

RICHMOND PUBLIC LIBRARY

BOARD OF TRUSTEES

February 27, 2019

Broad Rock Branch Library
4820 Old Warwick Road
Richmond, Virginia 23224

11:45 a.m.



Richmond Public Library Board

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



Library Board of Trustees Meeting

Wednesday, February 27, 2019

11:45 a.m.

A G E N D A

Call to order:	11:45 a.m.	Mr. Butterfield
Consent Agenda:		Mr. Butterfield
<ul style="list-style-type: none">• Approval of Agenda• Approval of Minutes• Approval of Pending Gifts• Approval of Statistical Report		
Public Comment Period:		
Reports:	12:00 p.m.	
<ul style="list-style-type: none">• Library Friends• Library Foundation		Ms. DeBoer/Mr. Dishon Ms. Hansen
Administration Reports:		Mr. Firestine
Board Committee Reports:	12:10 p.m.	
<ul style="list-style-type: none">• Chairman• Finance Committee• Facilities Committee• Governance Committee		Mr. Butterfield Ms. Weaver Ms. Zwirner Mr. Lydiard
Unfinished Business:	12:30 p.m.	Mr. Butterfield
<ul style="list-style-type: none">• Book Discussion-Introduction and Chapter 1		
New Business	12:40 p.m.	
<ul style="list-style-type: none">• Added – Technology Tools Spaces and Equipment Policy		
Adjourn		Mr. Butterfield
Tour of the Main Library - Announcement		All
Next Meeting:		
March 27, 2019		
Main Library		
101 East Franklin Street		

Library Board Meeting Minutes - DRAFT
January 23, 2019

PRESENT: Chair Kevin Butterfield, Vice Chair William Yates, Tanya Francis, David Lydiard, Larry Olanrewaju, Daisy Weaver, Gail Zwirner, and City Attorney Laura Drewry, Friends of the Library Chair Ruth DeBoer

LIBRARY STAFF: Scott Firestine, Clay Dishon, Cheryl Clarke, Natalie Draper, Gianna Pack

ABSENT: Barbara Burton, Danita Green, Karin Hansen

Meeting of the Richmond Public Library (RPL) Library Board of Trustees (LBOT) was called to order by Chair Kevin Butterfield at 11:52 a.m. at the Main Library, 101 East Franklin Street, Richmond, Virginia.

Consent Agenda Amended	Approve the December 5, 2019 meeting minutes, the current agenda, Statistical Reports, and the Pending Gifts Report as submitted. <i>Motion: Larry Olanrewaju, Second by Daisy Weaver – Approved Unanimously.</i>
Public Comment Period	None were present.
REPORTS	
Friends of the Library (FRPL)	Ruth DeBoer <ul style="list-style-type: none">February meeting is scheduled for February 6 at 5:30 p.m. in the Board Room at the Main Library.During the January Half Price Book Sale at the Main Library, the FRPL made about \$2,800; many books were sold, freeing up space to shelve more books for future sales.Currently, there is one vacant voting seat on the FRPL Board.Kelly Kyle is the Committee Chair for organizing events to celebrate the Friends' 60th Anniversary in 2019. Events will include a spring concert in March, visit to the Library of Congress, Party in the Park in October, and an exhibit of the history of the Friends in late fall.The FRPL is going to purchase children's illustrator prints for each Branch Library in memory of Martha Davenport. Branch Managers will select a print to be displayed in their respective libraries.
Library Foundation	Ms. Hansen: No Report.
Administration	Highlights and Additions to Director's Report: Staff Update: <ul style="list-style-type: none">Outreach and Engagement Librarian Patty Parks resigned from the Library effective February 4, 2019.A 1% increase for employees in permanent positions since June 30, 2018, will show up on the January 25, 2019 paycheck. Employees will move up to the minimum if they are not there already.

Administration (Continued)	<p>James River Association Grant DEQ319 Grant: Met with James River Association to discuss the stormwater grant from the Department of Environmental Quality (DEQ) that they received for the library. This is a stormwater mitigation grant of approximately \$189,000 to provide education and interpretation at library locations throughout the City. This summer we will create a Ripple stencil, complete the rain gardens at the Westover Hills Branch Library, and other locations throughout the system.</p> <p>Sirsi: A conference call is scheduled with SirsiDynix, the City Attorney, and staff on January 24 to continue the contract negotiation of the new integrate library system/catalog. Sirsi is to review City changes and provide a response.</p> <p>Changing Lives Through Literature (CLTL): Received final approval from Juvenile Detention to begin a program in the spring. In March 2019 Officer El Amin will lead the CLTL groups. Approximately 10 youth who will be getting out of detention this spring will participate in the program. The goal is to provide a therapeutic education through literature to assist their rehabilitation. The Library is assisting with books, audiobooks, curriculum, and guidance in helping the counselors use literature in rehabilitation of juveniles getting out of detention.</p> <p>Dorothy Height Highway Marker: The unveiling ceremony is set for March 2019 at the Hull Street Branch Library. More information to come.</p> <p>Mr. Firestine recognized Board Member Daisy Weaver being honored in the “Growing up in Civil Rights Richmond” exhibition at the University of Richmond Museum.</p> <p>Changes at the Main Library:</p> <ul style="list-style-type: none"> • February 3 – Open Sundays. • Merged the Circulation desk with the Reference desk to combine a one-stop all environment that will streamline services and maximize manpower. • Makerspace equipment and some furniture arrived. The glass room area is in the process of being painted. • April 1 – Moving the Children’s and Law Library areas around. The intent is to move the Law Library where the Children’s area is located to create more of a research preservation archive area on one side of the building. This will allow patrons to have the traditional quiet space. Children’s will move into a bigger space, have more light, and get lots of activity. <p>Collection: In the process of weeding items that have been “<i>loved to death</i>,” duplicates, or obsolete. The goal is to freshen up the collection and save what is important and move out what is no longer used or antiquated. Statistically by decreasing and displaying items better, circulation goes up.</p> <p>A mold issue in the periodicals section was contained. Many of the periodical may be weeded because we have better access through other services, such as J-Store.</p>
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BOARD COMMITTEE REPORTS	
Chair	Kevin Butterfield: All Board Members received the <i>Palaces for the People</i> book by Eric Klinenber at the meeting. Discussion time will be added to the agenda for the next meeting starting with the Introduction and Chapter 1.
Finance	Daisy Weaver: No Report.
Facilities	<p>Gail Zwirner: The RFP language for submitted proposals need to include: Teen makerspace to be included in the first phase if the proposal consists of multiple phases, make suggestions on creative indoor/outdoor space usage, and to highlight any experience working on existing libraries.</p> <p>Board Members were encouraged to go to the website to review the RFP. Ms. Zwirner went over the solicitation schedule:</p> <ul style="list-style-type: none"> • Posting of RFP – January 18, 2019 • Pre-proposal meetings – January 29, 2019 – Tour included • Proposals Due – March 1, 2019 • Committee Review (City staff and Procurement) – March 4-15, 2019 • Interviews – March 18-22, 2019 • Committee Recommendation to Procurement – April 1, 2019 • Negotiation of Contract – April 8-12, 2019
Governance	David Lydiard: No Report.
UNFINISHED BUSINESS	
<p>The Strategic Plan Update Dashboard was in the January 23 board packet for Board Members to have an opportunity to review the updates and ask questions before approving and posting to the website.</p> <p>Approve the 2019 Strategic Plan Update Dashboard as submitted. Motion: David Lydiard, Second by Gail Zwirner – Approved Unanimously.</p>	
NEW BUSINESS	
<ul style="list-style-type: none"> • Fine Free Policy – Propose a Fine Free Policy for youth under age 18. – The Board directed Mr. Firestine to proceed with submitting a policy for consideration. • Youth Library Card – Kickoff during National Library Week. • Vice Chair William Yates nominated and was approved to be appointed to the Foundation Board as a voting member. <p>Motion: David Lydiard, Second by Daisy Weaver – Approved Unanimously.</p>	

There being no further business, the meeting was adjourned at 12:50 p.m. by unanimous consensus by the Library Board of Trustees present at the meeting. The next meeting will be held on Wednesday, February 27, 2019, at 11:45 a.m. at the Broad Rock Branch Library, 4820 Old Warwick Road Richmond, Virginia.

Approved: _____
 Mr. Kevin Butterfield, Chair

Recorder: Gianna Pack
 RPL Executive Assistant

Director's Report

February 2019

Director Activities for January 24 to February 22, 2019:

January 24	Compensation Plan Information Session
January 24	Conference call with Sirsi and City Attorney's Office
January 25	Matthew Ebinger – Discuss the Hull Street Library Sculpture Dedication Ceremony
January 25	Homeless Solutions at RPL with DSS
January 28	City Council Meeting
January 29	RFP Pre-Bid Meeting and Tour of the Library
January 31	Purchasing Card Overview with Staff
January 31	Mayor's State of the City Address – Virginia Museum of History and Culture
February 5	Richmond Public Schools State of the Schools – Martin Luther King Middle School
February 6	Friends of the Library Executive Board Meeting
February 6	Education Compact Quarterly Meeting
February 7-8	Human Services Portfolio Strategic Planning Retreat
February 9	VCU One Book Meeting
February 9	City Attorney – Internal Discussion of Sirsi's Feedback
February 9	Transitioning of HR Liaisons Meeting
February 11	City Council Meeting
February 12	Homeward and Daily Planet-Library Community Connector with Kelly King Horne
February 25	Greek Orthodox Church Donating a Centennial Album

Staffing Update:

- Library IT Department Systems Operations Analyst II Joe Barbie will retire on February 28, 2019
- Nadine Kadlubowski, Library Assistant I/PTE-Belmont retired on February 1
- Louis Maranski promoted to Library Associate I/FTE-Ginter Park (from North Avenue/PTE)
- Meg Raymond hired February 4, Librarian II (Provisional)/FTE-Main Library
- Preston Page hired February 19, Library Associate (Provisional)/PTE-Main Library
- April Freeman hired February 19, Library Assistant II/PTE-Main Library
- Naomi D'Archangel hired February 19, Library Assistant II/PTE-Main Library
- Jacob Sanford hired February 19, Library Assistant II/PTE-Main Library
- Lauryn Gillman hired February 19, Library Assistant II/PTE-Main Library

Hull Street Branch Art Project: RPL is planning a celebration of the sculpture at the Hull Street Branch Library and made a request for the Mayor to attend on late February or in late March. Due to the Mayor's availability, the celebration is confirmed to be held on March 28 at 10:00 a.m. to 10:45 a.m.

SIRSI RFP: Conference call with Legal and SirsiDynix to continue the contract negotiation of the new integrate library system/catalog. Sirsi reviewed the changes from the City and responded. On February 9, met with the City Attorney to have an internal discussion on Sirsi's response.

Homelessness: Met with Ms. Giles and the team on January 25 to discuss providing support for the homeless and to begin working towards addressing library patrons who may be experiencing homelessness. It was determined that we need to gather data on the need for this service in the Library. We are in the process of working with Department of Social Services homeless outreach workers to do directed visits to assist those who need assistance, are in crisis, and wish for help.

Director's Report (Continued)
February 2019

Homeward: Met with Homeward and Daily Planet on February 12 to discuss a part-time employee community connector position to provide solutions to persons experiencing homelessness. Homeward will provide \$25,000 to Daily Planet to create an outreach connector position to collaborate with Library, Department of Social Services outreach and other homeless service providers to connect homeless to services that routinely visit the library.

BMER: The Black Male Emerging Reader (BMER) event took place on February 9 at the Main Library. Twenty authors and presenters gave motivational speeches and shared thoughts and opinion on equity and diversity as part of Black History month.

Author Event: Tressie McMillan-Cotton spoke Sunday, February 10 about her New York Times recognized books, Thick. Over 70 people attended the 2:00 p.m. program at the Main Library.

CIRCULATION															
LOCATION	FY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	YTD % Change
Belmont	FY16	10,263	10,897	9,891	9,684	8,546	8,203	7,784	8,963	8,980	8,301	8,208	10,590	110,310	
	FY17	12,068	12,314	9,973	9,766	9,727	9,071	9,709	9,715	10,114	9,238	9,446	10,411	121,552	
	FY18	10,836	10,486	8,290	8,385	7,353	6,096	7,651	7,545	8,099	7,402	7,632	7,864	97,639	-24%
	FY19	8,429	8,074	8,103	7,888	7,303	6,144	7,099	-	-	-	-	-	53,040	-7.78%
Broad Rock	FY16	5,958	5,859	5,765	5,288	4,905	4,931	4,223	4,448	4,834	4,282	3,336	4,401	58,230	
	FY17	4,883	4,773	4,248	4,706	3,966	3,454	3,729	3,192	3,595	3,377	3,851	4,136	47,910	
	FY18	4,574	4,062	3,726	3,809	3,665	3,096	3,308	2,986	3,132	3,304	2,910	3,289	41,861	-14%
	FY19	3,910	3,609	2,671	3,217	2,505	2,086	2,488	-	-	-	-	-	20,486	-33%
East End	FY16	4,119	4,565	4,313	3,747	3,411	3,375	3,653	3,286	3,303	3,206	3,822	4,629	45,429	
	FY17	4,572	4,371	3,581	3,420	2,945	3,029	3,463	2,981	3,529	4,977	3,515	3,460	43,843	
	FY18	3,635	3,481	3,033	2,948	2,632	2,281	2,698	2,574	2,838	2,637	2,865	3,325	34,947	-25%
	FY19	2,996	2,648	2,614	2,820	2,587	2,176	2,915	-	-	-	-	-	18,756	7%
Ginter Park	FY15	2,942	402	469	481	144	440	405	354	512	586	292	1,238	8,265	
	FY16	6,247	5,924	5,374	5,770	5,031	4,517	4,812	4,582	5,401	4,641	4,868	5,310	62,477	
	FY17	5,751	6,070	5,338	5,152	4,854	3,898	4,327	4,370	4,522	4,653	4,023	5,263	58,221	-7%
	FY19	5,211	5,163	4,864	4,278	3,762	2,812	3,864	-	-	-	-	-	29,954	-12%
Hull Street	FY16	4,172	3,508	3,727	4,159	3,901	3,776	3,252	3,318	3,280	2,845	3,158	3,459	42,555	
	FY17	3,174	3,245	3,088	3,131	3,400	2,477	2,816	2,962	2,989	2,348	2,766	2,843	35,239	
	FY18	2,947	3,155	2,178	2,106	2,202	1,772	2,218	2,304	2,241	2,034	1,824	2,147	27,128	-30%
	FY19	2,010	2,305	3,323	1,844	1,838	1,852	2,287	-	-	-	-	-	15,459	3%
Main	FY16	12,022	11,975	8,749	11,056	10,376	10,221	10,620	11,464	11,338	11,585	11,658	12,075	133,139	
	FY17	12,103	12,264	10,330	10,655	9,611	9,049	9,629	9,600	10,821	8,969	9,826	10,528	123,385	
	FY18	10,304	11,144	9,794	9,946	9,126	7,750	9,149	8,706	9,223	8,069	7,769	8,155	109,135	-13%
	FY19	8,719	8,877	8,655	9,774	9,099	8,202	9,418	-	-	-	-	-	62,744	3%

CIRCULATION (CONTINUED)

LOCATION	FY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	YTD % Change
North Avenue	FY16	5,048	4,863	4,990	5,133	4,410	4,830	4,300	4,239	4,267	3,927	3,708	4,024	53,739	
	FY17	4,235	4,448	3,768	3,564	3,308	3,260	2,972	2,943	3,186	2,714	3,017	2,985	40,400	
	FY18	3,112	3,455	3,238	3,802	3,011	2,562	3,094	3,328	3,093	2,580	2,271	2,269	35,815	-13%
	FY19	2,979	2,493	2,709	2,918	2,390	2,059	2,604	-	-	-	-	-	18,152	-19%
West End	FY16	13,330	12,920	11,542	11,076	9,860	9,475	9,940	10,262	10,600	10,194	10,044	6,429	125,672	
	FY17	983	1,070	785	752	628	604	647	568	745	502	591	613	8,488	
	FY18	826	3,012	7,426	8,165	7,940	6,974	7,981	7,390	8,641	8,882	9,802	11,202	88,241	90%
	FY19	11,660	11,438	10,076	10,172	8,539	7,313	9,145	-	-	-	-	-	68,343	13%
Westover Hills	FY16	9,531	9,735	11,638	8,747	7,425	4,424	7,991	7,874	9,497	8,201	8,610	9,047	102,720	
	FY17	9,530	9,400	8,231	8,065	7,407	7,223	7,564	7,848	8,405	6,798	8,059	8,058	96,588	
	FY18	8,685	8,571	7,262	7,133	6,933	6,324	6,895	6,548	6,576	6,660	6,186	7,501	85,274	-13%
	FY19	8,071	7,787	7,566	7,102	6,120	5,364	7,072	-	-	-	-	-	49,082	3%
Econtent	FY16	3,902	4,065	3,902	3,767	3,840	3,701	4,311	3,969	3,916	3,735	3,978	3,787	46,873	
	FY17	4,107	3,770	3,470	3,611	3,568	3,899	3,962	3,701	4,370	4,102	3,906	4,494	46,960	
	FY18	4,676	4,689	4,042	4,125	3,923	3,874	4,566	4,224	4,835	4,935	5,409	5,320	54,618	14%
	FY19	5,985	6,407	5,683	5,581	5,278	5,874	6,375	-	-	-	-	-	41,183	28%
RPL Total	FY16	56,905	53,327	50,782	49,707	44,861	41,798	45,042	45,928	48,244	45,355	44,784	44,460	571,193	
	FY17	59,644	60,356	53,498	53,685	48,876	46,061	47,568	47,645	51,795	44,958	48,914	54,186	617,186	
	FY18	57,515	60,843	56,558	57,424	54,326	48,350	54,710	52,552	55,906	55,332	53,155	59,017	665,688	7%
	FY19	59,970	58,801	56,264	55,594	49,421	43,882	53,267	-	-	-	-	-	377,199	-3%

NEW PATRON CARDS													
FY2019	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
Belmont	141	148	138	108	88	76	122	-	-	-	-	-	821
Broad Rock	155	148	141	136	107	85	126	-	-	-	-	-	898
East End	123	121	114	96	102	78	100	-	-	-	-	-	734
Ginter Park	142	151	162	117	68	41	60	-	-	-	-	-	741
Hull Street	95	121	129	64	60	90	98	-	-	-	-	-	657
Main	294	339	341	276	250	192	355	-	-	-	-	-	2,047
North Avenue	116	124	94	90	99	64	93	-	-	-	-	-	680
West End	143	128	95	80	79	41	100	-	-	-	-	-	666
Westover Hills	150	140	114	120	78	94	118	-	-	-	-	-	814
Online Reg E-Card	333	302	295	241	186	150	149						1,656
Total 2019	1,692	1,722	1,623	1,328	1,117	911	1,321	-	-	-	-	-	8,058
Total 2018	1,251	1,488	1,573	1,229	1,018	871	1,216	1,198	996	1,138	1,067	1,161	14,206

DOOR COUNT 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
Belmont	6,612	6,824	6,242	6,544	5,408	4,738	6,278	-	-	-	-	-	42,646
Broad Rock	7,042	7,205	6,046	7,302	5,356	4,513	5,374	-	-	-	-	-	42,838
East End	7,418	8,274	7,070	6,668	5,665	5,823	7,026	-	-	-	-	-	47,944
Ginter Park	6,765	5,940	4,278	4,981	4,189	3,364	4,823	-	-	-	-	-	34,340
Hull Street	10,678	10,946	9,371	8,486	12,574	5,686	7,241	-	-	-	-	-	64,982
Main	14,277	15,263	13,877	14,752	13,491	11,006	14,839	-	-	-	-	-	97,505
North Avenue	6,785	6,946	5,140	5,822	4,422	4,524	4,998	-	-	-	-	-	38,637
West End	4,778	4,757	4,199	4,495	3,544	3,341	4,439	-	-	-	-	-	29,553
Westover Hills	6,286	7,256	6,752	7,180	7,608	5,430	8,121	-	-	-	-	-	48,633
TOTALS FY 2019	70,641	73,411	62,975	66,230	62,257	48,425	63,139	-	-	-	-	-	447,078
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	805,281
TOTALS FY 2017	72,398	78,366	68,881	69,394	61,547	52,517	49,906	64,911	71,163	64,777	69,506	68,301	791,667

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
Belmont														
Adult Programs	29	19	19	23	19	13	27	0	0	0	0	0	149	197
Adult Attend	133	84	57	155	69	60	129	0	0	0	0	0	687	1,071
Young Adult Programs	1	1	1	0	1	1	1	0	0	0	0	0	6	7
Young Adult Attend	0	3	5	0	0	2	0	0	0	0	0	0	10	17
Juvenile Programs	22	4	0	8	6	2	8	0	0	0	0	0	50	243
Juvenile Attend	421	38	0	219	124	44	161	0	0	0	0	0	1,007	4,984
Total Attend	554	125	62	374	193	106	290	0	0	0	0	0	1,704	6,072
Total Programs	52	24	20	31	26	16	36	0	0	0	0	0	205	447
Broad Rock														
Adult Programs	14	5	11	25	33	7	12	0	0	0	0	0	107	265
Adult Attend	63	108	52	213	97	20	62	0	0	0	0	0	615	1,310
Young Adult Programs	2	6	5	7	5	3	4	0	0	0	0	0	32	8
Young Adult Attend	11	49	62	89	69	25	55	0	0	0	0	0	360	79
Juvenile Programs	34	18	18	24	15	27	31	0	0	0	0	0	167	244
Juvenile Attend	239	255	134	554	284	124	175	0	0	0	0	0	1,765	2,135
Total Attend	313	412	248	856	450	169	292	0	0	0	0	0	2,740	3,524
Total Programs	50	29	34	56	53	37	47	0	0	0	0	0	306	517
East End														
Adult Programs	32	21	32	28	28	25	19	0	0	0	0	0	185	264
Adult Attend	217	147	178	308	218	213	219	0	0	0	0	0	1,500	2,125
Young Adult Programs	2	0	5	7	4	8	3	0	0	0	0	0	29	12
Young Adult Attend	29	0	25	21	20	23	10	0	0	0	0	0	128	155
Juvenile Programs	16	18	10	12	13	11	3	0	0	0	0	0	83	100
Juvenile Attend	315	85	82	151	113	93	71	0	0	0	0	0	910	2,121
Total Attend	561	232	285	480	351	329	300	0	0	0	0	0	2,538	4,401
Total Programs	50	39	47	47	45	44	25	0	0	0	0	0	297	376

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
Ginter Park														
Adult Programs	16	10	24	25	23	13	22	0	0	0	0	0	133	190
Adult Attend	216	192	226	288	147	121	226	0	0	0	0	0	1,416	1,741
Young Adult Programs	2	0	0	0	1	0	0	0	0	0	0	0	3	8
Young Adult Attend	29	0	0	0	1	0	0	0	0	0	0	0	30	181
Juvenile Programs	16	8	7	10	7	6	9	0	0	0	0	0	63	197
Juvenile Attend	315	125	35	81	24	48	108	0	0	0	0	0	736	7,788
Total Attend	560	317	261	369	172	169	334	0	0	0	0	0	2,182	9,710
Total Programs	34	18	31	35	31	19	31	0	0	0	0	0	199	395
Hull Street														
Adult Programs	9	7	10	15	4	4	4	0	0	0	0	0	53	104
Adult Attend	64	80	106	164	19	30	69	0	0	0	0	0	532	1,267
Young Adult Programs	10	3	1	2	0	2	1	0	0	0	0	0	19	52
Young Adult Attend	237	15	13	25	0	4	0	0	0	0	0	0	294	446
Juvenile Programs	13	12	11	16	4	4	6	0	0	0	0	0	66	155
Juvenile Attend	682	323	198	261	21	55	156	0	0	0	0	0	1,696	3,782
Total Attend	983	418	317	450	40	89	225	0	0	0	0	0	2,522	5,495
Total Programs	32	22	22	33	8	10	11	0	0	0	0	0	138	311
Main														
Adult Programs	0	0	14	0	0	11	13	0	0	0	0	0	38	358
Adult Attend	0	0	420	0	0	404	626	0	0	0	0	0	1,450	8,986
Young Adult Programs	5	2	1	6	4	3	9	0	0	0	0	0	30	8
Young Adult Attend	46	95	1	108	81	41	152	0	0	0	0	0	524	441
Juvenile Programs	31	0	19	26	0	23	28	0	0	0	0	0	127	169
Juvenile Attend	726	0	373	464	0	495	642	0	0	0	0	0	2,700	4,649
Total Attend	772	95	794	572	81	940	1,420	0	0	0	0	0	4,674	14,076
Total Programs	36	2	34	32	4	37	50	0	0	0	0	0	195	535

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
North Avenue														
Adult Programs	17	13	21	33	21	16	23	0	0	0	0	0	144	313
Adult Attend	244	171	110	271	84	149	167	0	0	0	0	0	1,196	2,796
Young Adult Programs	3	3	1	0	7	6	8	0	0	0	0	0	28	64
Young Adult Attend	11	15	34	0	41	35	26	0	0	0	0	0	162	583
Juvenile Programs	29	18	24	21	39	26	23	0	0	0	0	0	180	297
Juvenile Attend	594	795	329	430	267	519	163	0	0	0	0	0	3,097	4,484
Total Attend	849	981	473	701	392	703	356	0	0	0	0	0	4,455	7,863
Total Programs	49	34	46	54	67	48	54	0	0	0	0	0	352	674
West End														
Adult Programs	10	13	11	16	9	9	15	0	0	0	0	0	83	279
Adult Attend	101	110	81	118	54	49	70	0	0	0	0	0	583	715
Young Adult Programs	2	0	2	2	1	0	1	0	0	0	0	0	8	7
Young Adult Attend	0	0	31	5	0	0	0	0	0	0	0	0	36	109
Juvenile Programs	15	20	15	20	12	15	18	0	0	0	0	0	115	175
Juvenile Attend	288	341	283	526	313	237	417	0	0	0	0	0	2,405	2,625
Total Attend	389	451	395	649	367	286	487	0	0	0	0	0	3,024	3,449
Total Programs	27	33	28	38	22	24	34	0	0	0	0	0	206	461
Westover Hills														
Adult Programs	4	14	12	13	17	12	18	0	0	0	0	0	90	81
Adult Attend	68	143	71	89	177	123	330	0	0	0	0	0	1,001	754
Young Adult Programs	3	1	1	2	0	0	1	0	0	0	0	0	8	1
Young Adult Attend	14	2	8	6	0	0	3	0	0	0	0	0	33	1
Juvenile Programs	30	21	21	32	18	18	16	0	0	0	0	0	156	142
Juvenile Attend	334	358	252	607	331	224	238	0	0	0	0	0	2,344	1,897
Total Attend	416	503	331	702	508	347	571	0	0	0	0	0	3,378	2,776
Total Programs	37	36	34	47	35	30	35	0	0	0	0	0	254	224
Grand Total Attend	5,397	3,534	3,166	5,153	2,554	3,138	4,275	0	0	0	0	0	27,217	57,366
Grand Total Programs	367	237	296	373	291	265	323	0	0	0	0	0	2,152	3,940

COMPUTER USE 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
Belmont Workstation	1,397	1,518	1,288	1,314	1,135	947	1,234						8,833
WIFI	367	371	376	1,054	962	867	1,169						5,166
Broad Rock Workstation	2,500	2,489	1,865	2,147	1,766	1,512	2,097						14,376
WIFI	586	592	601	1,026	814	674	850						5,143
East End Workstation	1,628	2,064	1,709	1,805	1,558	1,233	1,888						11,885
WIFI	377	381	386	1,050	864	842	1,184						5,084
Ginter Park Workstation	1,435	1,637	1,447	1,554	1,182	1,009	1,363						9,627
WIFI	160	176	179	1,078	819	707	1,087						4,206
Hull Street Workstation	1,660	2,151	1,894	1,627	1,508	1,360	1,784						11,984
WIFI	93	94	95	950	960	983	1,142						4,317
Main Workstation	3,144	3,634	3,413	3,535	2,843	3,947	2,554						23,070
Childrens Workstation	216	239	167	192	182	149	157						1,302
WIFI	2,748	2,775	2,817	4,687	4,006	3,947	5,070						26,051
North Avenue Workstation	1,501	1,472	1,377	1,392	1,197	999	1,319						9,257
WIFI	324	327	332	1,031	648	739	752						4,153
West End Workstation	778	818	716	735	623	575	741						4,986
WIFI	324	327	332	542	514	494	542						3,075
Westover Hills Workstation	1,487	1,697	1,436	1,571	1,234	967	1,364						9,756
WIFI	416	420	426	813	678	614	771						4,139
TOTALS FY 2019	21,141	23,182	20,857	28,103	23,493	22,565	27,068	-	-	-	-	-	166,410
TOTALS FY 2018	15,815	21,725	22,930	24,159	20,415	10,066	22,675	23,448	21,326	22,134	22,591	20,439	247,723
TOTALS FY 2017	18,053	20,329	18,204	17,496	15,525	12,916	6,925	15,994	17,966	21,582	23,985	20,701	209,676

TECHNICAL SERVICES - ITEMS BY LOCATION											
FY19	Belmont	Broad Rock	East End	Ginter Park	Hull Street	MAIN	North Avenue	West End	Westover Hills	OverDrive	Monthly Total
Jul-18	309	155	167	243	175	506	168	346	309	-	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	365	172	165	204	98	707	221	451	363	62	2,808
Nov-18	198	118	113	134	91	356	145	244	248	1	1,648
Dec-18	117	65	49	79	30	326	54	158	124	239	1,241
Jan-19	199	99	118	157	95	430	127	244	222	110	1,801
Feb-19											-
Mar-19											-
Apr-19											-
May-19											-
Jun-19											-
Branch Total FY 2019	1,736	929	928	1,192	726	3,282	1,029	2,132	1,860	649	14,305
Branch Total FY 2018	3,247	2,040	1,972	2,414	1,985	5,549	1,890	3,480	3,292	1,673	11,927
Average	248	133	133	170	104	469	147	305	266	93	1,192

Richmond Public Library
FY19 Operating Budget
as of
January 31, 2019

ACCOUNT	DESCRIPTION	Budget	Actual Expended 31-Jan-19	% Spent	Balance Available 31-Jan-19
60000	SALARIES - FULL TIME	\$ 2,748,595	\$ 1,563,010	56.9%	\$ 1,185,585
61000	SALARIES - PART TIME	\$ 381,163	\$ 136,558	35.8%	\$ 244,605
62000	SALARIES - TEMPORARY	\$ -	\$ 4,926	0.0%	\$ (4,926)
63000	FICA	\$ 194,045	\$ 100,840	52.0%	\$ 93,205
63001	RET CON RSRs	\$ 611,444	\$ 341,046	55.8%	\$ 270,398
63002	MEDCARE FICA	\$ 45,382	\$ 23,584	52.0%	\$ 21,798
63003	GROUP LIFE	\$ 16,394	\$ 9,584	58.5%	\$ 6,810
63006	H/C ACT TEMP	\$ 572,540	\$ 284,296	49.7%	\$ 288,244
63008	STATE UNEMPLOYMENT	\$ -	\$ -	0.0%	\$ -
63011	HEALTH SAVINGS	\$ -	\$ 15,604	0.0%	\$ (15,604)
64104	EDUCATION PAY	\$ -	\$ -	0.0%	\$ -
64105	BONUS PAY	\$ -	\$ -	0.0%	\$ -
Personnel Expenses		\$ 4,569,563	\$ 2,479,448	54.3%	\$ 2,090,115
71141	BOOKS	\$ 501,332	\$ 305,048	60.8%	\$ 196,285
71141	DATABASES	\$ -	\$ -	0.0%	\$ -
71142	MULTIMEDIA PRODUCTS	\$ 6,953	\$ -	0.0%	\$ 6,953
72122	MAGS & NEWSPAPER	\$ 36,659	\$ 5,274	14.4%	\$ 31,385
Collection Development		\$ 544,944	\$ 310,321	56.9%	\$ 234,623
70131	ADVERTISING	\$ 1,995	\$ -	0.0%	\$ 1,995
70161	DATA PROCESSING - OCLC	\$ 240,645	\$ 211,118	87.7%	\$ 29,527
70161	PLANNING MGMT SERVICES	\$ 129,032	\$ 78,639	60.9%	\$ 50,393
70218	VEHICLE REPAIR	\$ 3,154	\$ 4,412	139.9%	\$ (1,257)
70311	PRINTED SUPPLIES	\$ 1,300	\$ 1,258	96.7%	\$ 42
70412	TRANSPORTATION	\$ -	\$ -	0.0%	\$ -
70413	MILEAGE ALLOWANCE	\$ 2,760	\$ 129	4.7%	\$ 2,631
70551	SECURITY	\$ 357,121	\$ 351,160	98.3%	\$ 5,961
70552	CONTRACT AND TEMP PERSONNEL	\$ 20,000	\$ 85,887	429.4%	\$ (65,887)
71012	OFFICE STATIONARY SUPPLIES	\$ 13,220	\$ 9,060	68.5%	\$ 4,160
71016	ADVERTISING	\$ -	\$ -	0.0%	\$ -
71143	LIBRARY OPERATING SUPPLIES	\$ 17,946	\$ 10,957	61.1%	\$ 6,989
72113	POSTAGE	\$ 4,569	\$ 1,583	34.6%	\$ 2,986
72121	CONFERENCES & CON	\$ 2,092	\$ 2,489	119.0%	\$ (397)
72123	MEMBERSHIP DUES	\$ 1,352	\$ -	0.0%	\$ 1,352
72124	TRAINING	\$ 1,189	\$ 1,859	156.3%	\$ (670)
72131	COMPUTER SUPPLIES	\$ 28,537	\$ 28,783	100.9%	\$ (246)
72153	EQUIPMENT	\$ 12,200	\$ 3,411	0.0%	\$ 8,789
73104	BANK FEES	\$ -	\$ 3,194	0.0%	\$ -
76119	PAGERS	\$ -	\$ -	0.0%	\$ -
77103	FUEL-D/O VEHICLE	\$ 2,200	\$ 835	38.0%	\$ 1,365
77104	VEHICLE MONTHLY STANDING	\$ 493	\$ 247	50.0%	\$ 246
77201	INTERNAL PRINTING	\$ -	\$ -	0.0%	\$ -
80001	DEPRECIATION	\$ -	\$ -	0.0%	\$ -
80004	BUILDINGS & STR	\$ -	\$ -	0.0%	\$ -
80006	EQUIPMENT & OFFICE MAINTENANCE	\$ 7,970	\$ 3,057	38.4%	\$ 4,913
80007	VEHICLE EXPENSES	\$ -	\$ -	0.0%	\$ -
Other Expenses		\$ 847,776	\$ 798,078	94.1%	\$ 49,698
TOTAL GENERAL FUND		\$ 5,962,283	\$ 3,587,847	60.2%	\$ 2,374,436

RICHMOND PUBLIC LIBRARIES - General Fund Budget

Monthly Budget Report

January 31, 2019

<u>General Fund Revenue</u>	<u>FY2018-19 Budget</u>	<u>FY2018-19 Actual YTD</u>	<u>% Recognized</u>	<u>Unrecognized</u>
Lost and Damage Books	\$ 21,782	\$ 6,632	30%	\$ 15,150
Overdue Book Fines	\$ 66,121	\$ 22,260	34%	\$ 43,861
Reservation - Book Records	\$ 500	\$ 180	36%	\$ 320
Room Rental Fees	\$ 300	\$ -	0%	\$ 300
Sales Copy Centers	\$ 17,476	\$ 7,889	45%	\$ 9,587
State Library Aide	\$ 170,000	\$ -	0%	\$ 170,000
	<u>\$ 276,179</u>	<u>\$ 36,962</u>	13%	<u>\$ 239,217</u>

General Fund Operating

	<u>FY2018-19 Budget</u>	<u>FY2018-19 Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
Personnel	\$ 3,129,758	\$ 1,704,494	54%	\$ 1,425,264
Fringes	\$ 1,439,805	\$ 774,954	54%	\$ 664,851
Books/Materials	\$ 544,944	\$ 310,321	57%	\$ 234,623
Operating Expenses	\$ 847,776	\$ 798,078	94%	\$ 49,698
Total	\$ 5,962,283	\$ 3,587,847	60%	\$ 2,374,436

Encumbrances YTD

\$ 477,533

RICHMOND PUBLIC LIBRARIES - Special Fund Budget

<u>Special Fund Revenue</u>	<u>FY2018-19 Anticipated</u>	<u>FY2018-19 Actual YTD</u>	<u>% Recognized</u>	<u>Unrecognized</u>
00314 - Gift to the Library	\$ 105,000	\$ 52,889	50%	\$ 52,111
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	\$ 15,000	38%	\$ 25,000
00313 - Friends of the RPL	\$ 30,000	\$ 6,875	23%	\$ 23,125
00000 - Grade Level Reading	\$ -	\$ -	0%	\$ -
	<u>\$ 712,500</u>	<u>\$ 140,838</u>	20%	<u>\$ 571,662</u>

<u>Special Fund Expenditures</u>	<u>FY18 Rollover & FY19 Receipts</u>	<u>FY2018-19 Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
00314 - Gift to the Library	\$ 138,596	\$ 69,331	50%	\$ 69,265
00308 - Verizon E-Rate Grant	\$ (34,364)	\$ 15,480	-45%	\$ (49,844)
00309 - Public Law Library	\$ (1,142,826)	\$ 312,983	-27%	\$ (1,455,809)
Personnel		\$ 28,495		
Fringes		\$ 7,950		
Books/Materials		\$ 274,545		
Operating Expenses		\$ 1,993		
00311 - Gates Foundation	\$ 12,576	\$ -	0%	\$ 12,576
00312 - RPL Foundation	\$ (46,362)	\$ 29,211	-63%	\$ (75,573)
00313 - Friends of the RPL	\$ 47,048	\$ 4,573	10%	\$ 42,475
	<u>\$ (1,025,332)</u>	<u>\$ 431,578</u>	-42%	<u>\$ (1,456,910)</u>

Encumbrances YTD

\$ 158,570

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

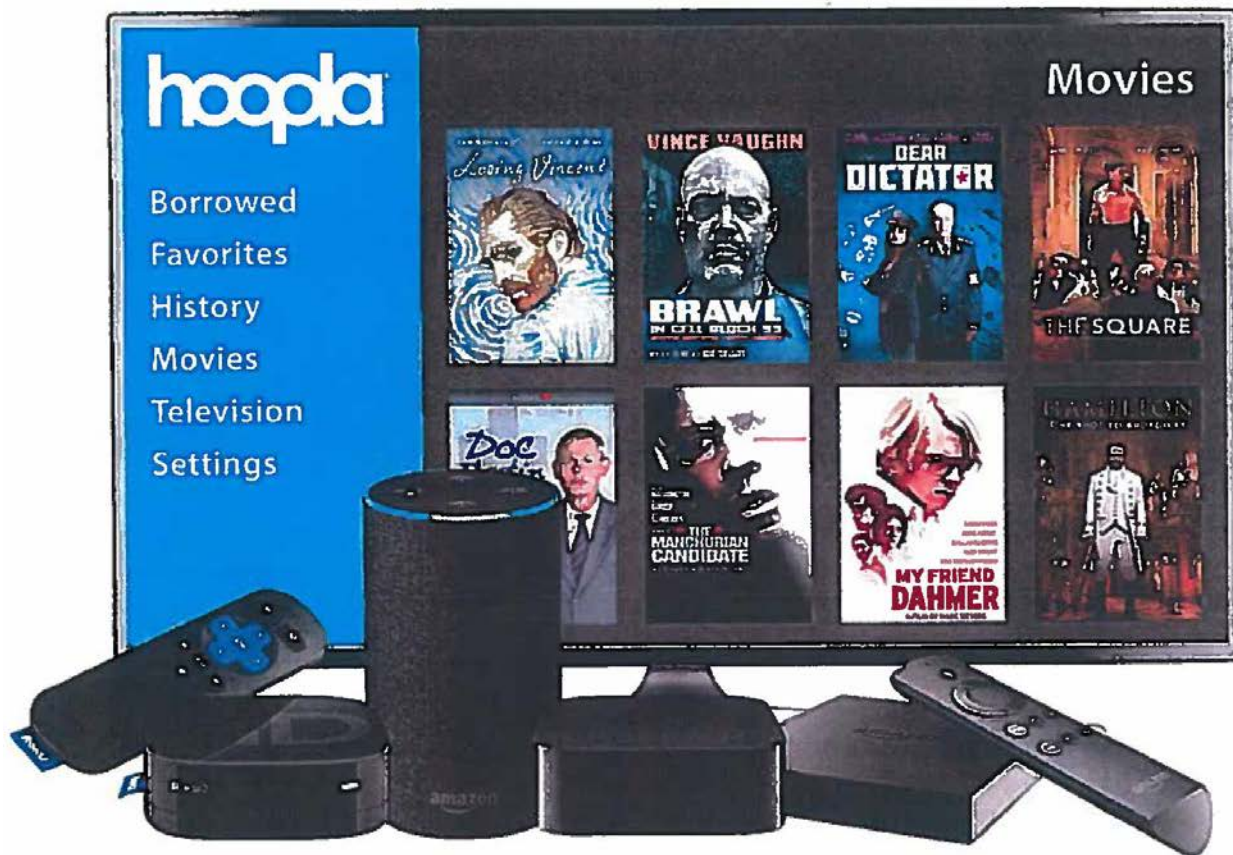
Consent Agenda: Pending Library Board Approval - Wednesday, February 27, 2019

Date	Donor Name	Current Month Amount	Purpose/Location	YTD Account Balance		
				Gift	Foundation	Friends
	No Report - February 2019					
	Monthly Total	0.00				
	YTD Total	0.00	Year To Date Total	\$ 0.00		\$ 0.00

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androidtv  **Roku** amazon fireTV

 Chromecast  amazon alexa



hoopla

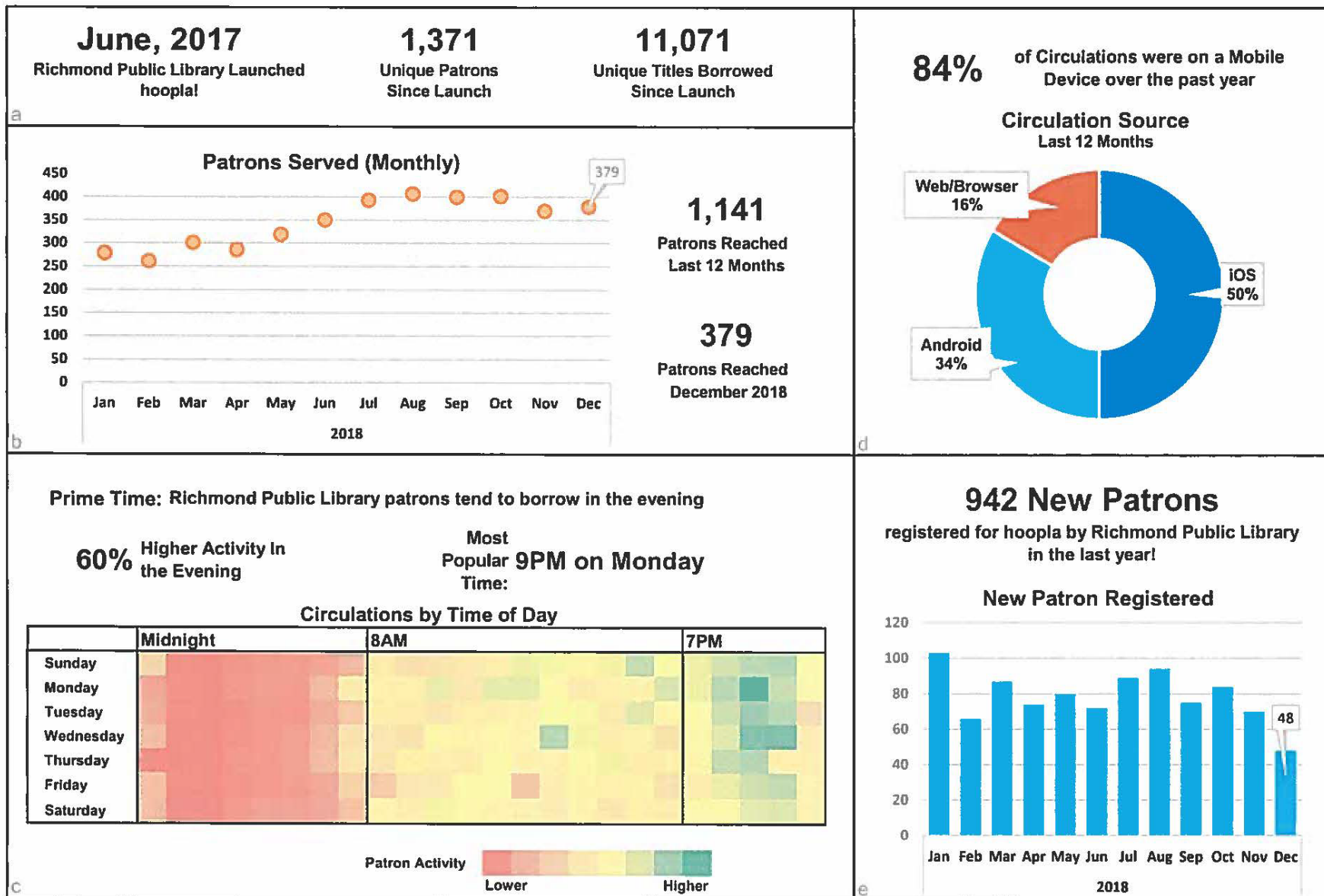
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hoopladigital.com



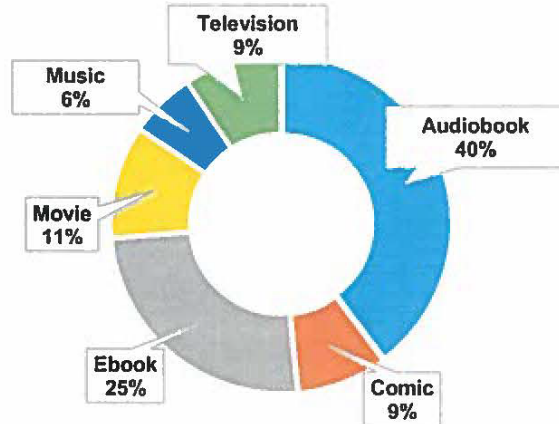
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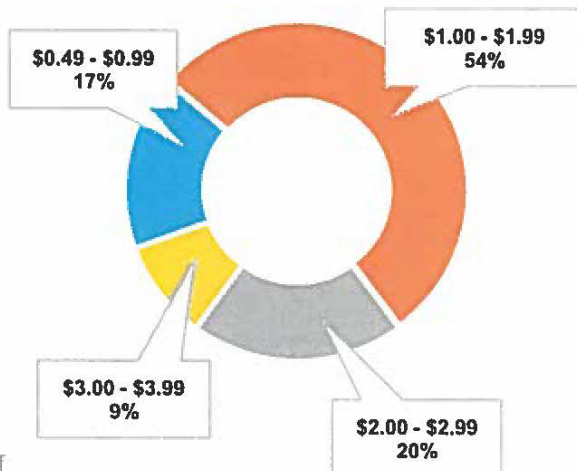


74% of titles circulated were eBooks, Audiobooks & Comics

Titles Circulated by Format



Circulations by Price Point



Leveraging the Breadth & Depth of your hoopla Collection



Last 12 Months

9,410
Unique Titles
Circulated

15,186
Total Circulations

13.3
Circulations Per
Patron

\$1.97
Cost per Circulation

Delivering Value to Your Community

\$233K
Saved

hoopla enabled Richmond Public Library patrons to access 9K titles worth \$263K in Content Value for \$30K

Format	Total Circs	Titles Circed	hoopla Total Cost	hoopla Cost per Title	Cost to Purchase (per Title)	Total Cost to Purchase Titles Circed
Audiobook	6,693	3,745	\$15,055	\$4.02	\$43	\$161,035
Comic	1,323	814	\$2,197	\$2.70	\$13	\$10,582
eBook	3,292	2,366	\$4,926	\$2.08	\$24	\$56,784
Movie	1,787	1,026	\$4,329	\$4.22	\$16	\$16,416
Music	964	588	\$1,445	\$2.46	\$10	\$5,880
Television	1,127	871	\$1,960	\$2.25	\$14	\$12,194

Session Info, Page Info, Referrals, Circs

Jan 1, 2019 - Jan 31, 2019

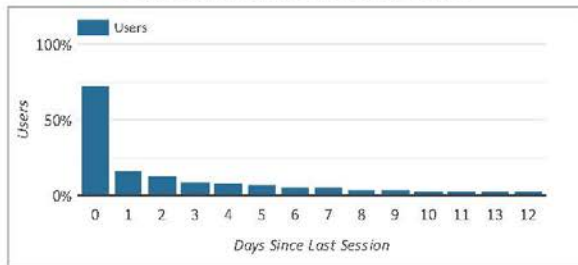
Sessions
8,421
 ↑ 19.3%

Avg. Session Duration
04:09
 ↓ -4.1%

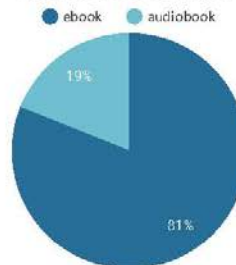
Pageviews
60,072
 ↑ 15.6%

Pages / Session
7.13
 ↓ -3.2%

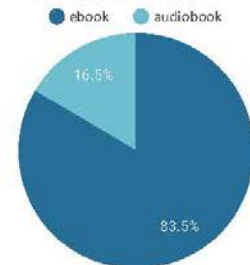
Days Since Last Session by Users



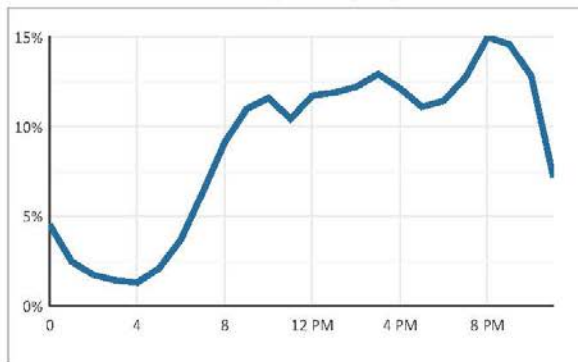
Checkouts by Format



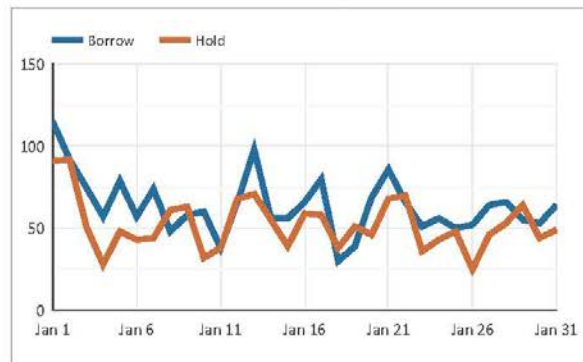
Holds by Format



Users by Hour (EST)



Circulations by Date



Top 10 Referrals by Sessions

Full Referrer	Sessions
1. {direct}	67.34%
2. google	22%
3. rvalibrary.org/books-media/	3.04%
4. rvalibrary.org/online-library/	2.51%
5. bing	1.72%
6. ibistro.ci.richmond.va.us/uhthin/cgisirsi/	1.33%
7. rvalibrary.org/services/online-resources/	0.55%
8. yahoo	0.43%
9. duckduckgo.com/	0.25%
10. outlook.live.com/	0.11%

Top 10 Viewed Pages

Page Title	Pageviews
1. Homepage	22.08%
2. Loans	9.89%
3. Search results	4.67%
4. Holds	4.22%
5. Newly Added	2.49%
6. Wish list	2.26%
7. Newly Added Audiobooks	1.82%
8. Browse subjects	1.31%
9. Newly Added eBooks	1.09%
10. Most Popular Audiobooks	1.04%

Acquisition Information

Jan 1, 2019 - Jan 31, 2019

Users
4,792
 ↑ 20.9%

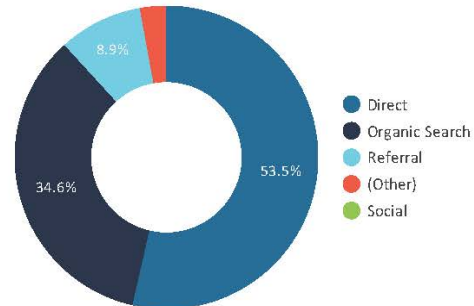
New Users
2.0K
 ↑ 36.1%

Sessions
8,421
 ↑ 19.3%

Top 10 Source/Medium

Source / Medium	Users ▾	New Users	Sessions
1. {direct} / {none}	54.3%	35.24%	67.34%
2. google / organic	31.76%	45.46%	20.56%
3. rvalibrary.org / referral	5.99%	6.08%	6.18%
4. google / {not set}	2.81%	4.7%	1.44%
5. bing / organic	2.52%	3.51%	1.72%
6. ibistro.ci.richmond.va.us / referral	2.14%	2.68%	1.38%
7. yahoo / organic	0.74%	1.07%	0.43%
8. duckduckgo.com / referral	0.25%	0.39%	0.25%
9. ecosia.org / referral	0.13%	0.16%	0.06%
10. r.search.aol.com / referral	0.13%	0.2%	0.07%

Top Channels



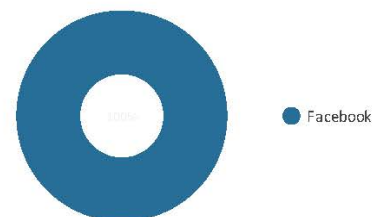
Top Referral Traffic Sources & Top Landing Pages

Source Referrals	Users	Sessions ▾
1. rvalibrary.org	65.85%	74.06%
2. ibistro.ci.richmond.va.us	23.59%	16.57%
3. duckduckgo.com	2.7%	2.97%
4. outlook.live.com	0.74%	1.37%
5. r.search.aol.com	1.47%	0.8%
6. search.xfinity.com	0.98%	0.69%
7. ecosia.org	1.47%	0.69%
8. email21.godaddy.com	0.25%	0.57%
9. mail.google.com	0.74%	0.34%
10. ci.richmond.ca.us	0.25%	0.23%

Landing Page	Users	Sessions ▾
1. /	71.25%	57.14%
2. /account/loans	11.3%	17.37%
3. /account/holds	0.74%	6.17%
4. /search	4.91%	2.86%
5. /library/kids	1.72%	0.8%
6. /account/lists/wishlist	0.98%	0.57%
7. /media/2706505	0.49%	0.46%
8. /media/2260182	0.98%	0.46%
9. /media/87E743BD-C42E-4397-989...	0.49%	0.34%
10. /media/64F36AEC-3C1B-4F47-B37...	0.74%	0.34%

Top Social Network Referrals

Social Network	Users ▾	Sessions	Bounce Rate
1. Facebook	100%	100%	100%



Search Information

Jan 1, 2019 - Jan 31, 2019

Total Quick Searches

6,276

↑ 22.6%

Session Searches w/No Circs

1,701

↑ 42.1%

Avg. Search Depth

2.02

↓ -2.1%

Top 25 Search Terms

Search Terms	Total Searches
1. Where the Crawdads Sing	56
2. Educated	42
3. David Baldacci	25
4. Harry Potter	25
5. Little Fires Everywhere	23
6. Janet Evanovich	22
7. Diary of a Wimpy Kid	19
8. Louise Penny	18
9. Girl, Wash Your Face	17
10. Michael Connelly	17
11. Nora Roberts	15
12. Stephen King	14
13. John Grisham	14
14. Nine Perfect Strangers	14
15. An American Marriage	13
16. The Library Book	13
17. An Anonymous Girl	13
18. The Hate U Give	13
19. Becoming	13
20. Liane Moriarty	12
21. The Handmaid's Tale	12
22. John Sandford	12
23. Eleanor Oliphant Is Completely Fine	11
24. Michelle Obama	11
25. James Patterson	11

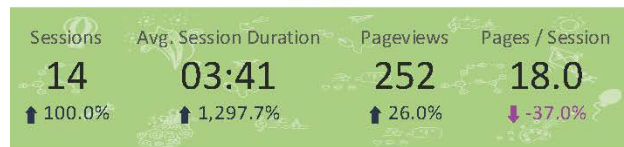
Top 25 Quick Search Terms that Didn't Result in a Borrow, Hold, or Download

Search Terms	Total Searches
1. Where the Crawdads Sing	16
2. Harry Potter	12
3. Educated	11
4. Girl, Wash Your Face	8
5. David Baldacci	8
6. The Hate U Give	6
7. educated	6
8. Michelle Obama	6
9. Michael Connelly	5
10. Janet Evanovich	5
11. Joseph Finder	5
12. A Tree Grows in Brooklyn	5
13. Brandon Sanderson	5
14. Brad Meltzer	5
15. ASVAB	4
16. becoming	4
17. Isaac Asimov	4
18. If Beale Street Could Talk	4
19. Big Nate	4
20. outlander	4
21. The Handmaid's Tale	4
22. Stuart Woods	4
23. CIRCE (#1 New York Times bestsell...	4
24. I'll Be Gone in the Dark	4
25. Wheel of Time	4

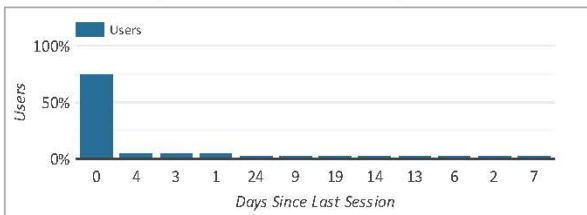
Kids & Teens eReading Rooms Info

Jan 1, 2019 - Jan 31, 2019

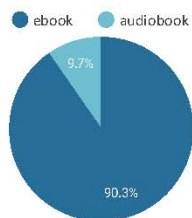
Kids



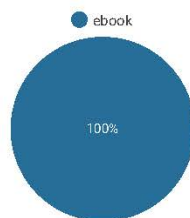
Days Since Last Session by Users



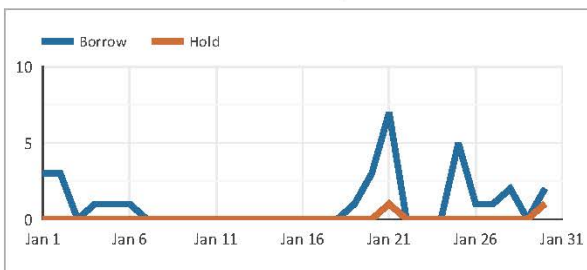
Checkouts by Format



Holds by Format



Circulations by Date



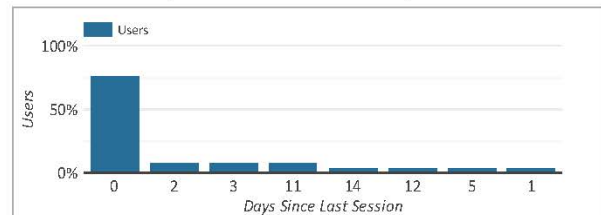
Top 10 Kids Room Search Terms

Search Terms	Total Searches
1. Magic Tree House	2
2. The Lightning Thief	1
3. Captain Underpants	1
4. Dr. Martin Luther King, Jr.	1
5. Gregory the terrible eater	1
6. wonderstruck	1
7. A Wrinkle in Time by Madeleine LE...	1
8. FORTNUTE	1
9. RAP	1
10. Magic Tree House Collection, Books...	1

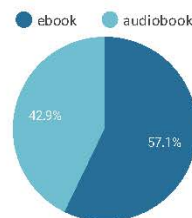
Teens



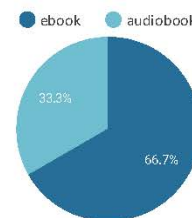
Days Since Last Session by Users



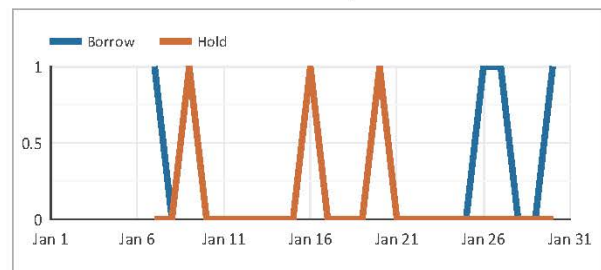
Checkouts by Format



Holds by Format



Circulations by Date



Top 10 Teen Room Search Terms

Search Terms	Total Searches
No data	

Curated Lists Info - Circulations

Jan 1, 2019 - Jan 31, 2019

Total Checkouts

86

Total Holds

38

Checkouts by Curated Collections

Curated Collection Name	Site ① ▲	Checkouts ② ▼
1. Giggles & Belly Laughs	Kids	5
2. #WeNeedDiverseBooks	Kids	3
3. Read-Alongs & Picture Books	Kids	3
4. Wild Reads	Kids	1
5. PBS Presents: The Great American Read	Main	23
6. Spring into a New Series	Main	17
7. Humor Me	Main	8
8. Cuddle up with a Cozy Mystery	Main	7
9. Thrill Rides	Main	7
10. Books to the Big Screen	Main	6
11. New You 2018	Main	3
12. PEN America Literary Awards	Main	1
13. Crook's Corner Book Prize - 2018	Main	1
14. Teen Thrillers	Teens	1

Holds by Curated Collections

Curated Collection Name	Site ① ▲	Holds ② ▼
1. Read-Alongs & Picture Books	Kids	1
2. PBS Presents: The Great American Read	Main	15
3. Books to the Big Screen	Main	7
4. Thrill Rides	Main	5
5. Spring into a New Series	Main	5
6. New You 2018	Main	2
7. Crook's Corner Book Prize - 2018	Main	2
8. Humor Me	Main	1

Curated Lists Info - Pageviews

Jan 1, 2019 - Jan 31, 2019

 Pageviews
756

 Avg. Time on Page
35 Seconds


	Curated Collection Pages	Site ① ▲	Pageviews	Avg. Time on Page
1.	Read-Alongs & Picture Books	Kids	13	00:00:49
2.	Wild Reads	Kids	5	00:00:54
3.	PBS Presents: The Great American Read	Main	235	00:00:32
4.	Thrill Rides	Main	113	00:00:43
5.	Books to the Big Screen	Main	107	00:00:31
6.	Spring into a New Series	Main	76	00:00:32
7.	Cuddle up with a Cozy Mystery	Main	49	00:00:17
8.	Humor Me	Main	46	00:00:50
9.	New You 2018	Main	38	00:01:10
10.	Crook's Corner Book Prize - 2018	Main	31	00:00:17
11.	PEN America Literary Awards	Main	12	00:01:08
12.	Better in Translation	Main	9	00:00:34
13.	reference	Main	2	00:00:04
14.	Ultimate Teen Reading list	Teens	19	00:00:16
15.	Teen Thrillers	Teens	1	00:00:32

Glossary of Terms

Jan 1, 2019 - Jan 31, 2019

This page is to help clarify definitions for common terms used within this Analytics report.

***** All information shown within the report is for Lightning sites ONLY**

Term	Definition
Sessions	A group of events performed by a user; the activity by a unique user in one visit to your site. The default session timeout is 30 minutes, which means that if someone is inactive on your website for over 30 minutes, then a new session will be reported if they perform another interaction, for example, viewing another page.
Users	The total number of distinct devices that have accessed your site. Device refers to any connectable technology (laptop/mobile/tablet) able to view your site. Note: we refer to device rather than person because multiple people can look at the same device at any one time, and one person can use multiple devices to look at the same site.
New Users	The total number of devices that did not have a Google Analytics cookie enabled on the browser when a patron visits the first page of a session. If a patron deletes their cookies and comes back to the site, the patron will be counted as new.
Pageview	Reported when a page has been viewed by a user on your website. When a visitor hits the back button, a pageview is recorded. When a visitor hits refresh, a pageview is recorded. Every time a page is opened in the browser, regardless of whether it has been cached, a pageview is recorded.
Unique Pageview	Counts a page once even if it was viewed multiple times within a single session. For example, if someone landed on your homepage, then viewed the 'about us' page and then navigated back to your homepage, the homepage would have 1 unique pageview (even though the page was viewed twice during the session).
Avg. Session Duration	The average duration time of a session. Provides a top-level view of how long users are spending on your website.
Bounce Rate	The percentage of sessions with a single pageview. It doesn't matter how long the visitor was on the page or how they left. Technically, it's a session with only one interaction. It's important to apply context when analyzing bounce rate, since some pages will deliver all of the information somebody is looking for on a single page.
Full Referrer	Reported when a user clicks through to your website from another third-party website. The referrals table allows you to see all of the websites (by domain) that are sending you traffic.
Unique Searches	The number of unduplicated searches on your website over the course of a specified time period.
Session Searches w/No Circs	Search terms that didn't result in a Borrow, Hold, or Download
Growth Indicators	<p>These indicators are for the previous period in which the date range is specified at the top of the page. These indicators will also compare to the previous period, NOT the previous year, unless otherwise stated.</p> <p>For example: If the date range for the report is September 1 - September 30, then the indicators will be comparing to the previous month of August (August 1 - August 31).</p> <p>For Example: If the date range selected for the report is July 15 - September 30, then the indicators will be comparing to that previous period of 77 days (May 15 - July 14).</p> 
Curated Collection Circulation Notes	<p>These are the most common ways a patron can Borrow or Place a Hold on a title:</p> <ol style="list-style-type: none"> 1. Directly on the homepage 2. By opening a curated collection list and borrowing from the curated collection results page 3. On the title's details page 4. After performing a search on a title and borrowing from the returned search results page 5. From certain account pages <p>***Only in situations #1, #2, & #3 are we able to track circulations from the curated collections.</p>

RICHMOND PUBLIC LIBRARY**101 EAST FRANKLIN STREET****DRAFT - POLICY**

SECTION: 08.01

SUBJECT: Technology Tools Spaces and Equipment

Requirements for Access to Equipment:

Prior to using Technology Tools spaces and equipment, users must complete an orientation and have a library card. Accounts must be considered in good standing. Prior to reserving Technology Tools spaces and equipment, the borrower must review the appropriate guidelines. Independent use by those younger than 17 is subject to approval by Library staff.

Personal Equipment:

All personal equipment and items must be removed from Technology Tools spaces at the end of the reservation. Personal property left in Technology Tools spaces will be retained according to the Library's Lost and Found Policy. Setup, breakdown and clean-up are built into the reservation time. Technology Tools spaces must be restored back to the original condition by the end of the reservation time. Security of personal items is the responsibility of the patron.

Financial Responsibility:

The borrower is financially responsible for the full cost of any intentionally damaged or missing equipment. An equipment review will occur between the borrower and Library staff prior to and after use of studios. Any damage or technical problems related to the equipment must be immediately reported to a staff member.

Rules of Conduct:

Technology Tools visitors agree to adhere to the Library's Behavior Guidelines. No drinks or food are allowed in Technology Tools spaces. Items considered to be weapons, materials containing visual depictions that are obscene, contain child pornography, or which may be considered harmful to minors are not permitted and cannot be created.

Reserving Time in the Center:

The borrower who makes any reservation for equipment or space must be present at all times. Certain charges to use Technology Tools may apply based on service used. Please see a staff member for details. A borrower may use the Technology Tools spaces and creative software for up to three hours per day. These computers are reserved for creative projects associated with Technology Tools type activities.

Privacy:

The Richmond Public Library is not responsible for the loss, theft or damage of files. Users are responsible for transferring or saving all files to their personal cloud server or to their personal external drive. Computers will be rebooted after the reservation time period ends and all files saved on the computer will be deleted.

Intellectual Property Rights:

Users shall respect Intellectual Property Rights and Copyright Laws. The Richmond Public Library is not responsible for any infringement of Intellectual Property Rights and Copyright Laws that may occur.

***Terms are subject to change.**

Adopted: February 2019

RICHMOND PUBLIC LIBRARY



101 EAST FRANKLIN STREET



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Adopted: February 27, 2019