OCLC	\$ 17,483	\$ -	0.0%	\$ 17,483
70161	PLANNING MGMT SERVICES	\$ 682,307	\$ 241,611	35.4%	\$ 440,696
70218	VEHICLE REPAIR	\$ 2,181	\$ 3,572	163.8%	\$ (1,391)
70311	PRINTED SUPPLIES	\$ 965	\$ -	0.0%	\$ 965
70412	TRANSPORTATION	\$ -	\$ -	0.0%	\$ -
70413	MILEAGE ALLOWANCE	\$ 2,413	\$ 468	19.4%	\$ 1,945
70551	SECURITY	\$ 296,495	\$ 305,999	103.2%	\$ (9,504)
70552	CONTRACT AND TEMP PERSONNEL	\$ 25,000	\$ 35,501	142.0%	\$ (10,501)
71012	OFFICE STATIONARY SUPPLIES	\$ 9,206	\$ 1,356	14.7%	\$ 7,850
71143	LIBRARY OPERATING SUPPLIES	\$ 17,951	\$ 12,999	72.4%	\$ 4,952
72113	POSTAGE	\$ 4,646	\$ 1,000	21.5%	\$ 3,646
72121	CONFERENCES & CON	\$ 2,075	\$ 2,711	130.6%	\$ (636)
72123	MEMBERSHIP DUES	\$ 1,352	\$ 296	21.9%	\$ 1,056
72124	TRAINING	\$ 1,189	\$ 932	78.4%	\$ 257
72131	COMPUTER SUPPLIES	\$ 25,109	\$ 25,108	100.0%	\$ 1
72153	EQUIPMENT	\$ 12,193	\$ 7,503	61.5%	\$ 4,690
73104	BANK FEES	\$ -	\$ -	0.0%	\$ -
76119	PAGERS	\$ -	\$ 50	0.0%	\$ (50)
77103	FUEL-D/O VEHICLE	\$ 2,555	\$ 1,082	42.3%	\$ 1,473
77104	VEHICLE MONTHLY STANDING	\$ 676	\$ 329	48.7%	\$ 347
77201	INTERNAL PRINTING	\$ -	\$ -	0.0%	\$ -
80001	DEPRECIATION	\$ -	\$ -	0.0%	\$ -
80004	BUILDINGS & STR	\$ -	\$ -	0.0%	\$ -
80006	EQUIPMENT & OFFICE MAINTENANCE	\$ 8,793	\$ 7,779	88.5%	\$ 1,014
80007	VEHICLE EXPENSES	\$ -	\$ -	0.0%	\$ -
	<b>Other Expenses</b>	<b>\$ 1,114,584</b>	<b>\$ 649,272</b>	<b>58.3%</b>	<b>\$ 465,312</b>
	<b>TOTAL GENERAL FUND</b>	<b>\$ 6,051,964</b>	<b>\$ 3,775,092</b>	<b>62.4%</b>	<b>\$ 2,276,872</b>



# RICHMOND PUBLIC LIBRARIES - General Fund Budget

## Monthly Budget Report

February 28, 2018

<u>General Fund Revenue</u>	<u>FY2017-18 Budget</u>	<u>FY2017-18 Actual YTD</u>	<u>% Recognized</u>	<u>Unrecognized</u>
Lost and Damage Books	\$ 21,782	\$ 7,345	34%	\$ 14,437
Overdue Book Fines	\$ 66,121	\$ 31,029	47%	\$ 35,092
Reservation - Book Records	\$ 500	\$ 275	55%	\$ 225
Room Rental Fees	\$ 300	\$ -	0%	\$ 300
Sales Copy Centers	\$ 17,476	\$ 10,648	61%	\$ 6,828
State Library Aide	\$ 170,000	\$ -	0%	\$ 170,000
	\$ 276,179	\$ 49,297	18%	\$ 226,882

### General Fund Operating

	<u>FY2017-18 Budget</u>	<u>FY2017-18 Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
Personnel	\$ 3,096,326	\$ 1,941,859	63%	\$ 1,154,467
Fringes	\$ 1,372,701	\$ 865,267	63%	\$ 507,434
Books/Materials	\$ 468,353	\$ 318,695	68%	\$ 149,658
Operating Expenses	\$ 1,114,584	\$ 649,272	58%	\$ 465,312
<b>Total</b>	<b>\$ 6,051,964</b>	<b>\$ 3,775,092</b>	<b>62%</b>	<b>\$ 2,276,872</b>

**Encumbrances YTD** \$ **395,981**

### RICHMOND PUBLIC LIBRARIES - Special Fund Budget

<u>Special Fund Revenue</u>	<u>FY2017-18 Anticipated</u>	<u>FY2017-18 Actual YTD</u>	<u>% Recognized</u>	<u>Unrecognized</u>
00314 - Gift to the Library	\$ 105,000	\$ 84,522	80%	\$ 20,478
00308 - Verizon E-Rate Grant	\$ 90,170	\$ -	0%	\$ 90,170
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	\$ 17,000	\$ -	0%	\$ 17,000
00000 - Grade Level Reading	\$ -	\$ -	0%	\$ -
	\$ 652,170	\$ 84,522	13%	\$ 567,648

<u>Special Fund Expenditures</u>	<u>FY17 Rollover &amp; FY18 Receipts</u>	<u>FY2017-18 Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
00314 - Gift to the Library	\$ 237,790	\$ 118,917	50%	\$ 118,873
00308 - Verizon E-Rate Grant	\$ 49,626	\$ 69,859	141%	\$ (20,233)
00309 - Public Law Library	\$ (837,503)	\$ 279,991	-33%	\$ (1,117,494)
Personnel		\$ 33,643		
Fringes		\$ 10,015		
Books/Materials		\$ 233,846		
Operating Expenses		\$ 2,488		
00311 - Gates Foundation	\$ 12,576	\$ -	0%	\$ 12,576
00312 - RPL Foundation	\$ 5,500	\$ 27,202	495%	\$ (21,702)
00313 - Friends of the RPL	\$ 40,023	\$ 7,094	18%	\$ 32,929
	\$ (491,988)	\$ 503,063	-102%	\$ (995,051)

**Encumbrances YTD** \$ **157,875**



## POLICY

SECTION: 4.7a

SUBJECT: Supervision of Children

**REDLINE VERSION**

Children and adults alike are welcomed and encouraged to use the Richmond Public Library. In order to maintain a safe and orderly environment for library use and to protect library property, the following constitutes Library policy concerning the supervision of children and teenagers.

The Richmond Public Library does not provide care or supervision of children or teenagers, and is not responsible for unattended children or teenagers.

- If children are left unattended at the library and staff are not able to identify or reach the caregiver, after fifteen minutes the authorities (Police Department and/or Department of Social Services) will be called.

Caregivers (parent, legal guardian or child care provider) are urged to keep their children in sight at all times for the child's safety and protection, and to prevent them from being disruptive to others.

Children and teenagers are expected to follow the same rules of behavior and conduct as all library patrons.

**Under no circumstances shall staff provide transportation for any library patrons, including children and teenagers.**

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Adopted: April 20, 2005  
Revised: December 18, 2006  
Revised: April 2009  
Reviewed: February 2012



## POLICY

SECTION: 4.7a

SUBJECT: Supervision of Children

**PROPOSED FINAL VERSION**

Children and adults alike are welcomed and encouraged to use the Richmond Public Library. In order to maintain a safe and orderly environment for library use and to protect library property, the following constitutes Library policy concerning the supervision of children and teenagers.

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**Adopted:** April 20, 2005  
**Revised:** December 18, 2006  
**Revised:** April 2009  
**Reviewed:** February 2012



## POLICY

SECTION: 5.11

SUBJECT: Fax Service

**REDLINE COPY**

The Richmond Public Library provides outgoing fax service to the general public for a fee. This service allows our patrons to send local and long distance fax transmittals to U.S. phone numbers with the following guidelines:

- Library staff will operate the fax machine for the general public at all times.
- Cover pages are required, **at no charge**, for all fax transmittals ~~and are counted as a page.~~
- There is a maximum of ~~15~~ **20** pages per fax, including cover page.
- Patrons must be present to send a fax; one may not leave their material to be sent at a later time.
- All material must be in a condition acceptable to the fax equipment (free of wrinkles, folds, tears, etc.). Materials not in acceptable condition may be photocopied at patrons' expense.
- The fax machine will transmit letter or legal size paper.
- Fax service will cease 15 minutes prior to scheduled closing time.
- Patrons will be given a receipt of fax transmission. Transmission errors are common, and print quality is variable and not controllable by the Library.
- Richmond Public Library is not responsible for the successful transmission or any damage/loss of data arising from the use of this service.

**Fees:**

- Local (including 800 numbers): \$0.50 cents per page
- Long Distance: \$1.00 per page

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**Approved: July 2013**



## POLICY

SECTION: 5.11

SUBJECT: Fax Service

FINAL PROPOSED

The Richmond Public Library provides outgoing fax service to the general public for a fee. This service allows our patrons to send local and long distance fax transmittals to U.S. phone numbers with the following guidelines:

- Library staff will operate the fax machine for the general public at all times.
- Cover pages are required, at no charge, for all fax transmittals.
- There is a maximum of 20 pages per fax, including cover page.
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- All material must be in a condition acceptable to the fax equipment (free of wrinkles, folds, tears, etc.). Materials not in acceptable condition may be photocopied at patrons' expense.
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**Fees:**

- Local (including 800 numbers): \$0.50 cents per page
- Long Distance: \$1.00 per page

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**Approved: July 2013****Revised: February 28, 2018**



Green Flag – Starting or making progress towards the finish line	Yellow Flag – Problem, circumstances slowing progress	Red Flag – Stopped. Progress put on hold	Black Flag – Discontinued. Progress stopped completely	Chequered Flag – Action accomplished														
Status 2017	Notes 2017 SUMMARY	Dapt/Branch Detail																
	Systemwide Summary	ADMINISTRATION	MAIN CIRC	MAIN TS	MAIN YS	MAIN LIB IT	MAIN ADULT SVS	EARL CHILD LIT	BELMONT	BROAD ROCK	EAST END	GINTER PARK	HULL STREET	NORTH AVE	WESTOVER HILLS	WEST END		
Goal 1: Children will enter school ready to learn, and will have resources to help the succeed academically	Green				YS program is nearly at level without a YA Librarian for over 2.5 years.				EE outreach to preschool centers in the community (those not associated with Richmond Public Schools), Richmond Prep and Ma Habes Nursery School.		EE is partnered with local tutoring groups, schools, and after-school programs to increase library participation.						WE This is an ongoing goal that should be continually address with incremental accomplishment each year.	
Strategy 1: Strengthen partnership with Richmond Public Schools	Yellow	At every opportunity RPL works with RPS. Need a consistent primary point of contact to better interface with RPS	Director serves on COR/RPS action.						EE staff involvement in reading aloud to students and leadership in parent education at Maymont Preschool Learning Center (RPS). Also, classroom presence at Amelia Street School.		EE working with Woodville Elementary to install children's art projects at EE for the month of October. Also attended MLK meetings this summer and am cultivating relationships with faculty at George Mason.	GP Children's associate visits local elementary schools for various events throughout the year. I.e. STS site and Library Night. Keeps email correspondens e with Middle and High school librarians and art teachers.	NA Continue to actively invite and engage surrounding schools to library programs. Ensure to continue to making a visit to the surrounding schools whenever they have programs and events.	WH planning to reach out to WH area schools at the start of the school year. WH continue as point person for YAM.	WE partners with Mary Munford ES. We have been participants with the Lurchbor Book Clubs and share a table of information at Back to School Nights, Spooky Saturday, Library Nights and other PTA sponsored events.			
Strategy 1.1.a: Action: Branch libraries will develop relationships and collaborations with neighborhood schools' principals and media specialists	Green	ACTION: Sumer Reading program materials distributed to neighborhood schools and media center		N/A					EE outreach and support to students/families at RPS locations, John B. Cary and Amelia St. Street School, giving special attention to home school connections. Unsuccessful attempts to connect with Fox Elementary, another local RPS school.	Regular collaboration with Barbara Haas, librarian at Boushall Middle School. YAVA collaboration with school personnel.	EE has contact principals at Woodville, MLK, George Mason, and Anna Julia Episcopal schools, establishing contact for future programs.	GP Children's associate plans to introduce herself to the new LHEES principal. Keeps email correspondenc e with Middle and High school librarians and art teachers.	HS contacted library media specialists at Swansboro and Blackwell Elementary/Pre-k centers/Oakgrove/Bellemeade.	NA Programs that support that mission goals of Richmond Public Schools.	WH See above, will become regular presence at back to school nights and other family/parent events	WE Summer Reading program materials distributed to neighborhood schools and media center. WE is working on developing relationships with staff at Albert Hill Middle and TJHS		
Strategy 1.1.b: Action: Collaborate with communities in schools to establish a link to each elementary school in Richmond Public Schools	Green	Youth Services Associates, LCSM's at all branches develop relationships and partnerships, where possible at RPS neighborhood elementary and									EE at Woodville, MLK, George Mason, and Anna Julia Episcopal schools, establishing contact for future programs.	GP Maintains phone and email correspondence with local Elementary PTAs	HS Working diligently to connect with and preserve connections with key RPS educators (particular focus on Blackwell, Oakgrove-Bellemeade & Swansboro)	NA at each individual school page on the Richmond Public Schools website, a link of the closest library branch should be present. A brief description of the library branch should be detailed.	WH will contact media specialists, possibly give presentation on the e-sources that we offer to teachers/library staff in RPS	Reaching out to Thomas Jefferson High to reintroduce the library to students in the community.		
Strategy 1.1.c: Develop a targeted program for all second grade students to get library cards as they transition to third grade (when learning to read transitions to learning to learn).	Yellow	Pilot fine free MYA card, bus pass, museum pass. No usage at RPL locations during summer. New goal provide fine free card to all youth 18 and under.							WE has been able to coordinate efforts to get library cards for school groups.		EE currently working with Peter Paul Development on a program geared towards 2nd graders, to augment the work being done this fall with other grades. This project specifically includes focusing on ensuring 2nd graders get signed up for cards.	GP LHEES 2nd graders visit the library for year of the year field trip and can sign up for cards prior to field trip to be picked up on field trip day. in talks with Media specialist at GPES about how to incorporate RPL card issuance at school	NA Make meeting room available for the PTA of our nearby schools such as Cverly-Sheppard Elementary, JES Stuart Elementary, and Richmond Community High School. It will also be beneficial to create with RPS to start book clubs.	WE waiting for plans from RPL admin and youth services.				



Strategy 1.1.d: Action: Revive School Board member attendance at Richmond Public Library Board meetings	RED	Not formally in place																	NA Have all second (2nd) grade students get a library card as an outreach initiative. It would be great for this to happen during the Free Library Card Replacement Month (September).		WE reach out to local school board member and invite her.
Strategy 2: Capitalize on the success of existing programs for children offered by Richmond Public Library	Green									BE coordinates and publicizes its children's program efforts through print, word of mouth, RPL outlets and social media.	EE during summer, developed relationships with the Children's Museum of Richmond, Virginia Repertory Theater, and other local organizations, for further support of the children's programming.							NA Provide times and dates in a timely manner to prevent scheduling conflicts.	WH Promoting events on Facebook and Twitter has increased visibility and attendance.	WE Outreach the West End staff has increased participation in elementary aged programming at the branch.	
Strategy 1.2.a: Early literacy story times - continue to build research-based content and assess outcomes of these programs	Green	Early childhood literacy coordinator implements the Mind in the Making platform to promote essential life and learning skills at RPL Story Time								BE has a strong program of early literacy storytimes/programs for babies, toddlers and preschoolers, based on research-based content. Sources currently are listed in the Making and Every Child Ready to Read.	Developing outreach early literacy bilingual program in collaboration with the Health Dept. and Southwood Communities.	EE Currently working with Krista Dawson to see how EE can improve story times, while without a Children's Librarian.	GP E.L. 30 are offered twice a week to the community	HS Outreach increased to reach underserved south side children in head start, daycares, and summer camp programs					WH Need to see Library Associate - children's for WH.	WE Children's librarian includes required content in lesson plans for storytimes and shares with families. Participated in summer intervention Outcomes	
Strategy 1.2.b: Deepen opportunities for expanded programs for all ages to include STEAM (Science, Technology, Engineering, Art, Math), parent workshops, and other targeted education opportunities.	Green	1 week every 8 weeks programs, youth services focus on STEAM resources and programs for week between story time cycles. Main library exploring makerspace programs with Build RVA. Coding partnerships with Coder Dojo and Code VA are strong partnerships								BE offers a regular program of STEAM based experiences for children and families. Aides during storytimes provide parent education in early literacy. Also Freshhood Projects, Legos and Stem programs for elementary age students.	Collaboration with MSIC to present summer programs	EE Provided STEAM activities at the Eclipse Viewing by partnering with the Children's Museum in order to create further opportunities. Additionally have been pursuing opportunities with local after-school program providers to build on groups that they already serve and redirect some of their efforts to using the EE collection.	GP STEAM program offered monthly to elementary-aged children Parent workshop offered twice a year	HS Read/Play/Cod e, LEGO engineering & robotics program, Hour Of Code/honr, free code camp, Family-oriented evening storytime					WH See above. LCSM will conduct STEAM programming once per month with an Associate if hired.	WE began daily STEM programming during Spring Break in 2015 and 2016. We started monthly programs in the spring of 2016 and have resumed monthly STEM programs for elementary age students in September 2017.	
Strategy 1.2.c: Summer Challenge - Evaluate and enhance the summer reading Challenge, a component of the Library's role in reducing summer learning loss	Green	2017 RPL provided a summer reading program to the community. Statistics are provided in the Bibliostat report.								BE staff supported the Summer Reading Challenge by encouraging participation and having parents/caregivers complete program evaluation forms. BE staff also participated as adult readers. SRH materials were distributed to local schools and child care centers. BE provided a First Book connection to Richmond Prep. BE connected with Ms. Babi's Humery School with Mind in the Making Summer Intervention.	EE Promoted the Summer Reading Program at the branch and also distributed materials with local day cares and other potential partners. Also cultivated relationships with local vendors, gaining their support and increasing the likelihood that we will be able to leverage them for greater branch effectiveness for future marketing of the program.	GP Successful SRP with weekly program info. Posted to NextDoor and Wednesday program added	HS staff are mostly in decline, working diligently to increase participation in this program with summer schools, summer camps, and daycares programs through targeted outreach efforts	NA Partner with the Virginia Science Museum for students have an "hands-on" experience with STEAM related information and programs.	WH Good feedback from patrons and staff on paper-based program, will continue promoting on local social media	WE participated while assigned to the Main Library while branch closed					
Strategy 3: Strengthen partnership with City's Office of Community Wealth Building.	Green	RPL and OCWB coordinate efforts whenever possible in programs and resources for unemployed, under employed, families and early literacy								NA LCSM invited to attend CWSB Friday talks and a retreat to discuss how to create programs to eradicate poverty	BE LCSM served in the past on a committee associated with this effort.									WE offers Senior Computer classes through the Office on Aging.	

<p><b>Strategy 1.3.a: The Richmond Library Director will serve on the City's Early Childhood Cabinet, the new policy and planning cabinet under the office of Community Wealth Building. The Early Childhood Cabinet will determine specific outcomes and services be provided by the library related to Early Childhood outcomes for Richmond, VA.</b></p>	Green	Library Director serves on these committees.																	NA Coordinate programs with the Office of Community Wealth Building to provide information and/or assistance for the community.					
<p><b>Strategy 1.3.b: Expand RVA Reads to reach a majority of children ages four to five years of age in the City of Richmond. RVA Reads will reach all classes in Richmond Public Schools preschool centers by developing strategies to reach all classes that are housed in individual schools.</b></p>	RED	RVA Reads moved to OCNB. RPL is requesting the program return to the library in 2018.																	EE fostering outreach and collaboration with all RPS locations within the branch jurisdiction. Additionally, EE has regained an active status with various local groups involved with home-schooling.					
<p><b>Strategy 1.3.c: Provide parenting education and early literacy skill classes in partnership with the Office of Community Wealth Building's Kellogg Foundation grant.</b></p>	RED	Program and Gilpin and Crockett Court have wound down after the funding stopped. RPL parent resource educator retired summer 2016 and the position became unfilled.																	EE is pursuing a partnership with the MLK Pre-School and has discussed the possibility with Krista Dawson of having workshops for parents regarding how to teach reading to children and for providing basic literacy education for parents.	NS Efforts to support this at this branch have had zero attendance in spite of efforts to promote. This sort of program may work better with a captive audience, perhaps in partnership with a re-entry program. Consider partnering with the OAG to connect returning citizens with these resources.	WH wishes to work with Early Literacy to offer hours of these workshops in RPL area. Currently not being offered.	WE has not participated in this program.		
<p><b>Strategy 1.3.d: Assess the results of summer interventions and determine the feasibility of continuing these programs in cooperation with the Office of Community Wealth Building.</b></p>	Green	Early childhood literacy coordinator working with the regional partners, United way to gather data to assess impact of summer interventions in the 2017 SRP.																	EE is unaware of any partnered programs with the office of Community Wealth Building. Will reach out to partners and others who have worked at this location and who may know more about previous partnerships.	OP Data from 2017 Summer Success program turned in to Literacy Outreach Coordinator	NS Participating in summer early intervention efforts at Foundations of Learning	NA Provide monthly parenting classes. Establish a parenting resource center at North Avenue		
<p><b>Goal 2: Residents will have access to technology needed for school, work and life</b></p>	Green																		EE supplies 20 pc stations in the computer lab; additionally, this branch provides a book fixing business as well as a considerable amount of photocopying and scanning. Staff are trained in using most hardware and software available to patrons.					
<p><b>Strategy 2.1: Establish a staff position focused on technology coordination including management of library computers, staff training, and social media outreach.</b></p>	Yellow	Emerging Tech Librarian hired summer 2017. Digital Literacy position vacant. RPL assessing and adjusting action towards this goal																						
<p><b>Strategy 2.2: Review and enhance computer training and technology skills for both staff and patrons.</b></p>	Green	IEE continues but is focused on customer service. Computer training on a basic and advanced level continues to be provided for the public.	MC Processed and issued library cards to City Employees who were required to take Excel classes through the Universal Online Classes using the library online database.																Weekly Tech Tuesday 1:1 program.	EE partnered with Goodwill, MACHS, Capital, etc. to provide classes for job-seeking and for general genealogical research.				WE computer assistance ongoing. Have offered Tech Tuesdays on Tuesday afternoons since 2015. Will begin again in November.

Strategy 2.2.a: Develop standard technology expectation for library staff and provide training to improve knowledge base.	Green	In 2018 RPL will develop a training and evaluation program based on ALA / Tech Group core library competencies for all library staff.					MAJ Digital Literacy Librarian vacancy, so we are re-evaluating our programs and what we want to provide.	BE staff take advantage of training offered through RPL and City of Richmond.	EE staff currently cross-trained in most skills.	GP All staff have opportunities for training when available.	HS staff trained on very basic technology, try to give as much time as possible to learning opportunities to branch staff but minimal staffing negatively impacts these efforts. A system-wide minimum standard still needs to be established for hiring purposes and training goals.	NA Develop and offer more programs when staffing reach an appropriate level.	WE Administrative responsibility.
Strategy 2.2.b: Determine priorities for improvements in equipment and services	Green	Library IT has replaced computer workstations on a schedule of two locations per year. In this way patron workstations are replaced before end of usable life in 5 years.	MJC Participated in updating the library cash register system and training staff on the new system.				MAJ Researching needs and equipment to respond to our needs.	BE staff meets on a regular basis to discuss matters related to library services, both system-wide and branch-based. Staff members who attend RPL meetings often report meeting notes to other Belmont staff.	EE work in progress some areas identified at the Branch, working on collaboration with with IT.	GP relay info to IT as issues or problems present themselves.			
Strategy 2.3: Update the Integrated Library System to meet customer expectations for a user-friendly interface with the library catalogue.	Green	RFP to replace the SIRSI ILS will be released in January 2016					MAJ Participated in providing suggestions on how our users would benefit from a Frontier interface.						
Strategy 2.4: Redesign the library's website to provide easy access to information about the library and library services, usable on multiple devices	Green	Completed fall 2016. Continuing to develop APIs and other enhancements to improve the way information, media and access to library resources is presented on the library website. The website is our 10th location.	MJC Provided information for the Get A Library Card Page and assisted in developing the Frequent ask questions page on the library website.				MAJ Max Longton, our AV Assistant developed and created a new website to transition into a more vital and robust website.			GP staff have access to download to the website and report problems to the communications committee			
Strategy 2.5: Collaborate with community partners to expand classes for public in technology skills.	Green	Ongoing with partners in the community and at branch locations.					Community Partnerships help our coding programs: Cap One provides a monthly Coder Dojo Hour of Code classes for the community. Ha Hoang will be working with CodeVA on a Family coding night a national initiative working in partnership with RVA Library and Norfolk Public Library.	BE has offered technology classes through the city's Office on Aging and Persons with Disabilities.	EE partnered with Goodwill, AAGHS, GapUp, etc.	GP worked the office of aging computer classes. Also with Goodwill employment center provide resume services in the branch.	HS finds that most partners don't want to do this for free. We need to improve connectivity/hardware and make room in the budget to accommodate quality classes at the branches. We are doing our best to provide technology skill-building opportunities with the knowledge set and equipment on hand providing 1 on 1 tech help sessions once a week. About 15 people a month visit these sessions.	NA Work with Office on Aging and Goodwill industries.	Senior beginning and intermediate computer classes in 2016 and again in fall of 2017.
Goal 3: Residents will have access in their communities to resources and information for lifelong learning in our community.	Green							BE is open 6 days a week for the community. The drop box remains open 24/7 for patron convenience.					
Strategy 3.1: Consider establishment of a staff position dedicated to developing and managing partnerships to better serve customers and engage the community	Yellow	Vacancies and challenges with operations have delayed the implementation of this strategy. Priority in 2018 to develop position.					NA			GP staff at the branch have areas of expertise that involves working with different partners		NA extensively research and utilize the opinions of the patrons of the community to find out what they expect from North Avenue Branch.	



Strategy 3.2: Each branch library will develop a neighborhood specific community action plan to address unique needs/interests of their customers	Yellow	In progress, not complete. By June 2018 formal neighborhood branch plans will be complete.		MC: Interim spreadsheets for circulation, patron count and program statistics. Enter circulation data systemswide			Need a plan, outreach opportunities: Farmers' Market, community events, Makerfest, and programs with community partners in their locations (Cooking as a Second Language)	BE developing Neighborhood Plan.		Ongoing-work with WMC, public schools, BCA and Greater Park Assoc.	HS Neighborhood plan developed in 2016, currently under review	Developing approved formal plan NA Storytimes (outreach) at preschool centers. Black Male Emergent Readers (BMER). Meet two (2) times a month starting in September and ending in May. Lit Chicks Read Too!: Girls Book Club: Meet two (2) times a month starting in September and ending in May. Fiction Focus Senior Club: Meet two (2) times a month starting in January and ending in November.	WH new LCSM looking for new opportunities present themselves at this branch and in this community. Planning to offer more adult programming and reach out to area organizations and businesses.	WE community outreach from the West End Branch on a monthly basis at St. Stephen's Market; outreach to elementary school at evening and weekend events; National Night Out 2017; also participate in RPL outreach through Broad Appetit, holiday parade, attendance at local council town meetings.
Strategy 3.3: Communicate effectively what the library offers as a center of learning	Green	New website, social media, development of a mascot, national library week, and other media activities have improved the overall communication strategy of the library to the community.		MC distributed information packets that include Check it Out, information for people, events, summer reading		Implementation of Digital City to provide City Depts with Computer Class opportunities as well as introduction to our library databases - including computer class programs.	BE posts/updates its programs and learning opportunities for the regular attendance at community meetings, increase and improve visibility of Hull Street's value to the community. Social media, community newsletters and NextDoor utilized to reach neighborhood. Trivia night outreach to engage and involve young professionals/highlighting resources, evening activities, and Friends involvement)	BE Working with Peter Paul Development, Goodwill, CapCo, local schools and churches to fulfill goal.	GP ongoing	HS Outreach efforts and regular attendance at community meetings increase and improve visibility of Hull Street's value to the community. Social media, community newsletters and NextDoor utilized to reach neighborhood. Trivia night outreach to engage and involve young professionals/highlighting resources, evening activities, and Friends involvement)		WH using LibraryAware and local social media to advertise library services and programs.	Library events are posted locally and distributed at outreach event; regular updates to social media and online RPL calendar	
Strategy 3.3.a: Develop a communications plan including resources needed and timeline for implementation.	Green	Communication Plan developed in 2016. Work in progress to implement objectives. Library Aware, a promotional communication platform, implemented allows librarians to effectively create and develop communication and program.				Main staff have been part of the Communications committee to address some of our communication needs.		BE working with Graphic, etc. to generate plan				WH legal programs and events periodically into various social media sites and printed advertisements.	Communication committee	
Strategy 3.3.b: Develop new ways to connect to families and students (social media; presence at local events) to ensure opportunities for community input and engagement.	Green	RPL has an effective outreach program and was present at the 2016 Holiday parade as well as farmers markets, the Richmond Folk Festival, and other community events. All branches received table runners, 10x10 pop up tents that can be deployed for sharing information about the library and signing residents up for library cards.				Ha Hoang will be working with CodeVA on a Family coding night a national initiative working in partnership with RVA Library and Norfolk Public Library.	BE has requested Foundation funding to create a teen area for Belmont Library in order to welcome students and plan according to their needs.	BE A social media position is necessary to augment the outreach efforts pursued by the branch. Staff currently pursue social media outreach as time permits, but additional positions and a dedicated staff person for social media would be a boon.	GP Ongoing- Library has a presence at almost every event in the surrounding community.	HS regularly represent library at community events/festivals (bike to work day, Hull St Fest, Broad Appetit, MakerFest, etc), improving library's social media presence to facilitate 3-way communication		WH See above; will attend community events and also encourage WH/VAQ to be a steady presence as well when staff are not available.	Developing family programs to invite multi-age participation; International Game Day in November for all ages; Monthly local author night to include adult, teen and children's authors	



Strategy 4.2.1 (Staff): Complete development to the Library's READ (Respect, Engage, Anticipate, Deliver) Customer Service model (See Appendix C)	Yellow	Work in progress. Delayed due to vacancies in HR and administration.		MC Participated in work group that developed a list of basic expectations for library staff and customer service.					BE Barbara is reviewing/highlighting this model in the Sept 2017 IEE meetings.		GP will follow the model when developed	NA During staff meetings (monthly and bi-weekly), encourage the agenda to be focused around the READ mantra in order to achieve success within the branch.	Sounds good; program began then didn't hear any follow-up, expectations or guidelines.	
Strategy 4.2.2 (Staff): Develop and improved employee orientation for all staff, and implement a regular schedule for this orientation.	Yellow	Work in progress. Delayed due to vacancies in HR and administration.							IEE follows system-wide procedures for orienting new employees.				Admin. This should be a priority.	
Strategy 4.2.3 (Staff): Prioritize staff training to improve communications, customer service, technology and digital literacy; early literacy; and unified team approach to library operations.	Yellow	Work in progress. Delayed due to vacancies in HR and administration.							EE Volunteers and other trainings are suggested and attended by staff			NA Due to lack of staff, it is challenging to schedule staff for training and professional development. When time permits, training and development will be heavily utilized to implement different strategies to conquer excellent customer service.	Encourage staff to attend training offered by CDR when appropriate. Schedule so that staff may be present for IEE branch meetings to continue/improve communication.	Encourage staff to look for training within the Library system, the City and surrounding areas. Supported staff to attend training at Henrico County libraries on Publisher and Excel. Need a structured training program for all staff that is an annual expectation and part of work plans.
Strategy 4.2.4 (Staff): Develop program-specific positions and structure to improve overall services and system-wide planning and supervision, to include children's services, adult services, technology, marketing and communications.	Yellow	Implemented a calendar program to assist with tracking programs. RPL has not completed a plan to address this challenge.							EE/NA			NA To hold each of those positions accountable for achieving their targeted audience to their maximum potential in order to have an impact in the community.	Admin	
Goal 6: Library Buildings will be designed and constructed to provide inviting and appropriate spaces to meet the future needs of Richmond residents.	Green									East End Renovated		NA Renovation for North Avenue Branch was completed in 2010.		
Strategy 5.1: Complete the renovation of all existing library buildings.	Green	August 2017 West End branch completed phase II of the 2009 Facilities Master Plan								East End Renovated			Done! Now the Main Library...	
Strategy 5.2: Develop and fund exterior repairs for the Main Library and for proposed changes to the Main Library to include teen space, training space, makerspace ("Makerspace" refers to a workspace that is collaborative, creative, and do-it-yourself in its orientation. In other words a place to create and learn. 3D printers have been a component of many of these kinds of spaces, but they include other types of technology and electronics, as well as craft and art materials) options, and any other future space needs.	Green	In 2017 RPLF raised \$206,000 to add a YA space, collaborative research and maker space to the Main Library. This will begin Phase II of the 2009 Facilities Master Plan.										NA Strategically plan and become active and parallel to the City's Master Plan. The library and its branches should mirror the needs and expectations of the City's Master Plan. Programs can be implemented and create to help the mission of the City's Master Plan.	N/A	
Strategy 5.3: Participate in the City of Richmond Master Plan revision to incorporate library improvements into the City's Master Plan and obtain data relevant to determining priorities for Phase Two of the RPL Facility Master Plan for building expansion.	Green	Library Director serving on the Action committee and has participated in the process.									HS Have submitted application to be on Richmond300 Advisory Team to be sure that library improvements are included in the master plan		West End Branch completed an extensive renovation and addition in August 2017. Open spaces, new study room, additional technology, more inviting. Community is very appreciative of the new space with "old" patrons returning just to see what was completed.	



# Virginia Author Project

IN PARTNERSHIP WITH **LIBRARYJOURNAL**  

**Richmond Public Library**

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**This year's contest kicks off on April 1, 2018, and submissions  
will be accepted through June 30, 2018.**

**Prizes and Eligibility include:**

**The winners of this contest will receive:**

- \$500 each in Adult and Young Adult categories
- A write-up in the December print issue of *Library Journal*
- Honors at ALA Midwinter 2019 THRIVE Reception in Seattle
- Opportunities to promote your book(s) at Virginia Public Libraries
- A *Library Journal* Digital Review (Winners + Honorable Mentions)

**Each book that is submitted to the contest must be:**

- Self-published
- In an adult fiction or young adult fiction genre
- Written by a Virginia resident
- Available in either ePUB or PDF file

**Submit your work at [indieauthorproject.librariesshare.com/virginia](http://indieauthorproject.librariesshare.com/virginia)**



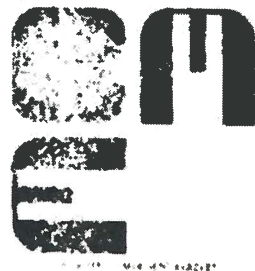
# GET LIT!

Saturday APRIL 7, 2018 - 10 am - 4 pm

Come meet Black Male Emergent Readers (BMER) local authors, community leaders, producers, spoken word artists, and more!

- ▶ Book Signings
- ▶ Discussion of Youth Reading
- ▶ Activities for Boys, Girls & Teens
- ▶ Refreshments

Free and Open to the Public



**PRESS RELEASE**  
For Immediate Release

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**Richmond Public Library to Honor Local Authors**

Richmond, VA – February 21, 2018 – Richmond families, mentors and educators can meet local authors and learn about a new learning strategy at Main Library’s “GET LIT” event on Saturday, April 7, 2018 from 10:00 am to 4:00 pm at the Main Library. Visits by local authors will highlight this youth reading and writing program in the Richmond area, focusing on BMER Kits and Lit Chicks Read Kits for teens, boys, and girls. Sponsored by Richmond Public Library’s Black Male Emergent Readers Literacy Program (BMER) attendees will be able to meet such resident luminaries as Spoken Word Artist Jamil Jasey (Library Out Loud), international speaker, author, and entrepreneur Elliot Eddie (Turning Passion into Profit),



Elliott Eddie’s BMER Youth Entrepreneur Workshop July 27, 2017 North Avenue Library

children’s author Ronnie Sydney, II (Nelson Beats the Odds), poet Christopher Allen (Open Wounds), author-playwrights Vincent Ellis White (Finding Chris, My Father) and Raymond

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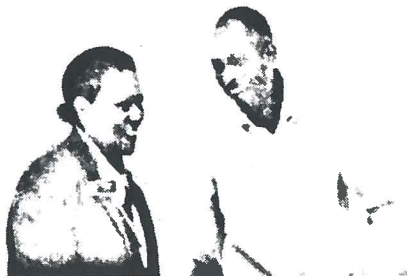
Goode (Through Their Eyes), publisher Nina Fitzhugh-Wells (The Christian Writer 101), athlete Cordell Farley (Life Lessons of a Throwaway Kid), A.E. Bartlett (What is it?), David H.C. Carter (The Learning Curve), Coach Gregory Ford (Searching for Treasure), Richmond CSO Paul Manning (X-Men and the Book of Revelation), Kerwyn Philip (NDUGU Business & Leadership Academy), Clarence McGill (Leveling the Playing Field: The Story of the Syracuse 8), and VCU Professor Ravi Perry (The Little Rock Crisis). Books will be available for purchase and signing by the authors.

BMER is an initiative of Richmond Public Library librarians to address reading inequities affecting students in the Richmond area. The librarians design BMER Kits that contain empowering texts (fiction, non-fiction, poetry, and speeches) and resources for activities that motivate young people to read. Teachers and other leaders can borrow the Kits from the library for schools, youth groups, and book clubs to encourage regular reading habits.

This program is free and open to the public, but seats are limited. Please register at <http://rvalibrary.org> to reserve your seat at the Main Library, 101 E. Franklin St, Richmond, Virginia 23219.

Bonnie Newman Davis focused on BMER in "One for the Books" in the October '17 issue of RichmondMagazine.com <http://richmondmagazine.com/news/sunday-story/one-for-the-books/> The BMER chairperson was featured by Richmond Free Press, Feb. 11, 2016, pg. B2.

Meldon Jenkins-Jones &  
Author Gregory Ford  
February 25, 2017



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