

RICHMOND PUBLIC LIBRARY

BOARD OF TRUSTEES

December 4, 2019

Main Library
101 East Franklin
Richmond, Virginia 23219

11:00 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, December 4, 2019

11:45 a.m.

A G E N D A

- Call to order:** 11:45 a.m. Mr. William Yates
- Consent Agenda:** Mr. William 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. Yates
 - Finance Committee Ms. Weaver
 - Facilities Committee Mr. Firestine
 - Governance Committee Mr. Lydiard
- Unfinished Business:** 12:30 p.m. Mr. Yates
- Strategic Plan Updates – Review and Consider Updates.
 - Macmillian Publishers eBook Action
 - Budget Strategy Discussion
- New Business** 12:40 p.m. Mr. Yates
- Adjourn** Mr. Yates
- Next Meeting:**
January 22, 2020
Main Library
101 E. Franklin Street
11:45 a.m.

Library Board Meeting Minutes - DRAFT
October 23, 2019

PRESENT: Chair William Yates, Vice Chair David Lydiard, Emily Altman, Christine Peterson, Daisy Weaver, Janet Woody

STAFF: Scott Firestine, Clay Dishon, City Attorney Laura Drewry, Cheryl Clarke, Karin Hansen Gianna Pack, and Friends of the Library Chair Ruth DeBoer

ABSENT: Barbara Burton, Tanya Francis

Meeting of the Richmond Public Library (RPL) Library Board of Trustees (LBOT) was called to order by Vice Chairman William Yates at 11:45 a.m. at the Main Library located at 101 E. Franklin Street, Richmond, Virginia 23219.

Consent Agenda	Approve the September 25, 2019 meeting minutes, Statistical Reports, and the Pending Gifts Report as submitted. <i>Motion: Daisy Weaver, Second by Christine Peterson – Approved Unanimously.</i>
Public Comment Period	None present.
REPORTS	
Friends of the Library (FOL) <u>Ruth DeBoer</u>	<ul style="list-style-type: none"> • November 1-3: Book Sale. • 60th Anniversary Events: <ul style="list-style-type: none"> ○ November 1: First Friday History of the Friends Exhibit at the Main Library. ○ Special Collections Room – Large donated collection Exhibit. ○ Each Branch will receive a piece of art work to be displayed in their Children’s area. These are framed prints from famous children’s book illustrators. This was a gift from the Martha Davenport donations made in her name. The Branches will receive their print after the November Art month.
Library Foundation <u>Karin Hansen</u>	<ul style="list-style-type: none"> • Discussed report of funds coming in to the Library from the Foundation. Ms. Hansen gave a detail breakout by programs, endowments, unrestricted funds, technology funds, and special collections funds. • October is the fall fundraising drive for the Annual Fund. Letters will go out in the mail early November. Mr. Yates encouraged other members if they know anyone that would be interested in donating, to let them know Ms. Hansen’s contact information. • Mr. Yates introduced Ms. Altman from the Library Board of Trustees to be the voting member on the Foundation Board.
Administration <u>Scott Firestine</u>	<p>Highlights and Additions to Director’s Report: During the Director’s Report, Mr. Firestine highlighted on the following:</p> <ul style="list-style-type: none"> • RPL was invited to participate with Henrico and Chesterfield in publicizing an Alzheimer’s author visit November 13 for the Rich Heart Foundation. • Seven RPL Staff members will retire through the VRIP on October 31. Other Departments City-wide are also experiencing an impact of employees retiring. • Staff Development Training Day–October 14. HR did a presentation on a personality assessment, the on-site social worker did a program on de-escalating dealing with people who have mental issues in the library and updated staff on the services he offers, and staff attended the Jesmyn Ward Author Event, which had about 300+ people attend. This was the kickoff to other Read Up Program Author Events in the future.

<p>Administration (Continued)</p> <p><u>Scott Firestine</u></p>	<ul style="list-style-type: none"> • Matt Desmond, Author of <i>Evicted</i>, visited the Library on October 17 and spoke as part of the VCU/RPL Common Book partnership. VCU’s role ended November 1. RPL will continue the program and discussion in January-February 2020 with exhibits at the Main Library and City-wide. • Trustee Manuals were delivered to each member on the Board. City Attorney Laura Drewry will provide FOIA information which will be passed out at the next meeting. • The Strategic Plan will be posted on the website for members to review and discuss at the December 4 meeting for consideration. • Macmillan Publishers recently changed its policy on eBook sales. Libraries may only purchase one eBook copy of a new released ebook. After 60 days, libraries may purchase any number of eBook copies of the new release. This practice unfairly throttles the library’s mission to distribute information fairly and freely. We will only be allowed one copy of a title for all of our users during the first 60 days of publication. <p>After a detailed discussion among the members, Mr. Firestine stated he would send more information to the Members to review and discuss at the December meeting if action on a response is warranted.</p> <ul style="list-style-type: none"> • RFP for the ILS – Still in negotiations. Vendor was selected June 2018.
BOARD COMMITTEE REPORTS	
<p>Chair</p> <p><u>William Yates</u></p>	<p>No Report.</p>
<p>Finance</p> <p><u>Daisy Weaver</u> <u>Scott Firestine</u></p>	<p>No Report. First Quarter is on track.</p> <p>Mr. Firestine stated the Budget and CIP process is beginning. Mr. Yates recommended to discuss a strategy for Board Members assistance in advocating for the Library during the Budget cycle. The Board Members concurred to discuss at the December meeting.</p>
<p>Facilities</p> <p><u>Scott Firestine</u></p>	<p>Proposals for the RFP Architect has been narrowed to four architect firms. Presentations will be conducted on October 30. Mr. Yates inquired if Facilities Committee Chair Ms. Woody could also attend as the representative from the Board. Mr. Firestine mentioned that the Director of Procurement said no outside party could attend during the presentations. Mr. Yates asked for a copy of the email documentation from the Director of Procurement to be forwarded to him.</p>
<p>Governance</p> <p><u>David Lydiard</u></p>	<p>Mr. Lydiard reported Ms. Tanya Francis was out and has missed a numerous amount of Board meetings, which could cause a possible vacancy. He mentioned speaking with Ms. Francis over weeks ago with no successful follow up back from her. Ms. Weaver inquired if there was an action needed from the LBOT members. Mr. Lydiard shared that a letter would need to be sent to the City Council Members recommending them to remove Ms. Francis from the LBOT. Since this is the first time this has ever happened, Mr. Yates and Mr. Lydiard will need to compose a letter on behalf of the LBOT. Ms. Francis’ first term will end on June 30, 2020.</p> <p>Mr. Lydiard reported there is one vacancy on the Board currently remaining. Mr. Yates encouraged members if they know anyone with facilities management experience and lives in the City limits and would like to be on the LBOT to give them Mr. Lydiard’s information.</p>

UNFINISHED BUSINESS

- No unfinished business.

NEW BUSINESS

- Approve the 2020 LBOT Meeting Schedule.
Motion: David Lydiard, Second by Daisy Weaver – Approved Unanimously.

There being no further business, the meeting was adjourned at 12:52 p.m. by unanimous consensus from the members that were present in the meeting.

The LBOT do not meet in the month of November.

The next meeting will be held on Wednesday, December 4, 2019, at 11:45 a.m. at the Ginter Park Branch Library, 1200 Westbrook Avenue, Richmond, Virginia 23227

Approved: _____
Mr. William Yates, Chair

Recorder: Gianna Pack
Executive Assistant

Director's Report

November 2019

Director Activities for October 19, 2019 through November 30, 2019:

Oct 29	Attended a Rain Barrel Workshop – Main Library
Nov 1	Human Services Leadership Team Quarterly Advances – Memorial Health Foundation
Nov 1-3	Friends of the Library Book Sale
Nov 2	YAVA Event – Main Library
Nov 4	City Council Meeting – Navy Hill Development Proposal Work Session – City Hall
Nov 5	All Libraries Closed – Mayor Approved Holiday; Main was open for voting only
Nov 6	FY21 Annual Budget Kickoff Training – New PBB Group
Nov 6	Foundation Development Committee Letter Signing Meeting
Nov 6	Friends of the Library Board Meeting
Nov 7	Aging and Disabilities Advisory Board Meeting – Goodwill
Nov 10-11	All Libraries Closed – Veterans Day
Nov 12	City Council Meeting – City Hall
Nov 15	Met with Kimberly Kyle, HR Generalist – Discused 19 Vacant Positions
Nov 19	Award Discussion for RFP Main Library Master Planning Services – Main Library
Nov 21	RVA Access Channel Upgrades Meeting – Main Library Studio

Hiring Update:

- VRIP impacted the RPL by 7 of the 13 eligible employees taking the VRIP retirement and retiring October 31. Many of the retired positions were senior paraprofessionals. RPL relied on them to lead circulation, materials processing, and patron service. These were essential positions that must be fill as soon as possible. In total the Library has to fill 19 vacancies including the VRIP retirements. We are using temporary employees, overtime, and extending part-time staff to meet operational needs.
- Met with HR Generalist Kimberly Kyle on November 15 to discuss and prepare paperwork for 19 vacancies.
- Library Technician-Main Marlon Lester (FTE) – Resigned on November 12 with 31 years of service.
- Library Technician-East End Branch (PTE) – Resigned on November 30 – He is moving out of state.

2019 YAVA Award: The Annual YAVA Celebration took place on Saturday, November 2 from 2-4 p.m. at the Main Library. This year the event theme was a masquerade ball with music by the Richmond Community High School Band. This year's winning author was Katy Upperman, author of *The Impossibility of Us*. At the event, a raffle was held for all educators who attended. The winning educator will receive a visit from the winning YAVA author in 2020. This year's winner was Barbara Haas, school librarian at Boushall Middle School. There was approximately 65 attendees and teen attendance doubled from the previous year. The YAVA Committee voted to change the YAVA Award's timeline for next year so that titles are released and read over the school year rather than over the summer. Consequently, the next YAVA event will take place in April 2020; however, no award will be given. Instead, all previous YAVA nominees will be invited to attend. In April 2021, the award process will resume and include titles published January 2019-May 2020.

RFP for the Integrate Library System (ILS on-line catalog) Update: The Contract for the ILS is finally complete. SirsiDynix will replace the current ILS better known as the online catalog. A SAAS solution will replace the existing server based system. Our goal is to have the install complete by June 30, 2020.

Director's Report (Continued)
November 2019

RFP for the Main Library Facilities Master Plan Update: The Selection Committee met on October 30 to interview the top four firms who submitted proposals for the Main Library Facilities Master Plan. The Committee met on November 15 to discuss the award process. The final selection should be completed by November 22.

Access RVA Comcast Channel Update: Library staff met with volunteers from the Comcast public access station. RVA Access television is broadcasting during a 5-week flight of shows. Users may produce live shows and broadcast Monday through Thursday until 8:00 p.m.

RPL Mascot Ripple: Staff is preparing for Ripple special story time in December. Ripple will visit all locations and spread holiday cheer during story times at all locations the first and second week of December.

CIRCULATION															
LOCATION	FY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	YTD % Change
Belmont	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	
	FY19	8,429	8,074	8,103	7,888	7,303	6,144	7,099	6,630	8,077	6,712	6,436	7,110	88,005	-11%
	FY20	7,451	7,560	7,207	7,097									29,315	-11%
Broad Rock	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	
	FY19	3,910	3,609	2,671	3,217	2,505	2,086	2,488	2,801	2,843	2,389	2,419	3,119	34,057	-23%
	FY20	3,652	3,036	2,939	2,998									12,625	-7%
East End	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	
	FY19	2,996	2,648	2,614	2,820	2,587	2,176	2,915	2,451	2,249	2,046	2,087	2,534	30,123	-16%
	FY20	2,696	2,663	2,476	2,574									10,409	-10%
Ginter Park	FY17	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	
	FY18	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	
	FY19	5,211	5,163	4,864	4,278	3,762	2,812	3,864	3,653	4,408	3,384	4,174	4,381	49,954	-17%
	FY20	4,397	4,580	4,030	3,823									16,830	-12%
Hull Street	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	
	FY19	2,010	2,305	3,323	1,844	1,838	1,852	2,287	1,870	1,854	1,828	1,976	2,026	25,013	-8%
	FY20	3,082	1,912	2,065	2,508									9,567	26%
Main	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	
	FY19	8,719	8,877	8,655	9,774	9,099	8,202	9,418	8,749	9,621	9,177	8,795	9,300	108,386	-1%
	FY20	10,098	9,666	8,766	9,068									37,598	1%

CIRCULATION (CONTINUED)															
LOCATION	FY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	YTD % Change
North Avenue	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	
	FY19	2,979	2,493	2,709	2,918	2,390	2,059	2,604	2,264	2,367	2,887	2,243	2,657	30,570	-17%
	FY20	2,962	2,210	2,462	2,197										
West End	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	
	FY19	11,660	11,438	10,076	10,172	8,539	7,313	9,145	7,434	9,007	8,380	8,746	9,681	111,591	21%
	FY20	11,712	10,702	9,142	8,743									40,299	-16%
Westover Hills	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	
	FY19	8,071	7,787	7,566	7,102	6,120	5,364	7,072	6,155	6,511	6,120	5,793	6,435	80,096	-6%
	FY20	7,419	7,175	5,888	6,137									26,619	-16%
Econtent	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	
	FY19	5,985	6,407	5,683	5,581	5,278	5,874	6,375	5,874	6,532	6,132	6,424	6,798	72,943	25%
	FY20	7,526	7,283	6,250	5,145									26,204	-8%
RPL Total	FY17	61,902	61,579	52,848	53,440	49,591	46,583	49,303	48,092	53,155	47,666	49,845	52,838	626,842	
	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	
	FY19	59,970	58,801	56,264	55,594	49,421	43,882	53,267	47,881	53,469	49,055	49,093	54,041	630,738	-6%
	FY20	60,995	56,787	51,225	50,290	-	-	-	-	-	-	-	-	219,297	-11%

DOOR COUNT FY2020	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL
Belmont	6,934	7,335	6,992	6,550									27,811
Broad Rock	5,768	5,768	5,457	5,571									22,564
East End	7,605	8,331	6,965	6,743									29,644
Ginter Park	13,767	11,850	10,575	9,608									45,800
Hull Street	11,614	10,646	9,344	8,181									39,785
Main	16,244	15,626	14,553	14,962									61,385
North Avenue	6,383	6,431	5,580	6,712									25,106
West End	5,102	4,752	4,127	3,845									17,826
Westover Hills	8,342	8,287	7,657	7,986									32,272
TOTALS FY20:	81,759	79,026	71,250	70,158									302,193
TOTALS FY19:	70,641	73,411	62,975	66,230	62,257	48,425	63,139	60,259	67,552	68,862	67,399	70,910	782,060
TOTALS FY18:	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

PROGRAMS FY2020	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL FY20	TOTAL FY19
Belmont														
Adult Programs	15	13	11	16									55	246
Adult Attend	90	70	52	102									314	1,321
Young Adult Programs	1	1	1	0									3	11
Young Adult Attend	12	31	2	0									45	23
Juvenile Programs	8	4	3	0									15	90
Juvenile Attend	258	95	11	0									364	1,953
Total Attend	360	196	65	102	0	0	0	0	0	0	0	0	723	3,297
Total Programs	24	18	15	16	0	0	0	0	0	0	0	0	73	347
Broad Rock														
Adult Programs	4	6	18	4									32	231
Adult Attend	22	37	84	33									176	1,336
Young Adult Programs	4	4	5	3									16	52
Young Adult Attend	94	57	73	45									269	708
Juvenile Programs	16	17	15	15									63	303
Juvenile Attend	318	277	129	265									989	3,637
Total Attend	434	371	286	343	0	0	0	0	0	0	0	0	1,434	5,681
Total Programs	24	27	38	22	0	0	0	0	0	0	0	0	111	517
East End														
Adult Programs	40	35	40	40									155	376
Adult Attend	264	175	214	285									938	3,444
Young Adult Programs	2	1	4	3									10	55
Young Adult Attend	14	18	11	5									48	269
Juvenile Programs	10	18	20	14									62	145
Juvenile Attend	84	1	72	137									294	2,364
Total Attend	362	194	297	427	0	0	0	0	0	0	0	0	1,280	6,077
Total Programs	52	54	64	57	0	0	0	0	0	0	0	0	227	376

PROGRAMS FY2020 (CONTINUED)	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL FY20	TOTAL FY19
Ginter Park														
Adult Programs	20	25	32	23									100	267
Adult Attend	170	276	396	397									1,239	2,651
Young Adult Programs	2	2	2	1									7	6
Young Adult Attend	41	12	10	5									68	85
Juvenile Programs	10	15	3	7									35	129
Juvenile Attend	181	169	17	98									465	1,537
Total Attend	392	457	423	500	0	0	0	0	0	0	0	0	1,772	4,273
Total Programs	32	42	37	31	0	0	0	0	0	0	0	0	142	395
Hull Street														
Adult Programs	7	5	8	14									34	85
Adult Attend	95	19	23	41									178	972
Young Adult Programs	3	3	2	2									10	26
Young Adult Attend	87	14	8	4									113	323
Juvenile Programs	16	8	2	8									34	108
Juvenile Attend	313	134	12	26									485	2,209
Total Attend	495	167	43	71	0	0	0	0	0	0	0	0	776	3,504
Total Programs	26	16	12	24	0	0	0	0	0	0	0	0	78	219
Main														
Adult Programs	18	24	30	21									93	124
Adult Attend	313	765	786	784									2,648	4,609
Young Adult Programs	13	8	8	10									39	65
Young Adult Attend	111	39	64	114									328	778
Juvenile Programs	30	25	29	23									107	265
Juvenile Attend	827	592	623	480									2,522	5,511
Total Attend	1,251	1,396	1,473	1,378	0	0	0	0	0	0	0	0	5,498	10,898
Total Programs	61	57	67	54	0	0	0	0	0	0	0	0	239	454

PROGRAMS FY2020 (CONTINUED)	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL FY20	TOTAL FY19
North Avenue														
Adult Programs	46	38	10	27									121	319
Adult Attend	285	210	122	140									757	2,903
Young Adult Programs	2	0	6	5									13	54
Young Adult Attend	18	0	57	21									96	348
Juvenile Programs	11	8	0	10									29	280
Juvenile Attend	273	246	0	84									603	5,075
Total Attend	576	456	179	245	0	0	0	0	0	0	0	0	1,456	8,326
Total Programs	59	46	16	42	0	0	0	0	0	0	0	0	163	653
West End														
Adult Programs	11	10	9	12									42	144
Adult Attend	121	87	64	101									373	1,041
Young Adult Programs	1	1	1	0									3	12
Young Adult Attend	9	5	5	0									19	50
Juvenile Programs	10	17	14	9									50	205
Juvenile Attend	174	248	188	45									655	3,605
Total Attend	304	340	257	146	0	0	0	0	0	0	0	0	1,047	4,696
Total Programs	22	28	24	21	0	0	0	0	0	0	0	0	95	590
Westover Hills														
Adult Programs	18	23	16	23									80	214
Adult Attend	424	429	219	434									1,506	3,598
Young Adult Programs	3	2	1	1									7	17
Young Adult Attend	59	66	9	11									145	139
Juvenile Programs	22	18	10	20									70	254
Juvenile Attend	396	535	449	717									2,097	4,606
Total Attend	879	1,030	677	1,162	0	0	0	0	0	0	0	0	3,748	8,343
Total Programs	43	43	27	44	0	0	0	0	0	0	0	0	157	485
Grand Total Attend	5,053	4,607	3,700	4,374	0	0	0	0	0	0	0	0	17,734	55,095
Grand Total Programs	343	331	300	311	0	0	0	0	0	0	0	0	1,285	4,312

COMPUTER USE FY2020	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL
Belmont Workstation	1,175	1,255	1,219	1,251									4,900
WIFI	963	1,047	931	1,045									3,986
Broad Rock Workstation	2,131	2,080	1,995	1,952									8,158
WIFI	903	826	770	784									3,283
East End Workstation	1,968	2,168	1,819	1,736									7,691
WIFI	1,236	1,281	1,068	1,100									4,685
Ginter Park Workstation	1,617	1,418	1,506	1,533									6,074
WIFI	1,229	1,173	936	1,032									4,370
Hull Street Workstation	1,741	1,770	1,772	1,710									6,993
WIFI	1,035	889	905	1,092									3,921
Main Workstation	4,023	3,970	3,808	3,898									15,699
Childrens Workstation	226	304	132	159									821
WIFI	3,921	4,529	3,597	4,034									16,081
North Avenue Workstation	1,346	1,448	1,287	1,357									5,438
WIFI	928	856	824	934									3,542
West End Workstation	754	834	825	768									3,181
WIFI	568	476	655	893									2,592
Westover Hills Workstation	1,520	1,497	1,282	1,345									5,644
WIFI	833	853	705	824									3,215
TOTALS FY20:	28,117	28,674	26,036	27,447									110,274
TOTALS FY19:	21,141	23,182	20,857	28,103	23,493	22,565	27,068	24,764	28,491	26,105	28,577	26,512	300,859
TOTALS FY18:	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

TECHNICAL SERVICES - ITEMS BY LOCATION										
FY2020	Belmont	Broad Rock	East End	Ginter Park	Hull Street	MAIN	North Avenue	West End	Westover Hills	OverDrive
Jul-19	215	148	147	172	117	379	119	206	213	
Aug-19	359	260	201	268	145	572	160	409	347	66
Sep-19	318	205	203	312	164	565	168	325	330	162
Oct-19	396	224	251	274	177	696	195	427	410	54
Nov-19										
Dec-19										
Jan-20										
Feb-20										
Mar-20										
Apr-20										
May-20										
Jun-20										
Branch Total FY20:	1,288	837	802	1,026	603	2,212	642	1,367	1,300	282
Branch Total FY19:	3,525	1,877	2,007	2,450	1,353	6,247	1,963	4,088	3,667	1,320
Average:	322	209	201	257	151	553	161	342	325	71

NEW PATRON CARDS													
FY2020	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
Belmont	138	187	114	101									540
Broad Rock	129	152	159	137									577
East End	120	114	124	107									465
Ginter Park	96	79	62	63									300
Hull Street	125	130	140	84									479
Main	383	411	370	282									1,446
North Avenue	160	128	169	96									553
West End	152	125	119	69									465
Westover Hills	153	120	137	95									505
Online Reg E-Card	162	229	255	209									855
Total FY20:	1,618	1,675	1,649	1,243	-	-	-	-	-	-	-	-	6,185
Total FY19:	1,692	1,722	1,623	1,328	1,117	911	1,321	1,150	1,321	1,212	1,320	1,509	16,226

Richmond Public Library
 FY20 Operating Budget
 as of
 October 31, 2019

ACCOUNT	DESCRIPTION	Budget	Actual	% Spent	Balance
			Expended 31-Oct-19		Available 31-Oct-19
60000	SALARIES - FULL TIME	\$ 3,068,562	\$ 726,673	23.7%	\$ 2,341,890
61000	SALARIES - PART TIME	\$ 340,544	\$ 90,439	26.6%	\$ 250,105
62000	SALARIES - TEMPORARY	\$ -	\$ 719	0.0%	\$ (719)
63000	FICA	\$ 211,410	\$ 48,424	22.9%	\$ 162,986
63001	RET CON RSRS	\$ 685,267	\$ 155,748	22.7%	\$ 529,519
63002	MEDCARE FICA	\$ 49,443	\$ 11,325	22.9%	\$ 38,118
63003	GROUP LIFE	\$ 18,134	\$ 4,261	23.5%	\$ 13,873
63006	H/C ACT TEMP	\$ 681,425	\$ 161,501	23.7%	\$ 519,924
63008	STATE UNEMPLOYMENT	\$ -	\$ -	0.0%	\$ -
63011	HEALTH SAVINGS	\$ -	\$ 134	0.0%	\$ (134)
64104	EDUCATION PAY	\$ -	\$ -	0.0%	\$ -
64105	BONUS PAY	\$ -	\$ -	0.0%	\$ -
Personnel Expenses		\$ 5,054,784	\$ 1,199,223	23.7%	\$ 3,855,561
71141	BOOKS	\$ 561,783	\$ 245,758	43.7%	\$ 316,025
71141	DATABASES	\$ -	\$ -	0.0%	\$ -
71142	MULTIMEDIA PRODUCTS	\$ 9,823	\$ -	0.0%	\$ 9,823
72122	MAGS & NEWSPAPER	\$ 36,596	\$ 3,830	10.5%	\$ 32,766
Collection Development		\$ 608,202	\$ 249,588	41.0%	\$ 358,614
70131	ADVERTISING	\$ 2,297	\$ 465	20.2%	\$ 1,832
70161	DATA PROCESSING - OCLC	\$ 113,138	\$ 94,964	83.9%	\$ 18,174
70161	PLANNING MGMT SERVICES	\$ 109,917	\$ 9,691	8.8%	\$ 100,226
70218	VEHICLE REPAIR	\$ 2,000	\$ -	0.0%	\$ 2,000
70311	PRINTED SUPPLIES	\$ 3,000	\$ 500	16.7%	\$ 2,501
70413	MILEAGE ALLOWANCE	\$ 2,762	\$ 101	3.7%	\$ 2,661
70551	SECURITY	\$ 294,553	\$ 293,628	99.7%	\$ 925
70552	CONTRACT AND TEMP PERSONNEL	\$ 27,500	\$ 24,914	90.6%	\$ 2,586
71012	OFFICE STATIONARY SUPPLIES	\$ 8,955	\$ 310	3.5%	\$ 8,645
71016	ADVERTISING	\$ -	\$ -	0.0%	\$ -
71143	LIBRARY OPERATING SUPPLIES	\$ 20,220	\$ 11,232	55.5%	\$ 8,988
72113	POSTAGE	\$ 4,456	\$ 3,000	67.3%	\$ 1,456
72121	CONFERENCES & CON	\$ 2,240	\$ 1,035	46.2%	\$ 1,205
72123	MEMBERSHIP DUES	\$ 1,352	\$ 285	21.1%	\$ 1,067
72124	TRAINING	\$ 1,189	\$ 1,935	162.7%	\$ (746)
72131	COMPUTER SUPPLIES	\$ 25,662	\$ 22,695	88.4%	\$ 2,967
72153	EQUIPMENT	\$ 12,200	\$ 10,345	0.0%	\$ 1,855
73104	BANK FEES	\$ -	\$ 3,556	0.0%	\$ (3,556)
76119	PAGERS	\$ -	\$ -	0.0%	\$ -
77103	FUEL-D/O VEHICLE	\$ 2,555	\$ 486	19.0%	\$ 2,069
77104	VEHICLE MONTHLY STANDING	\$ 493	\$ 123	25.0%	\$ 370
77201	INTERNAL PRINTING	\$ -	\$ -	0.0%	\$ -
77501	DIT CHARGES	\$ -	\$ -	0.0%	\$ -
80001	DEPRECIATION	\$ -	\$ -	0.0%	\$ -
80004	BUILDINGS & STR	\$ -	\$ -	0.0%	\$ -
80006	EQUIPMENT & OFFICE MAINTENANCE	\$ 7,160	\$ 3,348	46.8%	\$ 3,812
80007	VEHICLE EXPENSES	\$ -	\$ -	0.0%	\$ -
Other Expenses		\$ 641,649	\$ 482,611	75.2%	\$ 159,038
TOTAL GENERAL FUND		\$ 6,304,635	\$ 1,931,422	30.6%	\$ 4,373,213

RICHMOND PUBLIC LIBRARIES - General Fund Budget

Monthly Budget Report

October 31, 2019

<u>General Fund Revenue</u>	<u>FY2019-20 Budget</u>	<u>FY2019-20 Actual YTD</u>	<u>% Recognized</u>	<u>Unrecognized</u>
Lost and Damage Books	\$ 21,782	\$ 3,282	15%	\$ 18,500
Overdue Book Fines	\$ 66,121	\$ 11,882	18%	\$ 54,239
Reservation - Book Records	\$ 500	\$ 75	15%	\$ 425
Room Rental Fees	\$ 300	\$ 135	45%	\$ 165
Sales Copy Centers	\$ 17,476	\$ 5,439	31%	\$ 12,037
State Library Aide	\$ 170,000	\$ -	0%	\$ 170,000
	\$ 276,179	\$ 20,813	8%	\$ 255,366

General Fund Operating

	<u>FY2019-20 Budget</u>	<u>FY2019-20 Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
Personnel	\$ 3,409,106	\$ 817,830	24%	\$ 2,591,276
Fringes	\$ 1,645,678	\$ 381,392	23%	\$ 1,264,286
Books/Materials	\$ 608,202	\$ 249,588	41%	\$ 358,614
Operating Expenses	\$ 641,649	\$ 482,611	75%	\$ 159,038
Total	\$ 6,304,635	\$ 1,931,422	31%	\$ 4,373,213

Encumbrances YTD \$ 495,951

RICHMOND PUBLIC LIBRARIES - Special Fund Budget

<u>Special Fund Revenue</u>	<u>FY2019-20 Anticipated</u>	<u>FY2019-20 Actual YTD</u>	<u>% Recognized</u>	<u>Unrecognized</u>
00314 - Gift to the Library	\$ 105,000	\$ 36,724	35%	\$ 68,276
00308 - Verizon E-Rate Grant	\$ 87,977	\$ -	0%	\$ 87,977
00309 - Public Law Library	\$ 250,000	\$ 82,219.00	33%	\$ 167,781
00311 - Gates Foundation	\$ -	\$ -	0%	\$ -
00312 - RPL Foundation	\$ 40,000	\$ 6,000	15%	\$ 34,000
00313 - Friends of the RPL	\$ 30,000	\$ 22,701	76%	\$ 7,299
00000 - Grade Level Reading	\$ -	\$ -	0%	\$ -
	\$ 512,977	\$ 147,644	29%	\$ 365,333

<u>Special Fund Expenditures</u>	<u>FY19 Rollover & FY20 Receipts</u>	<u>FY2019-20 Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
00314 - Gift to the Library	\$ 119,801	\$ 21,607	18%	\$ 98,194
00308 - Verizon E-Rate Grant	\$ (51,344)	\$ 35,783	-70%	\$ (87,127)
00309 - Public Law Library	\$ 149,898	\$ 95,573	64%	\$ 54,325
Personnel		\$ 17,300		
Fringes		\$ 4,992		
Books/Materials		\$ 71,054		
Operating Expenses		\$ 2,227		
00311 - Gates Foundation	\$ 12,576	\$ -	0%	\$ 12,576
00312 - RPL Foundation	\$ (78,906)	\$ 8,163	-10%	\$ (87,069)
00313 - Friends of the RPL	\$ 52,730	\$ 4,221	8%	\$ 48,509
	\$ 204,755	\$ 165,347	81%	\$ 39,408

Encumbrances YTD \$ 34,787

Richmond Public Library
 Foundation, Friends, Groups and Individual Donations
 FY 2019-2020

Consent Agenda: Pending Library Board Approval - Wednesday, December 4, 2019

Date	Donor Name	Current Month Amount	Purpose/Location	YTD Account Balance		
				Gift	Foundation	Friends
	<i>No Donations This Month</i>	\$ -				
	Monthly Total	\$ -				
	YTD Total	\$ 29,020.34	Year To Date Total	\$ 340.00	\$ 6,000.00	\$ 22,680.34



CHIEF OFFICERS OF STATE LIBRARY AGENCIES

201 East Main Street, Suite 1405 | Lexington, KY 40507
Phone: 859-514-9826 | info@cosla.org | www.cosla.org

FOR IMMEDIATE RELEASE

November 6, 2019

Contact: Timothy Cherubini, Executive Director
tcherubini@cosla.org
859 514 9826

Chief Officers of State Library Agencies seek dialogue with Macmillan Publishers on eBook Sales

Discussion reveals areas of common concern and diverging perspectives.

Hartford, Connecticut – At the invitation of Chief Officers of State Library Agencies (COSLA), Macmillan Publishers CEO John Sargent joined several State Librarians for dialogue around the company's new pricing and availability policy for library eBook purchasing. COSLA, whose members include all 50 states, the District of Columbia and 3 territories, expressed concerns about the recent policy change which the organization's members view as detrimental to the needs of the library-using public nationwide. A major purpose behind the meeting was to understand Macmillan's decision better, including achieving an understanding of how Macmillan arrived at their model.

Mr. Sargent shared with COSLA Macmillan's concern that eBook sales are rising in public libraries but declining with consumers. He likened the eBook marketplace to that for major motion pictures in that new releases have the greatest value in their first few weeks and their initial release should allow for the greatest return on both creative and business investment. The availability of eBooks through libraries, which may be perceived as being "free," is in Macmillan's opinion the major driver in the consumer decline.

"We disagree with the premise that eBook availability through libraries negatively impacts sales of new release best seller sales to any significant extent," said Cindy Aden, chair of COSLA's eBook engagement group and Washington State Librarian. "Libraries pay higher prices for eBooks and we question the logic that a publisher would achieve significant revenue from restricting sales to libraries. In our experience, few readers faced with wait times for a new release would choose to purchase the book directly instead of waiting, even if those wait times are significant." Mr. Sargent on the other hand told COSLA that based on anecdotal data, they believe that if library users cannot gain access to a new eBook from their library, 8 percent of those waiting will likely buy the eBook.

"Typical eBook loan periods are 2 – 3 weeks," noted COSLA President and Hawaii State Librarian Stacey Aldrich. "It is unlikely that a single eBook purchased by a library at 3 or 4 times the cost of a consumer book would circulate more than 2.5 times in the first 8 weeks, so the drain on potential buyers is insignificant during the eBooks' most valuable selling period."

Contrary to the assumption stated by Mr. Sargent that availability through libraries negatively impacts book sales, COSLA believes that library availability builds readership, increases awareness of authors, publishers, booksellers and the entire ecosystem, thereby positively impacting sales. Libraries serve

segments of communities that for various reasons are not able to purchase eBooks. Publishers and librarians have engaged frequently over many years on issues of pricing, availability and access of eBooks in libraries. The terms now in place for Macmillan imprints add to an already difficult set of issues.

Mr. Sargent repeated another oft-stated claim that eBook availability through libraries devalues works. COSLA board members had various responses to this concern. COSLA Vice President and Montana State Librarian Jennie Stapp made the point that library users do value their books, even if accessed via their library, as evidenced by the valuable time they devote to reading them.

COSLA members also emphasized the case that libraries provide “early adopter” readers who can talk about a new book to others and encourage higher readership. Keeping new books out of a library may negatively impact Macmillan authors whose books won’t be shared, and whose readers will find other authors while waiting, possibly not returning to those Macmillan authors immediately or at all.

Mr. Sargent appeared eager to describe the problem from his perspective and open to considering alternative models presented by others, acknowledging that the current embargo model may not be the “right” model. He expressed confidence in that model however, and determination to find out if it will drive eBook sales to consumers.

COSLA and Mr. Sargent have agreed to explore eBook pricing models and to continue to try to find ways to understand the perceived problem and to emphasize the importance of libraries to the overall book ecosystem. All agreed that better data will help the conversation. Meanwhile libraries across the country are responding by opting not to purchase new Macmillan eBook titles, all eBook titles or even all Macmillan books, hoping to demonstrate to Macmillan that libraries are a significant part of his bottom line and should be seen as a partner in promoting books, authors and reading.

About the Chief Officers of State Library Agencies (COSLA): COSLA is an independent organization of the chief officers of state and territorial agencies designated as the state library administrative agency and responsible for statewide library development. Its purpose is to provide leadership on issues of common concern and national interest; to further state library agency relationships with federal government and national organizations; and to initiate cooperative action for the improvement of library services to the people of the United States.

###

NPL Suspends Macmillan eBook Purchases

Website: <https://library.nashville.org/blog/2019/11/npl-suspends-macmillan-ebook-purchases>

November 1, 2019 by Ed Brown

Publisher’s Embargo will hurt Customers, Library says



NPL director Kent Oliver speaks about eBook access at an ALA press conference in September, 2019. (Emily Gardner/American Library Association)

Nashville Public Library (NPL) will suspend eBook purchases from book publisher Macmillan beginning Tuesday, November 5 until spring 2020.

Library leaders want Macmillan to stop its new eBook embargo, which began November 1. Under this embargo, NPL is able to buy only one copy of each new eBook during the first two months after a new title is released — the peak

time for reader demand.

Until now, the library has purchased Macmillan eBooks at nearly four times their retail price, buying enough copies so readers must wait no more than four months to borrow them.

“We hope our decision today sends a message on behalf of all library readers, especially customers who love to read eBooks and also folks who can’t or don’t want to have to buy titles in order to enjoy them,” said Kent Oliver, NPL director.

An estimated 10,000 NPL customers borrow their books exclusively in digital formats (eBooks and eAudiobooks). In fact, NPL’s eBook usage has increased by nearly 20% since last year.

“This is our way of reminding Macmillan that libraries and the millions of readers they serve are longstanding members of the literature world,” Oliver said. “We don’t want to be cut out of that ecosystem.”

In September, NPL joined the American Library Association and other U.S. public libraries to protest Macmillan’s planned embargo, asking readers to [sign ALA’s #eBooksForAll petition](#).

So far, Tennesseans have contributed 5,761 of the total 170,315 signatures.

Frequently Asked Questions

Below, you’ll find answers to many of the questions we’ve received about our decision to suspend purchases of new Macmillan eBooks. We will continue to update this page as we receive new questions.

1. What eBooks will be affected? New eBook titles published by Macmillan or the publishers it owns after Tuesday, Nov 5, 2019. These titles will still appear in our catalog in other formats, but will not be available in eBook format.

2. What other publishers does Macmillan own? Following is the full list of Macmillan-owned publishers that will be affected by the purchase suspension.

Adult/Young Adult

- Farrar, Straus & Giroux
 - North Point Press
 - Hill and Wang
 - Faber and Faber Inc.

- First Second
- Henry Holt
 - Metropolitan Books
 - Times Books
 - Holt Paperbacks
- Picador
- St Martin’s Press
 - Griffin
 - Minotaur
 - All Points Books
 - Castle Point Books
 - St. Martin’s Press Paperbacks
 - Let’s Go
 - Thomas Dunne Books
 - Truman Talley Books
- Tor/Forge
- Flatiron Books
- Macmillan Collector’s Library
- Celadon Books

Children’s

- Farrar, Straus & Giroux for Young Readers
- Feiwel & Friends
- Henry Holt Books for Young Readers
- Imprint
- Kingfisher
- Odd Dot
- Priddy Books
- Roaring Brook Press
- Square Fish
- Tor Children’s

3. What about Macmillan eBooks that NPL already has? Macmillan eBooks already in our collection will remain. You can continue to place hold requests and check them out as usual.

If you have a Macmillan eBook checked out right now, it will not be affected in any way.

4. Does this include Macmillan books in all formats? No — this decision only affects the eBook version of new Macmillan titles. We will continue to purchase print, audiobook, and eAudiobook versions of new Macmillan titles.

We will also purchase additional print copies of new titles at the time of release to make up the difference.

5. If I submit a purchase request for a new Macmillan eBook, will it automatically be rejected? Yes — any purchase requests we receive for Macmillan eBooks released after Nov 5 will not be considered.

Purchase suggestions for all other Macmillan formats will be processed and considered as usual.

6. I don’t really know much about Macmillan. What books do they publish? Macmillan is one of the “Big Five” book publishers in the world, along with Hachette Book Group, HarperCollins, Penguin Random House, and Simon & Schuster. They publish a wide variety of fiction, nonfiction, and other genres from hundreds of different authors.

One popular author they represent is Nora Roberts, whose popular fiction series, *Chronicles of The One*, consistently makes bestseller lists across the country. The upcoming third installment of the series, *The Rise of Magicks*, releases Tuesday, Nov 26.

NPL will buy copies in all formats of *The Rise of Magicks* except the eBook version.

7. How long will this suspension last? The suspension will last at least until spring 2020, but that date is subject to extension. Should Macmillan cancel their embargo during that time, we will immediately lift the suspension.

8. I want Macmillan to stop their embargo, or at least offer better terms to libraries. What can I do? Thank you so much for your support of NPL and equal access to eBooks! You can let Macmillan know how you feel by signing the #eBooksForAll petition at www.ebooksforall.org.

You can also use the #eBooksForAll hashtag to spread the word on social media and lead other readers to the petition.

9. How many of the books the library buys come from Macmillan? We currently have 11,573 eBook titles in our catalog. Of those, 576, or about 5%, are Macmillan titles. These titles account for about 8% of all eBook checkouts.

10. Why don't you at least take the single eBook Macmillan is offering so I have some chance of getting it from the library? We believe everyone deserves equal access to literature and information. In our view, Macmillan's embargo sends the message that only those who can and will pay for access deserve it. That's why we're so adamant that a suspension is the next step we must take.

Additionally, your chances of getting access to that single copy in the first two months are slim. We have dozens, sometimes hundreds, of patrons who place holds on new eBooks. Everyone can hold or check out an eBook for up to 24 days, which is nearly a month. By the time you move to the top of the queue, odds are, it will have been several months already.

We understand that this is frustrating for you, just as it is for us. We're fully aware that our decision won't please everyone, but we firmly believe that this suspension is the best way we can support eBook readers and ensure equal access for libraries to digital materials.

###

E-books at libraries are a huge hit, leading to long waits, reader hacks and worried publishers

While there are technically an infinite number of copies of digital files, e-books differ from hard copies when it comes to libraries.

The Washington Post; November 26 at 7:00 AM, by [Heather Kelly](#)

While some people are scrambling to collect log-ins for Netflix, HBO Go, Hulu and, now, Disney Plus, Sarah Jacobsson Purewal is working on a different kind of hustle. She signs up for any public library that will have her to find and reserve available e-books.

The Los Angeles-based freelance writer used to borrow a friend's address to keep a New York Public Library account, and helped another out-of-state friend get a card for the Los Angeles Public Library.

"I'm a member of every library in California that allows me to be a member as a resident of the state," said Jacobsson Purewal, before rattling off a list of cities: Los Angeles, San Jose, San Francisco, Oakland, San Diego.

Over the past two decades, electronic books have taken off as a way to read on smartphones and e-readers like the Kindle. Digital books are sold online, typically for less than their physical counterparts. They've also found popularity in public library systems, where cardholders can download multiple e-books and audiobooks to their devices without leaving home. But, as with hardback library books, there can also be weeks-long waits and the inability to extend loan times for in-demand titles.

And while there are technically an infinite number of copies of digital files, e-books also work differently. When a library wants to buy a physical book, it pays the list price of about \$12 to \$14, or less if buying in bulk, plus for services like maintenance. An e-book, however, tends to be far more expensive because it's licensed from a publisher instead of purchased outright, and the higher price typically only covers a set number of years or reads.

That means Prince's recently released memoir "[The Beautiful Ones](#)" recently had a four-week wait for the e-book in San Francisco. Library-goers in Ohio's Cuyahoga County were waiting 13 weeks to download Jia Tolentino's book of essays, "[Trick Mirror](#)."

Library e-book waits, now often longer than for hard copies, have prompted some to take their memberships to a new extreme, collecting library cards or card numbers to enable them to find the rarest or most popular books, with the shortest wait.

Recently, Julian Hayashi-Marsano found "Bringing Columbia Home," a book about the multistate recovery effort to locate every piece of the space shuttle to return to Kennedy Space Center, with just a short wait before downloading it on his Kindle. The first-grade teacher is a card-holding member of the Queens, Brooklyn, and New York Public Library systems, the Cape Cod library sharing system (CLAMS), and another city's library where he borrowed a relative's address.

“E-books have been mostly very good as an experience. The downside is that wait times for titles are often quite long, because people will troll the catalogues and put everything on hold,” Hayashi-Marsano said. “So it’s only certain boutique interests of mine that get indulged regularly.” Those include accident reports, National Transportation Safety Board investigations, organizational psychology, gardening, water ponds, applied economics, and nontraditional building methods like cob housing, rammed-earth and adobe.

A library typically pays between \$40 and \$60 to license a new e-book adult title, which it can then loan out to one patron at a time, mimicking how physical loans work. Each publisher offers different payment models. Under one, a library only has an e-book for two years or 52 checkouts, whichever comes first. Another agreement covers 26 checkouts per book.

“We have dozens of publishers who are vying to have their books made available, sometimes at no cost, because they absolutely see ... when libraries promote an author, their print sales spike, their e-book sales grow, and their audiobooks as well,” said Steve Potash, chief executive of OverDrive, which works with more than 43,000 libraries to negotiate prices with publishers and provides tools to manage digital collections, including the library app Libby. Unlike with physical books, one library system will have an OverDrive system for all its individual branches, creating a single collection of titles they share.

Maintaining these collections is expensive. In 2017, libraries spent 27 percent of their collection budgets on electronic materials — which include e-books, databases and other digital content — versus 54.8 percent on print. That’s up from 16.7 percent spent on electronic content five years before that, according to data from the [Institute of Museum and Library Services](#), which handles federal funding for public libraries.

“It’s a tremendous amount of work for our collection librarians to manage the e-book collection, as titles are expiring every day and they have to decide to repurchase or to let it go,” said Jennifer Tormey, who manages technical services at the Des Moines Public Library.

Even with the higher prices, some publishers are balking at the popularity of library e-books, saying they may be hurting business.

Macmillan, one of the five-largest publishers in the United States, started enforcing a new embargo on e-book sales to public libraries this month. Libraries are only allowed to buy a single e-book version of its new titles until eight weeks after their release. Then they can buy more.

In a letter announcing the change, Macmillan CEO John Sargent said library loans were “cannibalizing sales.” The company declined to comment further.

E-book sales have dropped every year since 2014, according to the market research firm NPD Group, although there’s no evidence it’s tied to library loans. Print book sales have continued [to rise](#). In response, some library systems are boycotting Macmillan e-books, and the American Library Association [says it is considering legislative options](#).

“Why should a publisher dictate how public libraries get run?” said Lisa Rosenblum, the executive director of the King County library system in Washington state. “You can say, ‘I’m not making any money; I want to charge you more.’ That’s an argument I can understand, but to refuse to sell to us?”

The embargo would create a massive backlog of holds for new titles and cost the library more, according to Rosenblum. Her library system, which is the largest digital lender in the country, already spent more than \$2 million, or 16 percent of its collections budget, on e-books last year. It still invests far more in print, which made up 52 percent of its expenditures, or about \$7 million.

Despite Macmillan's concerns, multiple publishing executives told The Washington Post that libraries were key to promoting new authors and stimulating sales, and that internal research did not support the same conclusion.

Meanwhile, Amazon Publishing — the company's 10-year-old book publishing arm with 16 imprints and a growing roster of big-name authors — has a different approach. It refuses to sell any e-books of its titles to libraries. (Amazon CEO Jeff Bezos owns The Post.) Amazon declined to comment.

Some readers are also moving to paid Netflix-like subscription services for e-books, such as Kindle Unlimited, Scribd, Bookmate and services tailored to specific genres, like Harlequin's romance e-book subscription service.

Librarians say the patrons most likely to be hurt by Macmillan's rule are people like D.V. Thorn, a voracious reader who is unable to leave their house and is mostly bed-bound due to disabilities. Thorn has read and listened to around 800 books so far this year through e-lending apps, and uses multiple area library accounts for the shortest hold times.

"Not only does it disproportionately target marginalized people, particularly multiply marginalized poor and disabled people, but it also shows they don't really understand libraries or their users," Thorn said. "A lot of people use the library to check out a book initially, and then buy copies for themselves for the books they love. I have been that person!"

Meanwhile, e-book lovers are finding more creative ways to make the most of libraries. Take Scott McNulty, an author who has written books about the Kindle, who downloads library books and then puts his device into airplane mode. "That way you can read an e-book after its due date because the Kindle has to be connected to the network to remove the book," McNulty said.

The book still appears as returned in the library system, so it doesn't hold up other readers. He sometimes even "returns" a book early to free it up.

Since auctioneer Stacie Hewitt always has her maximum five holds in the Libby app, and as multiple books can become available at once, she regularly uses the "suspend hold" option, which keeps her on the waitlist without going to the back of the line at her local Louisville library.

Some people interviewed by The Post admitted they borrow a parent's library log-in or sign up under their own name using a friend's address, but none would use their names for fear of losing access to their secret supply of e-books.

Cheating is not always necessary. A number of major library systems offer memberships to state residents, and even paid options for out-of-state readers. For example, anyone in New York can sign up for an "eCard" to access the Brooklyn Public Library. The Los Angeles Public Library charges \$50 a year for a nonresident membership, though nonresidents must apply and renew in person.

Meanwhile, a free browser plug-in called [Library Extension](#) shows library book availability while browsing titles on Amazon. Since Seattle-based software engineer Andrew Abrahamowicz built the tool eight years ago, it's grown to around 5,000 libraries and more than 100,000 users. Abrahamowicz, who used to work for Amazon, says he believes the extension helps readers decide what they want to purchase.

"I don't think [publishers] would lose so much business in these cases," he said. "The people who are users of this extension are users of the library, and if they don't have it they'll buy it on Amazon."

The hacks themselves can be seen as evidence that publishers' e-book limits are working. That difficulty, dubbed "friction" by the industry, is the magic ingredient keeping the peace.

For her part, Jacobsson Purewal plans to keep adding to her collection of thousands of physical books. After using her library log-ins to track down "Blackjack Shuffle Tracker's Cookbook," she bought it.

If she's found out, "I'm a member of enough libraries, they can't all kick me out," she said.

###

CONTRACT NO. 19000004566

**CITY OF RICHMOND
GOODS AND SERVICES CONTRACT**

This Contract, dated this 5th day of November, 2019 (the “Commencement Date”) between the City of Richmond, Virginia (the “City”) and SIRSI Corporation d/b/a SIRSI DYNIX (the “Contractor”), is binding among and between these parties as of the date of the City’s final signature.

WHEREAS, the City has awarded the Contractor this Contract pursuant to Request for Proposals No. G180018049, as modified by Addendum No. 1 dated March 23, 2018, (the “Request for Proposals”), for an integrated library system for the City’s public library branches.

THEREFORE, in consideration of the Recital set forth above and good and valuable consideration as set forth below, the parties agree as follows:


1. **Scope of Contract.** The Contractor shall provide the goods and services to the City as set forth in the Contract Documents enumerated in Section 3 below.
2. **Contract Amount.** The maximum authorized contract amount for this Contract is Ninety Thousand Nine Hundred Eighteen and 92/100 U. S. dollars (\$90,918.92). The aggregate of all payments by the City under this Contract shall not exceed this amount. All payments shall be as provided in the Contract Documents.
3. **Contract Documents.** This Contract shall consist of the following Contract Documents, listed in order of precedence from highest to lowest:
 - A. This Goods and Services Contract between the City and the Contractor.
 - B. Negotiated Modifications to Contract Documents for Contract No. 19000004566, attached hereto as Attachment A.
 - C. The General Terms and Conditions attached to the Request for Proposals.
 - D. The SirsiDynix Terms and Conditions, attached hereto as Attachment B.
 - E. The Statement of Needs attached to the Request for Proposals.
 - F. The Sirsi Dynix Quote 98191 valid until December 10, 2019, attached hereto as Attachment C.
 - G. The letter from Chris Harris of Sirsi Dynix dated August 21, 2018, to Mr. Hundley regarding “Negotiation Questions for Sirsi Dynix – RFP # G180018049 Richmond Public Library Integrated Library System (ILS),” attached hereto as Attachment D.
 - H. The Contractor’s proposal dated April 5, 2018.
 - I. The Instructions to Offerors attached to the Request for Proposals.

All of these documents are incorporated herein by reference.

IN WITNESS WHEREOF, the parties hereto on the latest day and year written below have executed this Contract.

For the CONTRACTOR:

For the CITY:

By:  10/29/2019
(signature in ink) Date

Daniel Munro
(typed name)

Secretary/General Counsel
(typed title)

By:  11/5/2019
Betty J. Burrell Date
Director of Procurement Services

IF A CORPORATION, AFFIX CORPORATE SEAL



CITY OF RICHMOND
RICHMOND PUBLIC LIBRARY
LIBRARY BOARD OF TRUSTEES

November 20, 2019

Honorable City Council Members
City of Richmond
900 East Broad Street
Richmond, Virginia 23219

Dear Honorable City Council Members:

This letter is to request the City of Richmond Council Members take action to immediately remove Ms. Tanya Francis from her position as a public member on the Library Board of Trustees (LBOT). I know this request is quite unusual since we have not needed to request this before.

Article II. Membership, Section 4 By-Laws of the Richmond Public Library Board states, “A Member who misses four (4) consecutive regularly scheduled meetings shall be subject to removal pursuant to the procedure provided in Section 4.15 of the City Charter, or substantially similar procedure. (*Code of the City of Richmond, § 2-837*).

Ms. Francis has missed 5 out of 10 meeting in CY2018 and missed 7 out of 9 meetings to date in CY2019. Of those seven meetings, she has missed six meetings consecutively. Mr. Lydiard, Vice Chairman and Lead on the LBOT Governance Committee has made several attempts to obtain Ms. Francis intentions to remain as a member on the Board without successful follow up from her. Although Ms. Francis’ first term will end June 30, 2020, it is the LBOT’s desire to move this request to City Council for decision.

Again, I regret that I have to bring this matter to your attention. If you have any questions, please feel free to contact me at 804-677-3957 cell or wyatesva@gmail.com.

Sincerely,

William Yates, Chair
Library Board of Trustees

C: Library Board of Trustees
Scott Firestine, Library Director
Gianna Pack, Executive Assistant/Liaison

- Belmont Branch 804/646-1139
3100 Ellwood Avenue, 23221
- Broad Rock Branch 804/646-8488
4820 Old Warwick Road, 23224
- East End Branch 804/646-4474
1200 North 25th Street, 23223
- Ginter Park Branch 804/646-1236
1200 Westbrook Avenue, 23227
- Hull Street Branch 804/646-8699
1400 Hull Street, 23224
- North Avenue Branch 804/646-6675
2901 North Avenue, 23222
- West End Branch 804/646-1877
5420 Patterson Avenue, 23222
- Westover Hills Branch 804/646-8833
1408 Westover Hills Boulevard, 23225

101 EAST FRANKLIN STREET, RICHMOND, VA 23219 • P: 804.646.4256 • F: 804.646.7685 (ADMINISTRATION) • F: 804.646.4757 (TECHNICAL SERVICES)
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