RICHMOND PUBLIC LIBRARY

BOARD OF TRUSTEES

May 22, 2019

Westover Hills Branch Library
1408 Westover Hills Boulevard
Richmond, Virginia 23225

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, May 22, 2019
11:45 a.m.

A G E N D A

Call to order:	11:45 a.m.	Mr. Butterfield/Mr. Yates

Consent Agenda: Mr. Butterfield/Mr. Yates
- Approval of Agenda
- Approval of Minutes
- Approval of Pending Gifts
- Approval of Statistical Report

Public Comment Period:

Reports: 12:00 p.m.
- Library Friends   Ms. DeBoer/Mr. Dishon
- Library Foundation   Ms. Hansen

Administration Reports: Mr. Firestine

Board Committee Reports: 12:10 p.m.
- Chairman   Mr. Butterfield/Mr. Yates
- Finance Committee   Ms. Weaver
- Facilities Committee   Ms. Zwirner
- Governance Committee   Mr. Lydiard

Unfinished Business: 12:30 p.m.   Mr. Butterfield/Mr. Yates
- Materials Security/Inventory Discussion
- Book Discussion

New Business   12:40 p.m.
- Fine Free Youth Library Card

Adjourn   Mr. Butterfield/Mr. Yates

Next Meeting:
June 26, 2019
West End Branch Library
5420 Patterson Avenue
Richmond, Virginia 23226

Library Board Meeting Minutes - DRAFT
April 24, 2019

PRESENT: Chair Kevin Butterfield, David Lydiard, Larry Olanrewaju, Daisy Weaver, Gail Zwirner

STAFF: Scott Firestine, Clay Dishon, City Attorney Laura Drewry, Nideria Brown, Cheryl Clarke, Karin Hansen, Gianna Pack, Dianne Wilmore

ABSENT: Vice Chair William Yates, Barbara Burton, Tanya Francis, Danita Green, and Friends of the Library Chair Ruth DeBoer

Meeting of the Richmond Public Library (RPL) Library Board of Trustees (LBOT) was called to order by Chair Kevin Butterfield at 11:55 a.m. at the North Avenue Branch Library located at 2901 North Avenue, Richmond, Virginia 23222.

Consent Agenda Amended	Approve the March 27 meeting minutes, Statistical Reports, and the Pending Gifts Report as submitted. A quorum to vote was established at 12:43 p.m. *Motion: Gail Zwirner, Second by David Lydiard – Approved Unanimously.*
Public Comment Period	None were present.
REPORTS	
Friends of the Library (FOL)	**Clay Dishon on behalf of Ruth DeBoer:** • The 60th Anniversary activities are progressing. On March 20, a group of 25 people went on a sponsored trip to and toured the Library of Congress. Kelly Kyle reported that everyone had a great time. • The Friends Spring Book Sale on April 6-7 was successful. They cleared around $14,400 in sales. • The FRPL provided funds to RPL to celebrate National Library Week, which included a staff event at River City Bowl. Everyone had a great time. • The Summer/Fall newsletter will go out soon. FRPL are always looking for ideas and photos for brief articles, as well as people to write them! • Summer Reading is just around the corner. FRPL will be sponsoring a band for the gathering in the Library Park. Rain-out plans are still in the works. • FRPL is in the process of recruiting young FRPL membership and volunteers. Currently they have settled with the idea of attending and occupying a non-profit table for the Friends at many local festivals. This should be an easy way to promote the Friends and RPL. They are very excited to have a new group interested in getting involved. • There will be a full Board Meeting on May 1 at Main Library at 5:30 p.m.
Library Foundation	**Ms. Hansen:** • June 12 – Annual Foundation Full Board Meeting. It will start at 4:00 p.m. with a social starting at 5:30 p.m. Staff and LBOT will receive an e-invite in the near future. During the social, there will be demonstrations and tours in the new innovation lab. • The Foundation is working to improve donor communication. There will be two e-communications going out a year from the Foundation as a fundraising solicitation. It does give the option to Opt-out if a person does not want to receive the email. The first e-communication will go out in May. Ms. Hansen is welcoming any feedback on this new type of communication.

Administration	**Highlights and Additions to Director's Report:** Mr. Firestine did a brief summary of his Director's Report emphasizing on: • Actively in the hiring process. • Made nominations to the International Dublin Literary Award. • Homeward – Part-time Social Worker position to assist people who are experiencing homelessness. • National Library Week was April 7-13, 2019. There was a proclamation from Mayor Stoney, a popup library at City Hall, and events with Ripple and story times at all locations. Also launched the Youth Library Card and had a Fine Free week. We posted many pictures on Instagram and the Library's Facebook. • Comcast Update – The public access studio has been relocated to the Main Library. Currently, the studio is not up and running due to Verizon not connecting to it as of yet. Mr. Firestine has been communicating with Verizon for the last four months to finish the connection process. • VCU Common Book for incoming students – *Evicted: Poverty and Profit in the American City* by Matthew Desmond is a partnership program with RPL. There will be book talks, speakers, exhibit, etc. to act as a beacon to detail what it is and what it means to the City of Richmond. • Mr. Lydiard loaned his art collection of vibrant animal portraits by Marius Valdes to the Westover Hills Branch Library to display. • Westover Hills Branch is enhancing and expanding the rain garden and storm water mitigation project initiated by the Westover Hills Advisory Group in 2011. • Hoopla: Mr. Lydiard inquired a status on seeing another Hoopla report. Mr. Firestine will follow up with Nancy Buck in Collections. Mr. Lydiard also inquired if there could be a pop up advertisement on Hoopla to give exposure to RPL (Example: RPL is open on Sundays at two locations). Mr. Firestine will update the Board if that can be done.

BOARD COMMITTEE REPORTS	
Chair	**Kevin Butterfield:** Mr. Butterfield attended the ceremony dedication of the Hull Street Sculpture that was at 10:00 a.m. on March 28, 2019. Mayor and the press was in attendance. It was a successful and well attended event. Mr. Butterfield encouraged Board members to review the proposed amendments and the 1-1.5% cut across the board. Reach out to Council members to discuss supporting the library and how the 1-1.5% cuts across the board will make an impact and reverse the progress the Library Board has been making. Mr. Firestine reported the statistics showing it would be about $100,000 out of the RPL budget and affect Sunday hours.
Finance	**Daisy Weaver:** Ms. Weaver reported there was a brief Finance meeting prior to the Board meeting. Mr. Firestine shared a report on the Councils Budget Amendments. He also encouraged Board Members to talk to their Council person on what could happen to Library services if there is a 1-1.5% cut across the board. The types of services with impact would be homework help, job searching, early literacy, STEM, etc.

BOARD COMMITTEE REPORTS (CONTINUED)	
Facilities	**Gail Zwirner/Cheryl Clarke:** • Main Library Facilities Master Plan Update: In the Attorney's Office to be reviewed so it can be reissued. • Toilet Rooms at Main Library – Ms. Clarke reported that the first floor toilet rooms will be relocated to coincide with Children's and the Law Library move. The current location of the public restrooms for adults will turn into a lactation restroom and the other will be a family restroom, which the Children's Department will have the keys. The current location of the Children's restrooms will be remodeled to be used for the public. The new design will not have doors, but passage ways for gender specific to enter in opposite directions. The stalls will have locking doors for privacy. This design is to address the overdose issues. Mosley will design the changes. CIP dollars will be used. At this time, Branches will not have a lactation room due to space limitations. Changes should be completed by March 2020. • RFP for the Integrate Library System (ILS on-line catalog): Ongoing since July 2018 when the selection was made. Negotiations with the City Attorney's Office is on-going. • Ms. Zwirner inquired would any of these delays impact any money, such as the Mary Morton Parson's Grant, that needs to be spent. Mr. Firestine stated he would follow up with Ms. Hansen to see if there are any time limits that need to be addressed so money is not lost. • HVAC Project/Special Collections Area Update: eTEC Mechanical Corp was awarded the contract and began work on April 22. Target date for completion was pushed to July due to a miscommunication with delivery of a key piece of equipment. • Roof Surveys: The roofs survey is complete, except for West End and Main. Capital Improvement will take care of the process for the other sites. The North Avenue Branch had extensive damage repair to the roof and will need to go out for bid. After the discussion, Mr. Lydiard suggested that there be some follow up method on when it is time for a roof to get maintenance.
Governance	**David Lydiard:** Mr. Lydiard reported the City Clerk's Office is advertising for the three open positions.

UNFINISHED BUSINESS
• Book discussion tabled to next meeting. • Mr. Firestine handed out information on the inventory and associated costs with maintaining existing and new security gates, which the Board requested from the March 27, 2019 meeting. It was the consensus of the Board Members present at the meeting to table the discussion until the May 22, 2019 meeting to give them an opportunity to review the packet.

NEW BUSINESS
No New Business

There being no further business, the meeting was adjourned at 1:09 p.m. by unanimous consensus by the Library Board of Trustees present at the meeting.

The next meeting will be held on Wednesday, May 22, 2019, at 11:45 a.m. at the Westover Hills Branch Library, 1408 Westover Hills Boulevard, Richmond, Virginia 23225.

Approved:_____
Mr. William Yates, Vice Chair

Recorder: G. Pack
RPL Executive Assistant

Director's Report
May 2019
Director Activities for April 24 to May 17, 2019:

April 25	Author Austin Kleon – Gellman Room
April 29	City Council Budget Amendment Work Session/Public Meeting
April 30	Community Meeting on ACES, Child Abuse Mapping and Traumatic Outcomes – Department of Social Services
May 1-2	Interviews for Library/Community Services Manager for the Main Library
May 1	City Attorney Susan McKenney – Sirsi Contract Document Discussion
May 1	Friends of the Library Board Full Meeting
May 3	Human Services Leadership Team Quarterly Advances – Pine Camp
May 3	VCU Creative Help Discussion
May 5-11	2019 Employee Appreciation Week – Activities
May 6	Budget Work Session – Public Meeting Council Special Meeting
May 8	Conference Call with City Attorney's Office and Sirsi
May 8	RPS/Rotary/RPL Collaboration
May 9	Meeting with Mason Movers to Discuss Dates and Logistics of Moving Departments
May 9	Human Services Directors – Monthly Portfolio Meeting – City Hall
May 10	Attended Capital Area Library Directors (CALD) Meeting – Appomattox Regional Library
May 13	Attended the City Council Budget Vote Meeting
May 15	CIP Small Working Group Meeting
May 16	Foundation Development Committee Meeting
May 17	Attended Homeward Homeless Conference

Hiring Update:
- Interviewed for Library/Community Services Manager/FTE (Main) – May 1-2. The position was offered to Natalie Draper, who is currently the Interim Library/Community Services Manager at Main; starting on May 28.
- Interviewed for Library Associate – Web Developer/FTE (Main) – April 18. The position was offered to Jonah Butler, who is from the West End Branch and has been helping out with our current programs. He will start on May 28.
- Interviewed for Library Associate/FTE (East End) – May 1.
- Interviewed for Library Tech (Library Assistant II)/FTE (North Avenue) – May 1-2.

2019 Employee Appreciation Week: City employees were recognized with a variety of activities during the week of May 5-11. RPL provided a table at the Department showcase May 8. All library staff received M&M's as an appreciation gift from Library Administration during the week. Pizzas and sodas were delivered to all staff on May 10. All very much appreciated the efforts of the City and the Human Resources team.

Collection Relocation Update: Met with Lynn Mason of Mason Movers on May 9 to discuss the date and logistics of the move. Prepared for collection relocations during the week of May 20-27 for the Law Library and Children's collections to change places. The move will impact patron access to these collections. The Children's collection and the Adult nonfiction collections will be closed throughout that week. The second floor will remain open and we will facilitate access to collections as the project proceeds.

Community Connector: Social Worker Rex Huff, Jr., started on May 15 at the Main Library. The Community Connection will assist patrons who may be experiencing social challenges, such as addition, homelessness, mental dysfunction find assistance. This position is provided through a $25,000 grant from

Homeward, through the Daily Planet. The Community Connector will have an office in the Main Library for 20 hours a week and work throughout the system.

RFP for the Main Library Facilities Master Plan Update: Ongoing. The cancelled RFP for Main Library Facilities Master Plan is awaiting Legal to complete the reissue of this RFP. Attorney's office was to prepare a draft of the new RFP by May 10.

RFP for the Integrate Library System (ILS on-line catalog): Met on May 1 with City Attorney to discuss the Sirsi contract document. Ongoing and in process with Legal. Contract and procurement is incomplete.

Innovation Lab at Main Library – The RPL new Innovation Lab located at the Main Library opened to the public on May 1, 2019. The Innovation Lab is a digital lab and makerspace for children, teens, and adults. There are tools and technology for learning, exploring, designing, creating, and innovating *(Article in Handout Section)*. The Lab is gaining momentum and we have been receiving positive feedback.

2019 VA Indie Author Project Contest: Through this project, libraries are helping local authors get the recognition they deserve for writing great books. The 2019 contest is open and will be accepting submissions through May 31. As of May 3, we currently have 78 submissions, which is fantastic. We still have 4 1/2 weeks to continue to push on social media and promote throughout our author community.

The winners of this contest will receive:
- $500 each in adult and young adult categories
- Honors at the Public Library Association Conference 2020 reception in Nashville
- Opportunities to promote your book(s) at Virginia public libraries
- Inclusion in a full-page print spread in *Library Journal*

Each book that is submitted to the contest must be:
- Indie-published
- In an adult fiction or young adult fiction genre
- Written by a Virginia resident
- Available in either ePUB or PDF file

Hoopla Advertising Update: It was requested that RPL inquire with Midwest Tape about RPL placing promotional/informational advertisements on the Hoopla Platform. In the Hoopla product the library is identified at the bottom of the user account page. They informed us that more directed advertising is not possible at this time. We will follow-up in the future.

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	6,630	8,077	6,712			74,459	-10.28%
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	2,801	2,843	2,389			28,519	-38%
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	2,451	2,249	2,046			25,502	-29%
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	3,653	4,408	3,384			41,399	-38%
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	1,870	1,854	1,828			21,011	-11%
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	8,749	9,621	9,177			90,291	12%

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	2,264	2,367	2,887			25,670	11%
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	7,434	9,007	8,380			93,164	-6%
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	6,155	6,511	6,120			67,868	-9%
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	5,874	6,532	6,132			59,721	20%
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	47,881	53,469	49,055			527,604	-13%

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	75	105	99			**1,100**
Broad Rock	155	148	141	136	107	85	126	130	159	151			**1,338**
East End	123	121	114	96	102	78	100	107	103	110			**1,054**
Ginter Park	142	151	162	117	68	41	60	46	63	55			**905**
Hull Street	95	121	129	64	60	90	98	95	98	115			**965**
Main	294	339	341	276	250	192	355	274	341	251			**2,913**
North Avenue	116	124	94	90	99	64	93	95	112	123			**1,010**
West End	143	128	95	80	79	41	100	76	94	78			**914**
Westover Hills	150	140	114	120	78	94	118	121	100	92			**1,127**
Online Reg E-Card	333	302	295	241	186	150	149	131	146	138			**2,071**
Total 2019	**1,692**	**1,722**	**1,623**	**1,328**	**1,117**	**911**	**1,321**	**1,150**	**1,321**	**1,212**			**11,326**
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	5,945	6,520	6,361			61,472
Broad Rock	7,042	7,205	6,046	7,302	5,356	4,513	5,374	5,678	5,909	5,689			60,114
East End	7,418	8,274	7,070	6,668	5,665	5,823	7,026	6,056	6,613	6,591			67,204
Ginter Park	6,765	5,940	4,278	4,981	4,189	3,364	4,823	4,350	5,202	4,927			48,819
Hull Street	10,678	10,946	9,371	8,486	12,574	5,686	7,241	7,499	8,487	10,094			91,062
Main	14,277	15,263	13,877	14,752	13,491	11,006	14,839	14,305	16,479	16,427			144,716
North Avenue	6,785	6,946	5,140	5,822	4,422	4,524	4,998	5,179	5,859	5,591			55,266
West End	4,778	4,757	4,199	4,495	3,544	3,341	4,439	4,294	4,824	4,492			43,163
Westover Hills	6,286	7,256	6,752	7,180	7,608	5,430	8,121	6,953	7,659	8,690			71,935
TOTALS FY 2019	**70,641**	**73,411**	**62,975**	**66,230**	**62,257**	**48,425**	**63,139**	**60,259**	**67,552**	**68,862**			**643,751**
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	24	23	20	0	0	216	197
Adult Attend	133	84	57	155	69	60	129	138	132	169	0	0	1,126	1,071
Young Adult Programs	1	1	1	0	1	1	1	1	1	2	0	0	10	7
Young Adult Attend	0	3	5	0	0	2	0	4	9	0	0	0	23	17
Juvenile Programs	22	4	0	8	6	2	8	6	5	9	0	0	70	243
Juvenile Attend	421	38	0	219	124	44	161	172	132	265	0	0	1,576	4,984
Total Attend	**554**	**125**	**62**	**374**	**193**	**106**	**290**	**314**	**273**	**434**	**0**	**0**	**2,725**	**6,072**
Total Programs	**52**	**24**	**20**	**31**	**26**	**16**	**36**	**31**	**29**	**31**	**0**	**0**	**296**	**447**
Broad Rock														
Adult Programs	14	5	11	25	33	7	12	29	34	30	0	0	200	265
Adult Attend	63	108	52	213	97	20	62	211	206	124	0	0	1,156	1,310
Young Adult Programs	2	6	5	7	5	3	4	4	3	4	0	0	43	8
Young Adult Attend	11	49	62	89	69	25	55	74	37	40	0	0	511	79
Juvenile Programs	34	18	18	24	15	27	31	22	32	32	0	0	253	244
Juvenile Attend	239	255	134	554	284	124	175	455	227	541	0	0	2,988	2,135
Total Attend	**313**	**412**	**248**	**856**	**450**	**169**	**292**	**740**	**470**	**705**	**0**	**0**	**4,655**	**3,524**
Total Programs	**50**	**29**	**34**	**56**	**53**	**37**	**47**	**55**	**69**	**66**	**0**	**0**	**496**	**517**
East End														
Adult Programs	32	21	32	28	28	25	19	31	41	39	0	0	296	264
Adult Attend	217	147	178	308	218	213	219	367	347	527	0	0	2,741	2,125
Young Adult Programs	2	0	5	7	4	8	3	8	8	4	0	0	49	12
Young Adult Attend	29	0	25	21	20	23	10	37	25	4	0	0	194	155
Juvenile Programs	16	18	10	12	13	11	3	8	10	11	0	0	112	100
Juvenile Attend	315	85	82	151	113	93	71	41	89	235	0	0	1,275	2,121
Total Attend	**561**	**232**	**285**	**480**	**351**	**329**	**300**	**445**	**461**	**766**	**0**	**0**	**4,210**	**4,401**
Total Programs	**50**	**39**	**47**	**47**	**45**	**44**	**25**	**47**	**59**	**54**	**0**	**0**	**457**	**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	35	30	22	0	0	220	190
Adult Attend	216	192	226	288	147	121	226	312	317	263	0	0	2,308	1,741
Young Adult Programs	2	0	0	0	1	0	0	1	1	0	0	0	5	8
Young Adult Attend	29	0	0	0	1	0	0	14	12	0	0	0	56	181
Juvenile Programs	16	8	7	10	7	6	9	8	5	18	0	0	94	197
Juvenile Attend	315	125	35	81	24	48	108	45	21	111	0	0	913	7,788
Total Attend	**560**	**317**	**261**	**369**	**172**	**169**	**334**	**371**	**350**	**374**	**0**	**0**	**3,277**	**9,710**
Total Programs	**34**	**18**	**31**	**35**	**31**	**19**	**31**	**44**	**36**	**40**	**0**	**0**	**319**	**395**
Hull Street														
Adult Programs	9	7	10	15	4	4	4	8	6	7	0	0	74	104
Adult Attend	64	80	106	164	19	30	69	56	249	83	0	0	920	1,267
Young Adult Programs	10	3	1	2	0	2	1	1	2	1	0	0	23	52
Young Adult Attend	237	15	13	25	0	4	0	5	7	0	0	0	306	446
Juvenile Programs	13	12	11	16	4	4	6	8	7	9	0	0	90	155
Juvenile Attend	682	323	198	261	21	55	156	156	59	69	0	0	1,980	3,782
Total Attend	**983**	**418**	**317**	**450**	**40**	**89**	**225**	**217**	**315**	**152**	**0**	**0**	**3,206**	**5,495**
Total Programs	**32**	**22**	**22**	**33**	**8**	**10**	**11**	**17**	**15**	**17**	**0**	**0**	**187**	**311**
Main														
Adult Programs	0	0	14	0	0	11	13	13	21	17	0	0	89	358
Adult Attend	0	0	420	0	0	404	626	737	698	748	0	0	3,633	8,986
Young Adult Programs	5	2	1	6	4	3	9	7	5	7	0	0	49	8
Young Adult Attend	46	95	1	108	81	41	152	45	40	47	0	0	656	441
Juvenile Programs	31	0	19	26	0	23	28	24	28	29	0	0	208	169
Juvenile Attend	726	0	373	464	0	495	642	413	391	564	0	0	4,068	4,649
Total Attend	**772**	**95**	**794**	**572**	**81**	**940**	**1,420**	**1,195**	**1,129**	**1,359**	**0**	**0**	**8,357**	**14,076**
Total Programs	**36**	**2**	**34**	**32**	**4**	**37**	**50**	**44**	**54**	**53**	**0**	**0**	**346**	**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	29	32	42	0	0	247	313
Adult Attend	244	171	110	271	84	149	167	119	215	916	0	0	2,446	2,796
Young Adult Programs	3	3	1	0	7	6	8	4	7	8	0	0	47	64
Young Adult Attend	11	15	34	0	41	35	26	21	36	75	0	0	294	583
Juvenile Programs	29	18	24	21	39	26	23	24	27	20	0	0	251	297
Juvenile Attend	594	795	329	430	267	519	163	436	472	473	0	0	4,478	4,484
Total Attend	**849**	**981**	**473**	**701**	**392**	**703**	**356**	**576**	**723**	**1,464**	**0**	**0**	**7,218**	**7,863**
Total Programs	**49**	**34**	**46**	**54**	**67**	**48**	**54**	**57**	**66**	**70**	**0**	**0**	**545**	**674**
West End														
Adult Programs	10	13	11	16	9	9	15	16	11	14	0	0	124	279
Adult Attend	101	110	81	118	54	49	70	65	115	98	0	0	861	715
Young Adult Programs	2	0	2	2	1	0	1	1	1	1	0	0	11	7
Young Adult Attend	0	0	31	5	0	0	0	0	2	7	0	0	45	109
Juvenile Programs	15	20	15	20	12	15	18	17	22	13	0	0	167	175
Juvenile Attend	288	341	283	526	313	237	417	12	230	152	0	0	2,799	2,625
Total Attend	**389**	**451**	**395**	**649**	**367**	**286**	**487**	**77**	**347**	**28**	**0**	**0**	**3,705**	**3,449**
Total Programs	**27**	**33**	**28**	**38**	**22**	**24**	**34**	**34**	**34**	**257**	**0**	**0**	**531**	**461**
Westover Hills														
Adult Programs	4	14	12	13	17	12	18	23	33	30	0	0	176	81
Adult Attend	68	143	71	89	177	123	330	253	1,237	528	0	0	3,019	754
Young Adult Programs	3	1	1	2	0	0	1	2	1	3	0	0	14	1
Young Adult Attend	14	2	8	6	0	0	3	2	11	44	0	0	90	1
Juvenile Programs	30	21	21	32	18	18	16	20	23	21	0	0	220	142
Juvenile Attend	334	358	252	607	331	224	238	574	570	371	0	0	3,859	1,897
Total Attend	**416**	**503**	**331**	**702**	**508**	**347**	**571**	**829**	**1,818**	**943**	**0**	**0**	**6,968**	**2,776**
Total Programs	**37**	**36**	**34**	**47**	**35**	**30**	**35**	**45**	**57**	**54**	**0**	**0**	**410**	**224**
Grand Total Attend	**5,397**	**3,534**	**3,166**	**5,153**	**2,554**	**3,138**	**4,275**	**4,764**	**5,886**	**6,225**	**0**	**0**	**44,321**	**57,366**
Grand Total Programs	**367**	**237**	**296**	**373**	**291**	**265**	**323**	**374**	**419**	**642**	**0**	**0**	**3,587**	**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	1,071	1,246	1,249			12,399
WIFI	367	371	376	1,054	962	867	1,169	1,066	1,035	879			8,146
Broad Rock Workstation	2,500	2,489	1,865	2,147	1,766	1,512	2,097	2,099	2,252	2,004			20,731
WIFI	586	592	601	1,026	814	674	850	870	833	829			7,675
East End Workstation	1,628	2,064	1,709	1,805	1,558	1,233	1,888	1,666	1,776	1,563			16,890
WIFI	377	381	386	1,050	864	842	1,184	1,117	1,004	1,123			8,328
Ginter Park Workstation	1,435	1,637	1,447	1,554	1,182	1,009	1,363	1,244	1,517	1,540			13,928
WIFI	160	176	179	1,078	819	707	1,087	972	988	1,055			7,221
Hull Street Workstation	1,660	2,151	1,894	1,627	1,508	1,360	1,784	501	1,889	1,811			16,185
WIFI	93	94	95	950	960	983	1,142	911	809	745			6,782
Main Workstation	3,144	3,634	3,413	3,535	2,843	3,947	2,554	3,396	3,994	3,465			33,925
Childrens Workstation	216	239	167	192	182	149	157	178	133	209			1,822
WIFI	2,748	2,775	2,817	4,687	4,006	3,947	5,070	4,227	5,211	4,099			39,588
North Avenue Workstation	1,501	1,472	1,377	1,392	1,197	999	1,319	1,319	1,325	1,429			13,330
WIFI	324	327	332	1,031	648	739	752	809	816	728			6,506
West End Workstation	778	818	716	735	623	575	741	671	902	870			7,429
WIFI	324	327	332	542	514	494	542	540	643	588			4,846
Westover Hills Workstation	1,487	1,697	1,436	1,571	1,234	967	1,364	1,464	1,421	1,341			13,982
WIFI	416	420	426	813	678	614	771	643	697	578			6,057
TOTALS FY 2019	21,141	23,182	20,857	28,103	23,493	22,565	27,068	24,764	28,491	26,105			245,770
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	0,439	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	237	101	161	158	65	384	111	260	226	223	1,926
Mar-19	190	90	137	137	67	404	115	237	189		1,566
Apr-19	338	183	189	233	121	596	180	384	354	54	2,632
May-19											
Jun-19											
Branch Total FY 2019:	2,501	1,303	1,415	1,720	979	4,666	1,435	3,013	2,629	926	20,429
Branch Total FY 2018:	3,247	2,040	1,972	2,414	1,985	5,549	1,890	3,480	3,292	1,673	18,051
Average:	250	130	142	172	98	467	144	301	263	93	1,702

HOOPLA SUMMARY APRIL 2019

Patrons and Borrows
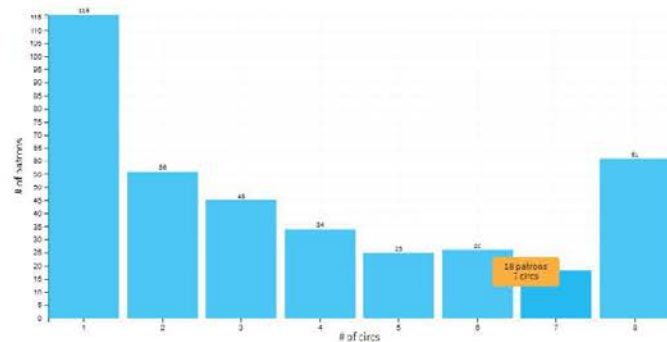
There were **1,394** total circs in April 2019 borrowed by **381** patrons. The average number of circs was **3.70** circs per patron, with **61** individual(s) using all **8** circs.

Unique Titles Borrowed
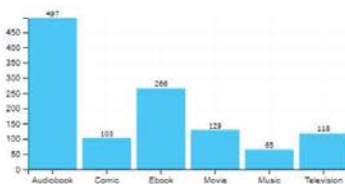
There were **1178** titles borrowed at least one time in April 2019. Unique titles are defined as materials borrowed at least once in the time period.

Circs By Format

AUDIOBOOK was the most borrowed format for the month of April 2019, accounting for **43%** of all circs.

Category: Books 73%, Videos 22%, Music 5%
Format: Audiobooks 43%, Ebooks 22%, Comics 8%, Television 9%, Movies 13%, Music 5%

Circs By Category
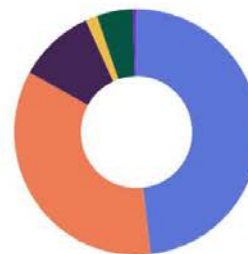
Adult Fiction was the most borrowed category for the month of April 2019, accounting for **48%** of all circs.

Richmond Public Library
FY19 Operating Budget
as of
April 30, 2019

ACCOUNT	DESCRIPTION	Budget	Actual Expended 30-Apr-19	% Spent	Balance Available 30-Apr-19
60000	SALARIES - FULL TIME	$ 2,757,681	$ 2,321,950	84.2%	$ 435,731
61000	SALARIES - PART TIME	$ 387,216	$ 221,692	57.3%	$ 165,524
62000	SALARIES - TEMPORARY	$ -	$ 17,692	0.0%	$ (17,692)
63000	FICA	$ 195,217	$ 151,585	77.6%	$ 43,632
63001	RET CON RSRS	$ 613,658	$ 502,592	81.9%	$ 111,066
63002	MEDCARE FICA	$ 45,655	$ 35,451	77.7%	$ 10,204
63003	GROUP LIFE	$ 16,493	$ 13,618	82.6%	$ 2,875
63006	H/C ACT TEMP	$ 572,540	$ 449,408	78.5%	$ 123,132
63008	STATE UNEMPLOYMENT	$ -	$ -	0.0%	$ -
63011	HEALTH SAVINGS	$ -	$ 15,875	0.0%	$ (15,875)
64104	EDUCATION PAY	$ -	$ -	0.0%	$ -
64105	BONUS PAY	$ -	$ -	0.0%	$ -
	Personnel Expenses	**$ 4,588,460**	**$ 3,729,864**	**81.3%**	**$ 858,596**
71141	BOOKS	$ 501,332	$ 475,384	94.8%	$ 25,948
71141	DATABASES	$ -	$ -	0.0%	$ -
71142	MULTIMEDIA PRODUCTS	$ 6,953	$ -	0.0%	$ 6,953
72122	MAGS & NEWSPAPER	$ 36,659	$ 7,085	19.3%	$ 29,574
	Collection Development	**$ 544,944**	**$ 482,469**	**88.5%**	**$ 62,475**
70131	ADVERTISING	$ 1,995	$ 439	22.0%	$ 1,556
70161	DATA PROCESSING - OCLC	$ 240,645	$ 204,453	85.0%	$ 36,192
70161	PLANNING MGMT SERVICES	$ 129,032	$ 80,634	62.5%	$ 48,398
70218	VEHICLE REPAIR	$ 3,154	$ 4,218	133.7%	$ (1,063)
70311	PRINTED SUPPLIES	$ 1,300	$ 1,258	96.7%	$ 42
70413	MILEAGE ALLOWANCE	$ 2,760	$ 172	6.2%	$ 2,588
70551	SECURITY	$ 357,121	$ 352,749	98.8%	$ 4,371
70552	CONTRACT AND TEMP PERSONNEL	$ 20,000	$ 130,828	654.1%	$ (110,828)
71012	OFFICE STATIONARY SUPPLIES	$ 13,220	$ 6,611	50.0%	$ 6,609
71016	ADVERTISING	$ -	$ -	0.0%	$ -
71143	LIBRARY OPERATING SUPPLIES	$ 17,946	$ 13,823	77.0%	$ 4,123
72113	POSTAGE	$ 4,569	$ 3,846	84.2%	$ 723
72121	CONFERENCES & CON	$ 2,092	$ 2,489	119.0%	$ (397)
72123	MEMBERSHIP DUES	$ 1,352	$ 484	35.8%	$ 868
72124	TRAINING	$ 1,189	$ 2,073	174.3%	$ (884)
72131	COMPUTER SUPPLIES	$ 28,537	$ 28,783	100.9%	$ (246)
72153	EQUIPMENT	$ 12,200	$ 1,851	0.0%	$ 10,349
73104	BANK FEES	$ -	$ 5,744	0.0%	$ (5,744)
76119	PAGERS	$ -	$ -	0.0%	$ -
77103	FUEL-D/O VEHICLE	$ 2,200	$ 1,165	53.0%	$ 1,035
77104	VEHICLE MONTHLY STANDING	$ 493	$ 329	66.7%	$ 164
77201	INTERNAL PRINTING	$ -	$ -	0.0%	$ -
77501	DIT CHARGES	$ -	$ 32	0.0%	$ (32)
80001	DEPRECIATION	$ -	$ -	0.0%	$ -
80004	BUILDINGS & STR	$ -	$ -	0.0%	$ -
80006	EQUIPMENT & OFFICE MAINTENANCE	$ 7,970	$ 3,143	39.4%	$ 4,827
80007	VEHICLE EXPENSES	$ -	$ -	0.0%	$ -
	Other Expenses	**$ 847,776**	**$ 845,124**	**99.7%**	**$ 2,652**
	TOTAL GENERAL FUND	**$ 5,981,180**	**$ 5,057,457**	**84.6%**	**$ 923,723**

RICHMOND PUBLIC LIBRARIES - General Fund Budget
Monthly Budget Report
April 30, 2019

General Fund Revenue		FY2018-19 Budget		FY2018-19 Actual YTD	% Recognized		Unrecognized
Lost and Damage Books	$	21,782	$	10,123	46%	$	11,659
Overdue Book Fines	$	66,121	$	37,516	57%	$	28,605
Reservation - Book Records	$	500	$	285	57%	$	215
Room Rental Fees	$	300	$	-	0%	$	300
Sales Copy Centers	$	17,476	$	13,339	76%	$	4,137
State Library Aide	$	170,000	$	-	0%	$	170,000
	$	276,179	$	61,263	22%	$	214,916

General Fund Operating

		FY2018-19 Budget		FY2018-19 Actual YTD	% Expended		Unobligated
Personnel	$	3,144,897	$	2,561,334	81%	$	583,563
Fringes	$	1,443,563	$	1,168,530	81%	$	275,033
Books/Materials	$	544,944	$	482,469	89%	$	62,475
Operating Expenses	$	847,776	$	845,124	100%	$	2,652
Total	$	**5,981,180**	$	**5,057,457**	85%	$	**923,723**
Encumbrances YTD			$	**354,033**			

RICHMOND PUBLIC LIBRARIES - Special Fund Budget

Special Fund Revenue		FY2018-19 Anticipated		FY2018-19 Actual YTD	% Recognized		Unrecognized
00314 - Gift to the Library	$	105,000	$	92,105	88%	$	12,895
00308 - Verizon E-Rate Grant	$	137,500	$	66,074	48%	$	71,426
00309 - Public Law Library	$	400,000	$	1,561,165.00	390%	$	(1,161,165)
00311 - Gates Foundation	$	-	$	-	0%	$	-
00312 - RPL Foundation	$	40,000	$	16,200	41%	$	23,800
00313 - Friends of the RPL	$	30,000	$	6,875	23%	$	23,125
00000 - Grade Level Reading	$	-	$	-	0%	$	-
	$	712,500	$	1,742,419	245%	$	(1,029,919)

Special Fund Expeditures		FY18 Rollover & FY19 Receipts		FY2018-19 Actual YTD	% Expended		Unobligated
00314 - Gift to the Library	$	177,812	$	104,439	59%	$	73,373
00308 - Verizon E-Rate Grant	$	(34,364)	$	16,980	-49%	$	(51,344)
00309 - Public Law Library	$	418,339	$	332,716	80%	$	85,623
Personnel			$	36,544			
Fringes			$	10,309			
Books/Materials			$	283,842			
Operating Expenses			$	2,022			
00311 - Gates Foundation	$	12,576	$	-	0%	$	12,576
00312 - RPL Foundation	$	(45,162)	$	33,787	-75%	$	(78,949)
00313 - Friends of the RPL	$	47,048	$	11,295	24%	$	35,753
	$	576,249	$	499,217	87%	$	77,032
Encumbrances YTD			$	**98,450**			

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

Consent Agenda: Pending Library Board Approval - Wednesday, May 22, 2019

Date	Donor Name	Current Month Amount	Purpose/Location	YTD Account Balance		
				Gift	Foundation	Friends
12-Mar-19	City of Richmond Public Library Foundation	$ 1,200.00	RVA Read Project		$ 1,200.00	
	Monthly Total	$ 1,200.00				
	YTD Total	$ 17,390.00	Year To Date Total	$ 1,190.00	$ 16,200.00	$ -

Rakuten OverDrive

Richmond Public Library
Inform • Enrich • Empower

Session Info, Page Info, Referrals, Circs

Apr 1, 2019 - Apr 30, 2019

Sessions	Avg. Session Duration	Pageviews	Pages / Session
6,382	04:35	48,699	7.63
⬇ -9.9%	⬇ -3.4%	⬇ -10.8%	⬇ -0.9%

Days Since Last Session by Users
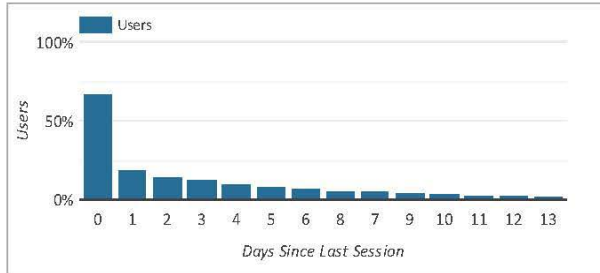
No circulation data available for the month of April.

Users by Hour (EST)
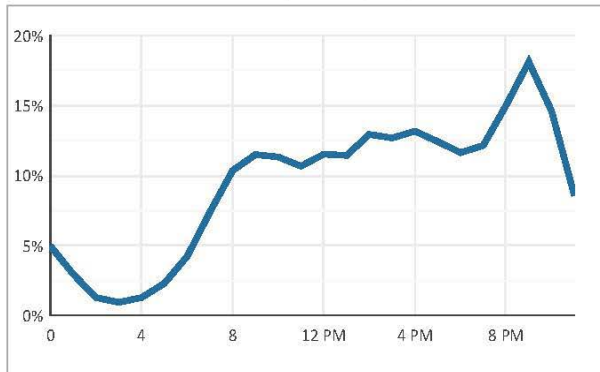
Top 10 Referrals by Sessions

	Full Referrer	Sessions ▾
1.	(direct)	74.13%
2.	google	15.49%
3.	rvalibrary.org/books-media/	3.87%
4.	ibistro.ci.richmond.va.us/uhtbin/cgisirsi/	1.7%
5.	bing	1.61%
6.	rvalibrary.org/services/online-resources/	0.77%
7.	mail.google.com/mail/mu/mp/244/	0.59%
8.	libraryextension.com	0.37%
9.	yahoo	0.36%
10.	mail.google.com/mail/mu/mp/990/	0.16%

Top 10 Viewed Pages

	Page Title	Pageviews ▾
1.	Homepage	21.07%
2.	Loans	10.06%
3.	Search results	4.36%
4.	Holds	3.6%
5.	Newly Added	3.15%
6.	Wish list	2.41%
7.	Newly Added eBooks	1.78%
8.	Newly Added Audiobooks	1.51%
9.	Most Popular Audiobooks	1.4%
10.	Browse subjects	1.34%

Acquisition Information

Users	New Users	Sessions
3,532	1.2K	6,382
↓ -7.4%	↓ -12.5%	↓ -9.9%

Top 10 Source/Medium

	Source / Medium	Users ▾	New Users	Sessions
1.	(direct) / (none)	63.93%	44.36%	74.13%
2.	google / organic	20.27%	30.67%	14.11%
3.	rvalibrary.org / referral	6.48%	8.45%	4.92%
4.	google / (not set)	3.17%	6.29%	1.38%
5.	ibistro.ci.richmond.va.us / referral	2.8%	3.67%	1.76%
6.	bing / organic	2.28%	3.41%	1.61%
7.	yahoo / organic	0.82%	1.25%	0.36%
8.	duckduckgo / organic	0.33%	0.59%	0.16%
9.	libraryextension.com / onpage_c...	0.18%	0.13%	0.37%
10.	mail.google.com / referral	0.18%	0.07%	0.86%

Top Channels

- Direct — 63.3%
- Organic Search — 23.5%
- Referral — 9.8%
- (Other)
- Social
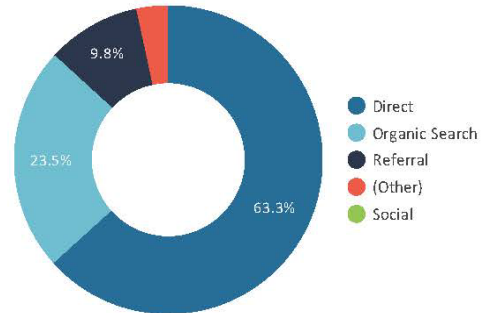
Top Referral Traffic Sources & Top Landing Pages

	Source Referrals	Users	Sessions ▾
1.	rvalibrary.org	64.74%	62.4%
2.	ibistro.ci.richmond.va.us	27.96%	22.37%
3.	mail.google.com	1.82%	10.96%
4.	r.search.aol.com	1.52%	0.76%
5.	ecosia.org	0.91%	0.46%
6.	outlook.live.com	0.3%	0.46%
7.	m.facebook.com	0.91%	0.46%
8.	email21.godaddy.com	0.3%	0.46%
9.	dnserrorassist.att.net	0.3%	0.3%
10.	searchassist.verizon.com	0.61%	0.3%

	Landing Page	Users	Sessions ▾
1.	/	71.12%	56.32%
2.	/account/loans	9.12%	12.79%
3.	/search	5.17%	3.96%
4.	/account/holds	1.52%	3.04%
5.	/library/teens	1.52%	1.07%
6.	/account/lists/wishlist	0.61%	0.91%
7.	/media/2607BD02-AE07-4BA9-AA...	0.61%	0.61%
8.	/media/1044866	0.3%	0.46%
9.	/search/creatorId	0.91%	0.46%
10.	/media/37168901-8E78-438E-9D8...	0.3%	0.46%

Top Social Network Referrals

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

- Facebook
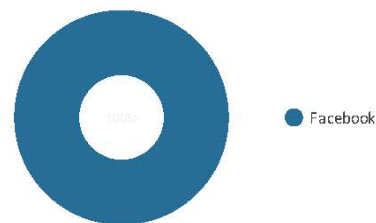
Search Information

Total Quick Searches	Session Search w/No Circ	Avg. Search Depth
4,713	1,500	2.2
⬇ -9.2%	⬇ -14.2%	⬇ -3.4%

Top 25 Search Terms

	Search Terms	Total Searches ▾
1.	Where the Crawdads Sing	37
2.	David Baldacci	26
3.	Educated	24
4.	Becoming	21
5.	Elin Hilderbrand	15
6.	Liane Moriarty	13
7.	Stephen King	12
8.	Lee Child	11
9.	George R. R. Martin	11
10.	The Silent Patient	11
11.	Nora Roberts	11
12.	J. D. Robb	11
13.	James Patterson	11
14.	Jack Reacher	10
15.	Girl, Wash Your Face	10
16.	Normal People	10
17.	Harry Potter	9
18.	Eleanor Oliphant Is Completely Fine	9
19.	Chelsea Handler	9
20.	John Grisham	9
21.	Catherine Coulter	9
22.	Ivy and Bean	8
23.	Daisy Jones & the Six	8
24.	Julie Garwood	8
25.	Carl Hiaasen	8

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

	Search Terms	Total Searches ▾
1.	Where the Crawdads Sing	10
2.	Normal People	7
3.	David Baldacci	6
4.	Educated	6
5.	Carl Hiaasen	5
6.	George R. R. Martin	5
7.	J. D. Robb	4
8.	The Alice Network	4
9.	Run Away	4
10.	Good Omens	4
11.	The Diving Bell and the Butterfly	4
12.	Catherine Coulter	4
13.	Becoming	4
14.	My Sister, the Serial Killer	3
15.	Anne of Green Gables	3
16.	Jojo Moyes	3
17.	Louise Penny	3
18.	Verity	3
19.	John Sandford	3
20.	happy money	3
21.	Bullitt County	3
22.	Brené Brown	3
23.	Girl, Wash Your Face	3
24.	Unplanned	3
25.	Peter Pomerantsev	3

Rakuten OverDrive

Richmond Public Library
Inform • Enrich • Empower

Kids & Teens eReading Rooms Info

Apr 1, 2019 - Apr 30, 2019

Kids

Sessions	Avg. Session Duration	Pageviews	Pages / Session
34	**14:31**	**519**	**15.3**
↑ 9.7%	↑ 151.5%	↑ 1.0%	↓ -7.9%

Teens

Sessions	Avg. Session Duration	Pageviews	Pages / Session
13	**06:09**	**299**	**23.0**
↑ 225.0%	↓ -3.7%	↑ 26.2%	↓ -61.2%
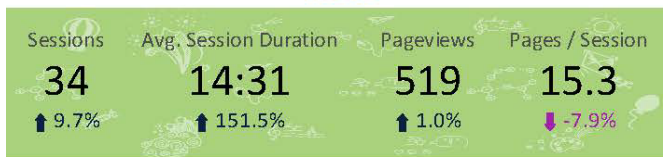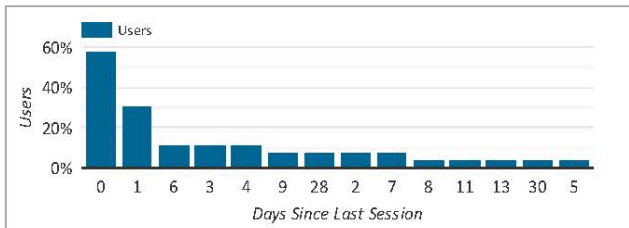
Days Since Last Session by Users

Days Since Last Session by Users
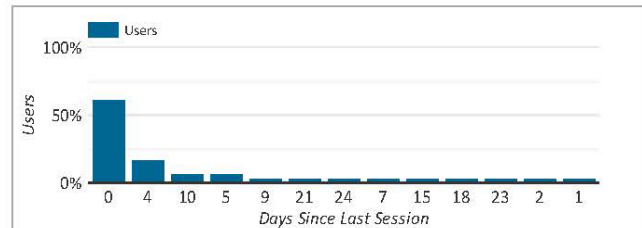
No circulation data available for the month of April.

Top 10 Kids Room Search Terms

	Search Terms	Total Searches ▼
1.	Minecraft	3
2.	Ivy and Bean	3
3.	Wonder	2
4.	Diary of a Wimpy Kid	2
5.	percy jackson	2
6.	RAMONA	1
7.	Calvin and Hobbes	1
8.	Dogman	1
9.	Pokémon manga	1
10.	The Wonder	1

Top 10 Teen Room Search Terms

	Search Terms	Total Searches ▼
1.	Maniac Magee--Jerry Spinelli	1
2.	Red Queen Collection	1
3.	The Passage	1
4.	alanna	1
5.	The Haunted Heart of Denver	1
6.	The White Princess	1
7.	Haunted Hearts	1
8.	The Haunted Heart	1
9.	Comic Books	1
10.	Weight Lifting & Strength Building	1

Curated Lists Info - Pageviews

Rakuten OverDrive

Richmond Public Library
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Apr 1, 2019 - Apr 30, 2019

Pageviews	Avg. Time on Page
506	**00:00:40**

	Curated Collection Pages	Site ❶ ▲	Pageviews	Avg. Time on Page
1.	Read-Alongs & Picture Books	Kids	7	00:04:26
2.	Giggles & Belly Laughs	Kids	3	00:00:51
3.	Books to the Big Screen	Main	84	00:00:35
4.	PBS Presents: The Great American Read	Main	69	00:00:38
5.	Humor Me	Main	56	00:00:45
6.	Thrill Rides	Main	55	00:00:45
7.	Who Runs the World?: Women's History	Main	53	00:00:57
8.	Spring into a New Series	Main	44	00:00:24
9.	PEN America Literary Awards	Main	31	00:00:30
10.	Cuddle up with a Cozy Mystery	Main	26	00:00:27
11.	New You 2018	Main	25	00:00:52
12.	Crook's Corner Book Prize - 2018	Main	14	00:00:25
13.	reference	Main	3	00:00:05
14.	Better in Translation	Main	2	00:00:17
15.	Ultimate Teen Reading list	Teens	19	00:00:17
16.	Reality Check	Teens	10	00:00:18
17.	Teen Thrillers	Teens	4	00:00:17
18.	#WeNeedDiverseBooks	Teens	1	00:00:10

Get to Making at the Just Opened Richmond Public Library Innovation Lab
https://rvahub.com/2019/05/01/get-to-making-at-the-just-opened-richmond-public-library-innovation-lab/

May 1, 2019 Richard Hayes Downtown

Learn more about the **Innovation Lab**.

Richmond Public Library's new Innovation Lab is a digital lab and makerspace for children, teens, and adults. In it you will find tools and technology for learning, exploring, designing, creating, and innovating.

USING THE INNOVATION LAB

The Innovation Lab is located at the Main Library. There are several ways you can use the lab:

Orientation – We offer a general orientation to the Innovation Lab and its equipment twice a week: Mondays at 5:30 pm and Saturdays at 1:00 pm. Orientation lasts approximately 15 minutes and is a great way to learn what the Lab has to offer.

Open Hours – The Innovation Lab has open hours on Mondays from 4:00-7:30 pm and Saturdays from 1-4:30 pm.

Classes – RPL offers a variety of classes including basic 3D printing, beginner instruction using the Circuit, Lego robotics projects, and more! Please visit our **online calendar** for a full list of our upcoming classes.

Reservations – Reservations are available for those wishing to use the Adobe Creative Suite and/or the 3D scanner. Reservations may be made for a 90-minute period per day. You'll find all the following in the lab.
- ADOBE CREATIVE CLOUD – Use this collection of apps to and design tools for video, design, photograph, and more! Reservations are required.
- 3D PRINTER – The Innovation Lab houses a LulzBot TAZ 6 3D printer. At this time, the 3D printer is only available for use during 3D printing classes.
- 3D SCANNER – Our Matter and Form 3D Desktop Scanner captures high resolution scans. Import your scan into 3D design software to alter and transform your object. At this time, 3D printing from scans is only available for use during 3D scanning classes. Registrations are required.
- OCULUS GO VR GOGGLES – Experience virtual reality using one of our Oculus Go goggles. Play games, watch TV, meetup with friends, listen to music, and more! Recommended for ages 13+. Users are limited to a 30-minute period per day.
- CRICUT MAKER® MACHINE – The Cricut® Maker cuts hundreds of materials quickly and accurately. Download designs or create your own. If you have never used a Cricut® before, we recommend you attend one of our classes before using it during Open Lab. Makers must bring their own materials for personal projects outside of class time.
- SEWING MACHINES – The Innovation Lab has several Janome Sew Mini machines for use. The Janome Mini features a top loading full rotary hook bobbin, 4-piece feed dog, two stitch types, and 5 width adjustments. Please bring your own materials for use.
- LEGO® ROBOTICS KITS – Collaborate, build, and problem-solve with the LEGO® Robotics kits. Use coding and engineering skills with these hands-on STEM kits. The Innovation Lab offers two types of LEGO® kits. The Lego® WeDo 2.0 kit is recommended for elementary students ages 7+. The LEGO® MINDSTORMS® Education EV3 is recommended for students in middle and high school. If you have no prior experience with the Lego® Kits, we recommend you attend one of our classes before using the kits during Open Lab.

RICHMOND PUBLIC LIBRARY   R L   101 EAST FRANKLIN STREET

(Richmond Virginia logo) POLICY	SECTION: 5.1.a SUBJECT: Library Card Registration

Issuing Library Cards:
Customers residing in the City of Richmond and surrounding counties (see list below) are eligible to register for a library card free of charge upon furnishing the required identification. The library card may be used interchangeably at all public libraries in the City of Richmond.

- The library provides the initial library card free of charge. If a card is lost or stolen, the customer must show a picture ID and pay $1.00 replacement fee for another library card.
- The Library Card does not expire, but information is checked for accuracy at least once yearly.

By completing a registration each adult and/or child's guardian/parent acknowledges he/she is responsible for the use of his/her card, for materials charged upon it, for all fines incurred, and for the loss, processing fee and damage of the materials charged upon it.

Every registration for a library card is to be signed. Acknowledgement and responsibility of all library policy for lending is confirmed on the electronic application or by signature of the back of the library card.

Eligibility for Free Library Cards:
Residents of the City of Richmond, and residents of the following additional jurisdictions are eligible to register for a free library card at Richmond Public Library:

Charles City County	Henrico County	Powhatan County
Chesterfield County	Hopewell City of	Prince George County
Dinwiddie County	King William County	Williamsburg City
Goochland County	New Kent County	
Hanover County	Petersburg City	

Employees of the City of Richmond are also eligible to register for a free library card, regardless of residence, upon showing their current City of Richmond photo identification badge.

Registration:
When a customer applies for a library card, he/she is entered as an Adult, Young Adult, or Juvenile customer in the circulation system.

Adult registration: Adult registrants must present proof of residency in the City of Richmond or in the jurisdictions indicated above at the time of registration. One form of identification must be provided: (1) Picture identification card with current address must be provided, OR (2) Picture identification card plus another document with the current address on it (one example is a utility bill) is required for adults.

The following are examples of acceptable documents:

Photo identification from an official source:
- Valid Driver's License or Valid Virginia ID Card
- Military Identification
- Passport

Proof of residential address:
- Checks with names and address printed on them
- Utility bill in your name
- DMV Address Verification Postcard
- Virginia Voter's registration card
- Cancelled mail in your name and address dated within the last 30 days
- Employment or Insurance ID with address

Registrants who use a Post Office Box as a primary address must still show proof of a current home address.

Young Adult registration: Young adult library cards will be issued to students' age 14-17 years of age. Young adult registrants must be accompanied by a parent, guardian, or other eligible adult willing to assume responsibility for use of the library card and for payment of fines and lost/damaged materials charges, and who has the required identification.

Juvenile registration: Juvenile registrants (age 13 and under) must be accompanied by a parent, guardian, or other eligible adult willing to assume responsibility for use of the library card and for payment of fines and lost/damaged materials charges and who has the required identification.

Additional Library Card Types:

PC Guest Card:
PC Guest user registration is designated only for those individuals not eligible for a free library card and is only for use of public access computers. PC Guest card expires in ninety (90) days, and are renewable. PC Guest Users must present a current photo ID.

Fee Card:
Temporary cards issued to nonresidents who live outside the City of Richmond and surrounding counties at a cost of $15.00. The duration of a fee card is one year.

e-Card:
An e-Card is for Richmond residents and surrounding counties who have never had a library card and only want to use online services. The e-Card allows users to borrow electronic books, magazines, audiobooks, videos, online resources, and computer workstations in the library. E-Card may place materials on hold remotely. In order to check out an item, the e-Card will be converted to a regular library card.

Business Card:
Cards issued to companies or organizations that would like to register for a library card. The request must be submitted in writing on company/business letterhead and must include the names of the individuals in the organization who are authorized to use the card.

One person must be designated as responsible for library materials, and this individual must sign the letter of request and will be required to fill in the standard library registration. That designated person is also responsible for any and all use who use the business card. Established circulation procedures will be followed. Businesses or Agency appointee will be responsible for transport of materials to and from the library.

Temporary Cards for residents of temporary shelters:
Residents of temporary shelters may apply for library cards. Verification of residency must be presented in the form of a letter, on agency letterhead, from the director of the shelter in which the applicant resides. A card will be issued with a limit of two (2) items checked out at any one time for as long as this patron is registered at this address. Add note in borrower record: Temporary resident/2 Item Limit.

Approved: April 20, 2005
Revised: January 2006
Revised: September 2006
Revised: May 2007
Revised: March 2009
Revised: April 2011
Revised: February 2012
Revised: May 2014
Revised: January 24, 2018

RICHMOND PUBLIC LIBRARY	**R P L**	**101 EAST FRANKLIN STREET**

RICHMOND VIRGINIA POLICY	SECTION: 5.1.a SUBJECT: Library Card Registration

Issuing Library Cards:
Customers residing in the City of Richmond and surrounding counties (see list below) are eligible to register for a library card free of charge upon furnishing the required identification. The library card may be used interchangeably at all public libraries in the City of Richmond.

- The library provides the initial library card free of charge. If a card is lost or stolen, the customer must show a picture ID and pay $1.00 replacement fee for another library card.
- The Library Card does not expire, but information is checked for accuracy at least once yearly.

By completing a registration each adult and/or child's guardian/parent acknowledges he/she is responsible for the use of his/her card, for materials charged upon it, for all fines incurred, and for the loss, processing fee and damage of the materials charged upon it.

Every registration for a library card is to be signed. Acknowledgement and responsibility of all library policy for lending is confirmed on the electronic application or by signature of the back of the library card.

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Dinwiddie County	King William County	Williamsburg City
Goochland County	New Kent County	
Hanover County	Petersburg City	

Employees of the City of Richmond are also eligible to register for a free library card, regardless of residence, upon showing their current City of Richmond photo identification badge.

Registration:
When a customer applies for a library card, he/she is entered as an Adult, Young Adult, or Juvenile customer in the circulation system.

Adult registration: Adult registrants must present proof of residency in the City of Richmond or in the jurisdictions indicated above at the time of registration. One form of identification must be provided: (1) Picture identification card with current address must be provided, OR (2) Picture identification card plus another document with the current address on it (one example is a utility bill) is required for adults.

The following are examples of acceptable documents:

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- Valid Driver's License or Valid Virginia ID Card
- Military Identification
- Passport

Proof of residential address:
- Checks with names and address printed on them
- Utility bill in your name
- DMV Address Verification Postcard
- Virginia Voter's registration card
- Cancelled mail in your name and address dated within the last 30 days
- Employment or Insurance ID with address

Registrants who use a Post Office Box as a primary address must still show proof of a current home address.

Youth Registration: Children and young adults age (age 17 and under) are eligible for a library card.~~must be accompanied by a parent, guarding, or eligible adult willing to assume responsibility for use of the library card and for payment of lost/damaged materials charges, and who has the required identification.~~

Young Adult registration: ~~Young adult library cards will be issued to students' age~~Ages 14 and older can apply for their own card if they have a current photo ID, such as a current Virginia Driver's license or learner's permit, provisional license or school-issued ID. Otherwise, a parent or guardian 18 years or older must accompany them and present current photo ID and sign the library card to accept the responsibility for materials borrowed or any charges incurred on a young adult's card.

Juvenile registration: Ages 13 and under must be accompanied by a parent or legal guarding 18 years or older to apply for a library card. The parent or guardian must show a current photo ID, sign the library card to accept the responsibility for materials borrowed or any charges incurred on a child's card.

~~14-17 years of age. Young adult registrants must be accompanied by a parent, guardian, or other eligible adult willing to assume responsibility for use of the library card and for payment of fines and lost/damaged materials charges, and who has the required identification.~~

~~Juvenile registration: Juvenile registrants (age 13 and under) must be accompanied by a parent, guardian, or other eligible adult willing to assume responsibility for use of the library card and for payment of fines and lost/damaged materials charges and who has the required identification.~~

Additional Library Card Types:

PC Guest Card:
PC Guest user registration is designated only for those individuals not eligible for a free library card and is only for use of public access computers. PC Guest card expires in ninety (90) days, and are renewable. PC Guest Users must present a current photo ID.

Fee Card:
Temporary cards issued to nonresidents who live outside the City of Richmond and surrounding counties at a cost of $15.00. The duration of a fee card is one year.

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e-Card:

An e-Card is for Richmond residents and surrounding counties who have never had a library card and only want to use online services. The e-Card allows users to borrow electronic books, magazines, audiobooks, videos, online resources, and computer workstations in the library. E-Card may place materials on hold remotely. In order to check out an item, the e-Card will be converted to a regular library card.

Business Card:

Cards issued to companies or organizations that would like to register for a library card. The request must be submitted in writing on company/business letterhead and must include the names of the individuals in the organization who are authorized to use the card.

One person must be designated as responsible for library materials, and this individual must sign the letter of request and will be required to fill in the standard library registration. That designated person is also responsible for any and all use who use the business card. Established circulation procedures will be followed. Businesses or Agency appointee will be responsible for transport of materials to and from the library.

Temporary Cards for residents of temporary shelters:

Residents of temporary shelters may apply for library cards. Verification of residency must be presented in the form of a letter, on agency letterhead, from the director of the shelter in which the applicant resides. A card will be issued with a limit of two (2) items checked out at any one time for as long as this patron is registered at this address. Add note in borrower record: Temporary resident/2 Item Limit.

Youth Card (Fine-Free):

1. No overdue fines will be incurred once materials are returned.
2. All Youth cardholders will be responsible for never-returned and damaged items. Charges for never-returned or damaged items will be calculated at list price. Collection Recovery ~~agency fees~~fees will still be charged, as will fees for missing chargers, damaged security cases, lost power cords, etc.
3. Youth cardholders who owe $10 or more for never-returned or damaged items will have their borrowing privileges blocked until their charges have been paid or reduced below $10.
4. Youth Cardholders who have items overdue will have their borrowing privileges blocked until items are renewed or returned.
5. Collections- Recovery Agent~~agency~~: the Library uses the services of a collection ~~agency~~recovery company to collect money for never-returned and damaged items when the obligation equals or exceeds $25. If an account is referred to a collection ~~agency~~recovery company, an additional non-refundable charge of $10 is applied.

RICHMOND PUBLIC LIBRARY　　　R P L　　　**101 EAST FRANKLIN STREET**

Revised:　　April 2011
Revised:　　February 2012
Revised:　　May 2014
Revised:　　January 24, 2018
Revised:　　February 27, 2018

DRAFT

RICHMOND PUBLIC LIBRARY **101 EAST FRANKLIN STREET**

RICHMOND VIRGINIA POLICY	SECTION: 5.2.a SUBJECT: Library Card Renewal

Richmond Public Library patrons with an up-to-date library card may check out library material. Regular status library cards have no expiration date, but user information will be verified for accuracy on a yearly basis.

If patron's record is clear (no unpaid fines, lost books, etc.) that patron should be VERIFIED without requiring patron to furnish proof of address. New or changed information should be verified and entered in Borrower Services. If patron's record is not clear, patron must pay off all fines, fees, etc. to a $9.99 balance before card information is verified. An exception occurs when there has been a collection referral. In this instance, the patron's card must be cleared entirely before privileges are reinstated.

The following special status library cards have expiration dates:

- Regular Card: with 3-years of inactivity
- PC Guest Card: 90 days
- e-Card: with 1-year of inactivity
- Fee Card: 1-year (expiration manually entered)
- Temporary Resident (TP) Cards: 1-year
- Youth Card (Age 17 and younger) expires when cardholder turns 18

  .

Approved:	April 20, 2005
Revised:	May 2007
Reviewed:	February 2012
Revised:	March 2014
Revised:	January 24, 2018
Revised:	February 27, 2019

RPL Youth Card Fine Free FAQs

Why did the Richmond Public Library eliminate overdue fines for youth?

It is the mission of the Library to provide equal access to information, services, and opportunities that inform, enrich, empower, and enhance the quality of life for all. Fines are a barrier to that access. Eliminating that barrier opens doors to all in our community to utilize the resources the Library offers.

Will overdue fines be waived on all materials?

All Richmond Public Library-owned materials will no longer have overdue fines for young patrons, ages 17 and under. Materials that are obtained through Inter-library Loan are borrowed from other libraries, and therefore are still subject to fines.

Do I still have to pay a fine that was on my account prior to the Richmond Public Library going fine free?

If you've returned all materials to the RPL, your fine will be waived.

Fines have been waived, so why does my account still have a balance?

While the Richmond Public Library is doing away with overdue fines for youth, fees for lost or damaged materials remain. There are also library card replacement fees.

How will the Library get people to return borrowed materials?

No fines does not mean no responsibility. 14 days after the final due date, materials that are not returned will be considered lost and customers will be billed the replacement cost. At any time patrons may return materials to have all associated replacement fees canceled. Borrowing privileges for library cards with a balance of $10 or more will be restored when materials are returned or balance is paid in full.

Will I still receive reminders about returning materials?

3 Days Before Due Date: Reminder Email/Text
3 Days After Due Date: Reminder Email/Text
14 Days After Due Date: Item considered lost, bill sent for replacement

How is the Richmond Public Library budget affected by the loss of fine income?

Overdue fines on average make up less than one quarter of one percent of the Library's annual budget.