RICHMOND PUBLIC LIBRARY

BOARD OF TRUSTEES

February 26, 2020

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

11:45 a.m.

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

Library Board of Trustees Meeting
Wednesday, February 26, 2020
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.

New Business   12:40 p.m.   Mr. Yates

Adjourn   Mr. Yates

Next Meeting:
March 25, 2020
North Avenue Branch Library
2901 North Avenue
Richmond, Virginia 23222
11:45 a.m.

PRESENT: Vice Chair David Lydiard, Emily Altman, Barbara Burton, Daisy Weaver, Janet Woody

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

ABSENT: Chair William Yates, Christine Peterson, Tanya Francis, 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 Vice Chairman David Lydiard at 11:52 a.m. without a quorum at the Main Library located at 101 E. Franklin Street, Richmond, Virginia 23219. A quorum was established at 11:55 a.m.

Consent Agenda	Approve the December 4, 2019 Meeting Minutes and Statistical Reports as submitted, and the revised Pending Gifts Report that was handed out in the meeting. ***Motion: Daisy Weaver, Second by Emily Altman – Approved Unanimously.***
Public Comment Period	None present.
REPORTS	
Friends of the Library (FOL) **Clay Dishon**	• The children's book illustration artwork should be hung up in the branches by early February. These are the prints that were bought during the Friends of the Library 60th Anniversary celebration. There will be a presentation once they get hung. • We were glad to be able to provide funds for the RPL library employees to spend a social evening together bowling at River City Roll on January 24 in the evening. Everyone had a good time and morale was boosted. • The Half-Price Sale went well. We continue to try to find ways to shift the older stock out. • We are pursuing a great suggestion from RPL that the Friends solicit sponsors for our book sales to bring in a little more money and increase publicity. They are looking into getting bags for people to carry their books. Mr. Lydiard inquired how much money was raised in the last book sale. Mr. Dishon will report the amount at the next meeting.
Library Foundation **Karin Hansen**	• Wrapping up the Annual Fund campaign/drive. Received gifts. This was the first year that the Foundation did more electronic communications in addition to the regular paper mailing. Gifts were up 20%. The Foundation will be expanding its electronic mailing list and other social media. • Since the audit came back clear of any findings, focus will return to pursing grants and finding sponsorships on events that will be hosted this year. • The Foundation partnered with the Friends of the Library to fund the RPL staff bowling night.

REPORTS (CONTINUED)	
Administration **Scott Firestine**	**Highlights and Additions to Director's Report:** During the Director's Report, Mr. Firestine highlighted on the following items: • **Hiring:** Interviews and recruitment are ongoing. • **RFP Integrated Library System (ILS):** A test server based on the current ILS was built January 26. RPL testing of communications and installed applications will begin and should take about 30 days to complete. The target to completion is 60-90 days to be on the SAAS production server. • **RFP for the Master Plan:** The RFP was awarded to Enteros Design. • **First Floor Restroom Renovations:** Ms. Clarke reported the contractors are about 35% complete. Paint colors were selected. Wall and electrical is complete for both restrooms. New plumbing throughout except for the lactation restroom, which used existing plumbing. Contractors are on schedule with a target date for completion by the end of April. • **Macmillan Boycott:** Following the Macmillan Boycott, the LBOT asked Mr. Firestine to draft a statement to Macmillan and to RPL patrons at the December 4, 2019, meeting. Mr. Firestine presented the documents as well as the Question and Answer sheet for a better understanding. All documents will be posted to the *rvalibrary.org* website. • **Special Funds/Law Library:** The City Auditors' Office is in the process of conducting a City-wide audit of all Special Funds. • **Eviction Exhibit:** HOME has constructed and installed an exhibit that details the eviction problem in Richmond. It will be on display in the Main Library until March 30, 2020. • **Floating Collections:** In the process of floating the large print and audio book collections. • **Access RVA Comcast Channel:** Ms. Weaver asked if the reallocated position to oversee the operations of the program was planned. Mr. Firestine responded that it was not initially planned, but we have determined that we must have more oversight of the TV station. There was an opportunity to shift a VRIP employee position from the Technical Services area to meet this public service need.
BOARD COMMITTEE REPORTS	
Chair **William Yates**	No Report.
Finance **Daisy Weaver** **Christine Peterson** **Scott Firestine**	Ms. Weaver reported the current budget was on target. On the Special Fund Revenue, 51% has been recognize, which is good. The City Auditors are conducting a City-wide Audit of the Special Funds. Mr. Firestine has submitted his proposed budget to the City for consideration with approximately a $2M increase, which will fully fund all positions including vacant positions. Ms. Weaver also mentioned from the Operational side of the request there were increases for materials/books, technology access, and records management.

BOARD COMMITTEE REPORTS (CONTINUED)	
Facilities __Scott Firestine__	Mr. Firestine introduced Owner Gil Entzminger of Enteros Design, who won the competitive RFP for the Main Library Master Plan. Mr. Entzminger gave a brief overview of the architecture firm, other library project experience, and its direction of gaining stakeholders' input. The park will also be a part of the plans. Once the planning process is over, RPL will have a more defined picture of the Main Building project and Foundation support needed.
Governance __David Lydiard__	Mr. Lydiard reported currently there are no applicants as of date for the vacancies on the Board. Still actively looking for someone with facilities management experience. Mr. Lydiard also mentioned Tanya Francis has not attended a meeting since April 2019. He stated the By-laws of missing four consecutive meetings, a person can be removed from the Board. However, no one has ever exercised that request. The City Clerk's office has not responded back on whether or not Ms. Francis will be removed. Mr. Lydiard will update at the next meeting.

UNFINISHED BUSINESS

- Strategic Plan – Ms. Woody asked if she could have more time to review the Strategic Plan updates to have a better understanding before voting. Mr. Lydiard recommended to table further discussions and vote of approval at the February 26, 2020 meeting. The LBOT members present were in agreement.

- Mr. Lydiard inquired about the Verizon Tower Project on the top of the Main Library Roof. Mr. Firestine reported he had not heard anything from the last update, but will reach out to Verizon on the progress.

- Ms. Woody inquired about the loan periods and fines. Mr. Firestine reported he was in the process on receiving feedback from staff on going fine free. RPL went fine free for patrons under the age of 18 since April 2019 and it has been working. Patrons are still responsible for the lost materials. If the materials are not returned within 45 days, the patron is then billed for the materials. Mr. Firestine would like to come back to the Board in February or March to consider expanding fine free to all patrons and eliminate fines altogether.

- Mr. Lydiard asked if there was a report of charging off lost books. He would like to know what the number is to date. Mr. Firestine stated that was a Unique Management Report and he would bring the report to the February meeting.

NEW BUSINESS

Approve the 2020 RPL Holiday Schedule.
> *Motion: Daisy Weaver, Second by Janet Woody – Approved Unanimously.*

There being no further business, the meeting was adjourned at 12:53 p.m. by unanimous consensus from the members that were present in the meeting.

The next meeting will be held on Wednesday, February 26, 2020, at 11:45 a.m. at the Broad Rock Branch Library located at 4820 Old Warwick Road, Richmond, Virginia.

Approved:
Mr. William Yates, Chair

Recorder: Gianna Pack
              Executive Assistant

Director's Report
February 2020
Director Activities for January 18 through February 20, 2020:

Jan 22	OEM and Library Meeting – Main Library
Jan 23	Follow-up Library FY21 Performance Measures and Service Codes – City Hall
Jan 25	Lamar Giles in Conversation with Meg Medina – Main Library
Jan 27	Good Shepherd Book Club – Main Library
Jan 27	City Council Meeting – City Hall
Jan 28	RPL Security Assessment Review – All Branches
Jan 29	Capital Projects Task Force 2.0 for FY22 – City Hall
Feb 10	City Council Meeting – City Hall
Feb 11	Attended PCard Annual Training – Police Training Facility
Feb 14	Attended CALD Meeting – Atlee Station Branch of the Pamunkey Regional Library System
Feb 16-17	Library Locations Closed in Observance of Presidents' Day
Feb 24	RVAH2O International Stakeholders Meeting – DPU
Feb 24	City Council Meeting – City Hall
Feb 25	DEQ319 Kick Off Meeting – West End Branch Library

Hiring Update: Interviewing and recruiting for vacant positions – Ongoing. RPL has 15 FTE funded vacancies. This problem is necessitating that we utilize temporary workers and overtime due to the long delays within the City of Richmond's HR system.
- Management Analyst, Associate-RVA Access Public TV: Posted February 9
- Library Technician, Senior – Various Locations: Posted February 16
- Library Technician – North Avenue: Posted February 16
- Library/Community Services Manager Nideria Brown resigned on February 14
- Library Technician, Senior Debra Bynum will retire on February 29 with 30 years of service.

RFP for the Integrate Library System (ILS on-line catalog) Update: Test database for replacement of the SIRSI ILS is complete as of February 7, 2020. Staff are testing applications and services to transition from a City hosted server service to SAAS by the vendor.

Migration of the library's catalog to a SAAS solution for improved search, database control, and maintenance is in Test/Production. The SAAS test server was built based on the Library's current ILS database. The Library is testing communication, functionality, and features before the transition from Library owned servers to remote servers. Target to complete the transition is March 15, 2020. Once that is complete, upgrades of the system will begin.

RFP for the Main Library Facilities Master Plan Update: The RFP Master Plan for the Main Library was cancelled due to errors in the procurement process. The RFP must be rebid for a third time. The Main Library Renovation Master Plan is currently in process with DPS and Legal for review and a new rewrite of the RFP.

Access RVA Comcast Channel Update: On Friday, February 7, winds took out the Public Access station Comcast and Verizon wire feeds. Large limbs from a tree landed on the service and knocked it down for about half a day. By 5:00 p.m. the service was restored. The tree was removed February 14.

1st Floor Restroom Renovation Update: Construction continues of new toilet rooms on the first floor at the Main Library. Internal demolition of walls, fixtures, and flooring is complete. Wiring, plumbing, framing, and construction is in process. When the project is complete, the Main Library will have a safer, updated toilet room facilities on the first floor, a lactation room for nursing mothers, and a family restroom for caregivers. Target for completion is May 30, 2020.

Verizon Tower Update: On June 25, 2019, the Library Director was notified by email that Verizon staff will review the site and install towers on the Main Library rooftop. Board members were notified at the June 26, 2019, Board meeting. In January 2019, CAO Selina Cuffee-Glenn signed an approved City Council Ordinance 2018-264 that authorized a contract with Verizon to place these towers on the rooftop of the Main Library. The documents were emailed to the LBOT members. Ms. Pack emailed copies to the new Board members to bring them current.

On January 30, 2020, starting at 7:00 a.m., the Verizon contractor, Ruch Holiman, Carrick Contracting Corporation, put electrical supplies on top of the Main Library rooftop with a crane. The work lasted about 4-5 hours. There is still no word from Verizon on when they will begin the actual work.

Legislations: The Library Friends, Library Board of Trustees, and the RPL Foundation are supporting legislations moving through the General Assembly that would provide full-funding for state aid to libraries. This revenues comes to the City from the state to support books. If successful it would raise RPL's amount by $126,257 over the next 4 years.

Events:
- On January 25 in the Main Library, young adult authors Meg Medina, 2019 Newberry Author, and Lamar Giles held a book launch and conversation upon the release of Lamar's book, Not So Pure and Simple. Mr. Giles writes young adult thrillers for young male African Americans.
- On February 7 and February 14 at the Main Library, the Environmental Film festival celebrated with films about progress on environmental issues in Richmond

Friends of the Library Book Sale: The November 1-3, 2019 took in approximately $14,000. The Half Price Book Sale on January 10-12, 2020 took in approximately $1,500, which is not a money maker as the other book sales, because it is mostly an opportunity to clear some space for new books.

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	5,795	5,963	6,495						47,568	-9%
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	2,323	2,389	2,331						19,668	-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	2,020	2,240	2,219						16,888	-31%
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	3,332	3,021	3,599						26,782	-7%
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	2,128	2,012	2,012						15,719	-14%
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	7,683	7,728	8,141						61,150	-16%

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	1,689	1,925	2,731							5%
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	8,067	8,072	9,006						65,444	-2%
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	5,631	5,376	6,043						43,669	-17%
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	4,926	5,365	6,125						42,620	-4%
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	43,594	44,091	48,702						355,684	-9%

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	6,032	5,865	6,449						46,157
Broad Rock	5,768	5,768	5,457	5,571	4,162	4,596	5,277						36,599
East End	7,605	8,331	6,965	6,743	6,084	6,056	7,132						48,916
Ginter Park	13,767	11,850	10,575	9,608	7,109	4,819	5,823						63,551
Hull Street	11,614	10,646	9,344	8,181	6,499	6,550	7,395						60,229
Main	16,244	15,626	14,553	14,962	12,244	11,434	13,119						98,182
North Avenue	6,383	6,431	5,580	6,712	5,102	3,812	4,759						38,779
West End	5,102	4,752	4,127	3,845	3,438	3,736	4,437						29,437
Westover Hills	8,342	8,287	7,657	7,986	6,575	5,861	7,763						52,471
TOTALS FY20:	**81,759**	**79,026**	**71,250**	**70,158**	**57,245**	**52,729**	**62,154**						**474,321**
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	10	15	15						95	246
Adult Attend	90	70	52	102	88	49	92						543	1,321
Young Adult Programs	1	1	1	0	3	2	1						9	11
Young Adult Attend	12	31	2	0	0	0	0						45	23
Juvenile Programs	8	4	3	0	2	2	3						22	90
Juvenile Attend	258	95	11	0	9	10	39						422	1,953
Total Attend	**360**	**196**	**65**	**102**	**97**	**59**	**131**	**0**	**0**	**0**	**0**	**0**	**1,010**	**3,297**
Total Programs	**24**	**18**	**15**	**16**	**15**	**19**	**19**	**0**	**0**	**0**	**0**	**0**	**126**	**347**
Broad Rock														
Adult Programs	4	6	18	4	17	18	6						73	231
Adult Attend	22	37	84	33	81	61	32						350	1,336
Young Adult Programs	4	4	5	3	6	14	19						55	52
Young Adult Attend	94	57	73	45	99	65	76						509	708
Juvenile Programs	16	17	15	15	13	20	32						128	303
Juvenile Attend	318	277	129	265	361	332	423						2,105	3,637
Total Attend	**434**	**371**	**286**	**343**	**541**	**458**	**531**	**0**	**0**	**0**	**0**	**0**	**2,964**	**5,681**
Total Programs	**24**	**27**	**38**	**22**	**36**	**52**	**57**	**0**	**0**	**0**	**0**	**0**	**256**	**517**
East End														
Adult Programs	40	35	40	40	26	28	72						281	376
Adult Attend	264	175	214	285	222	269	268						1,697	3,444
Young Adult Programs	2	1	4	3	4	2	2						18	55
Young Adult Attend	14	18	11	5	7	3	5						63	269
Juvenile Programs	10	18	20	14	13	13	14						102	145
Juvenile Attend	84	1	72	137	97	88	86						565	2,364
Total Attend	**362**	**194**	**297**	**427**	**326**	**360**	**359**	**0**	**0**	**0**	**0**	**0**	**2,325**	**6,077**
Total Programs	**52**	**54**	**64**	**57**	**43**	**43**	**88**	**0**	**0**	**0**	**0**	**0**	**401**	**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	15	12	25						**152**	**267**
Adult Attend	170	276	396	397	196	118	246						**1,799**	**2,651**
Young Adult Programs	2	2	2	1	2	3	1						**13**	**6**
Young Adult Attend	41	12	10	5	10	15	5						**98**	**85**
Juvenile Programs	10	15	3	7	4	3	7						**49**	**129**
Juvenile Attend	181	169	17	98	45	74	85						**669**	**1,537**
Total Attend	**392**	**457**	**423**	**500**	**251**	**207**	**336**	**0**	**0**	**0**	**0**	**0**	**2,566**	**4,273**
Total Programs	**32**	**42**	**37**	**31**	**21**	**18**	**33**	**0**	**0**	**0**	**0**	**0**	**214**	**395**
Hull Street														
Adult Programs	7	5	8	14	12	12	6						**64**	**85**
Adult Attend	95	19	23	41	52	61	51						**342**	**972**
Young Adult Programs	3	3	2	2	1	2	2						**15**	**26**
Young Adult Attend	87	14	8	4	2	0	0						**115**	**323**
Juvenile Programs	16	8	2	8	4	4	1						**43**	**108**
Juvenile Attend	313	134	12	26	28	27	3						**543**	**2,209**
Total Attend	**495**	**167**	**43**	**71**	**82**	**88**	**54**	**0**	**0**	**0**	**0**	**0**	**1,000**	**3,504**
Total Programs	**26**	**16**	**12**	**24**	**17**	**18**	**9**	**0**	**0**	**0**	**0**	**0**	**122**	**219**
Main														
Adult Programs	18	24	30	21	22	18	25						**158**	**124**
Adult Attend	313	765	786	784	454	487	660						**4,249**	**4,609**
Young Adult Programs	13	8	8	10	9	13	9						**70**	**65**
Young Adult Attend	111	39	64	114	104	186	84						**702**	**778**
Juvenile Programs	30	25	29	23	12	19	22						**160**	**265**
Juvenile Attend	827	592	623	480	251	329	333						**3,435**	**5,511**
Total Attend	**1,251**	**1,396**	**1,473**	**1,378**	**809**	**1,002**	**1,077**	**0**	**0**	**0**	**0**	**0**	**8,386**	**10,898**
Total Programs	**61**	**57**	**67**	**54**	**43**	**50**	**56**	**0**	**0**	**0**	**0**	**0**	**388**	**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	8	13	15						157	319
Adult Attend	285	210	122	140	75	55	49						936	2,903
Young Adult Programs	2	0	6	5	2	0	1						16	54
Young Adult Attend	18	0	57	21	20	0	4						120	348
Juvenile Programs	11	8	0	10	8	9	6						52	280
Juvenile Attend	273	246	0	84	22	291	73						989	5,075
Total Attend	**576**	**456**	**179**	**245**	**117**	**346**	**126**	**0**	**0**	**0**	**0**	**0**	**2,045**	**8,326**
Total Programs	**59**	**46**	**16**	**42**	**18**	**22**	**22**	**0**	**0**	**0**	**0**	**0**	**225**	**653**
West End														
Adult Programs	11	10	9	12	7	7	11						67	144
Adult Attend	121	87	64	101	46	50	91						560	1,041
Young Adult Programs	1	1	1	0	1	1	1						6	12
Young Adult Attend	9	5	5	0	5	6	3						33	50
Juvenile Programs	10	17	14	9	5	4	6						65	205
Juvenile Attend	174	248	188	45	33	36	163						887	3,605
Total Attend	**304**	**340**	**257**	**146**	**84**	**92**	**257**	**0**	**0**	**0**	**0**	**0**	**1,480**	**4,696**
Total Programs	**22**	**28**	**24**	**21**	**13**	**12**	**18**	**0**	**0**	**0**	**0**	**0**	**138**	**590**
Westover Hills														
Adult Programs	18	23	16	23	24	15	22						141	214
Adult Attend	424	429	219	434	506	125	310						2,447	3,598
Young Adult Programs	3	2	1	1	2	0	1						10	17
Young Adult Attend	59	66	9	11	11	0	0						156	139
Juvenile Programs	22	18	10	20	11	11	17						109	254
Juvenile Attend	396	535	449	717	304	176	364						2,941	4,606
Total Attend	**879**	**1,030**	**677**	**1,162**	**821**	**301**	**674**	**0**	**0**	**0**	**0**	**0**	**5,544**	**8,343**
Total Programs	**43**	**43**	**27**	**44**	**37**	**26**	**40**	**0**	**0**	**0**	**0**	**0**	**260**	**485**
Grand Total Attend:	**5,053**	**4,607**	**3,700**	**4,374**	**3,128**	**2,913**	**3,545**	**0**	**0**	**0**	**0**	**0**	**27,320**	**55,095**
Grand Total Programs:	**343**	**331**	**300**	**311**	**243**	**260**	**342**	**0**	**0**	**0**	**0**	**0**	**2,130**	**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	1,041	972	1,189						8,102
WIFI	963	1,047	931	1,045	787	802	949						6,524
Broad Rock Workstation	2,131	2,080	1,995	1,952	1,353	1,512	1,813						12,836
WIFI	903	826	770	784	448	595	739						5,065
East End Workstation	1,968	2,168	1,819	1,736	1,310	1,388	1,643						12,032
WIFI	1,236	1,281	1,068	1,100	877	867	880						7,309
Ginter Park Workstation	1,617	1,418	1,506	1,533	1,109	1,130	1,358						9,671
WIFI	1,229	1,173	936	1,032	708	829	1,015						6,922
Hull Street Workstation	1,741	1,770	1,772	1,710	1,543	1,552	1,652						11,740
WIFI	1,035	889	905	1,092	921	818	855						6,515
Main Workstation	4,023	3,970	3,808	3,898	2,956	2,896	3,370						24,921
Childrens Workstation	226	304	132	159	117	72	78						1,088
WIFI	3,921	4,529	3,597	4,034	3,033	3,715	4,085						26,914
North Avenue Workstation	1,346	1,448	1,287	1,357	1,281	1,101	1,226						9,046
WIFI	928	856	824	934	712	841	1,131						6,226
West End Workstation	754	834	825	768	628	675	867						5,351
WIFI	568	476	655	893	581	664	643						4,480
Westover Hills Workstation	1,520	1,497	1,282	1,345	1,106	1,111	1,349						9,210
WIFI	833	853	705	824	619	627	511						4,972
TOTALS FY20:	28,117	28,674	26,036	27,447	21,130	22,167	25,353						178,924
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	276	165	177	212	128	472	132	320	306	76
Dec-19	302	165	195	224	124	580	147	361	319	114
Jan-20	289	154	174	229	124	499	145	359	264	75
Feb-20										
Mar-20										
Apr-20										
May-20										
Jun-20										
Branch Total FY20:	2,155	1,321	1,348	1,691	979	3,763	1,066	2,407	2,189	547
Branch Total FY19:	3,525	1,877	2,007	2,450	1,353	6,247	1,963	4,088	3,667	1,320
Average:	308	189	193	242	140	538	152	344	313	78

NEW PATRON CARDS

FY2020	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
Belmont	138	187	114	101	78	78	109						805
Broad Rock	129	152	159	137	93	94	96						860
East End	120	114	124	107	67	67	91						690
Ginter Park	96	79	62	63	60	51	76						487
Hull Street	125	130	140	84	90	88	116						773
Main	383	411	370	282	360	253	360						2,419
North Avenue	160	128	169	96	70	64	97						784
West End	152	125	119	69	92	64	118						739
Westover Hills	153	120	137	95	81	85	129						800
Online Reg E-Card	162	229	255	209	167	210	352						1,584
Total FY20:	1,618	1,675	1,649	1,243	1,158	1,054	1,544	-	-	-	-	-	9,941
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

ACCOUNT	DESCRIPTION	Budget	Actual and Encumbered 31-Jan-20	% Spent	Balance Available 31-Jan-20
60000	SALARIES - FULL TIME	$ 3,068,562	$ 1,585,826	51.7%	$ 1,482,736
61000	SALARIES - PART TIME	$ 340,544	$ 215,335	63.2%	$ 125,209
62000	SALARIES - TEMPORARY	$ -	$ 1,274	0.0%	$ (1,274)
63000	FICA	$ 211,410	$ 113,484	53.7%	$ 97,926
63001	RET CON RSRS	$ 685,267	$ 320,541	46.8%	$ 364,725
63002	MEDCARE FICA	$ 49,443	$ 26,541	53.7%	$ 22,902
63003	GROUP LIFE	$ 18,134	$ 9,665	53.3%	$ 8,468
63006	H/C ACT TEMP	$ 681,425	$ 317,671	46.6%	$ 363,754
63008	STATE UNEMPLOYMENT	$ -	$ -	0.0%	$ -
63011	HEALTH SAVINGS	$ -	$ 11,384	0.0%	$ (11,384)
64104	EDUCATION PAY	$ -	$ -	0.0%	$ -
64105	BONUS PAY	$ -	$ -	0.0%	$ -
64110	VRIP INCENTIVE	$ -	$ 98,000	0.0%	$ (98,000)
	Personnel Expenses	**$ 5,054,784**	**$ 2,699,720**	**53.4%**	**$ 2,355,063**
71141	BOOKS	$ 561,783	$ 350,239	62.3%	$ 211,544
71141	DATABASES	$ -	$ -	0.0%	$ -
71142	MULTIMEDIA PRODUCTS	$ 9,823	$ -	0.0%	$ 9,823
72122	MAGS & NEWSPAPER	$ 36,596	$ 12,932	35.3%	$ 23,664
	Collection Development	**$ 608,202**	**$ 363,170**	**59.7%**	**$ 245,032**
70131	ADVERTISING	$ 2,297	$ 465	20.2%	$ 1,832
70161	PLANNING MGMT SERVICES	$ 223,055	$ 124,752	55.9%	$ 98,303
70218	VEHICLE REPAIR	$ 2,000	$ 1,583	79.1%	$ 417
70311	PRINTED SUPPLIES	$ 3,000	$ 500	16.7%	$ 2,501
70413	MILEAGE ALLOWANCE	$ 2,763	$ 101	3.7%	$ 2,662
70551 1	SECURITY	$ 294,553	$ 297,336	100.9%	$ (2,783)
70552 2	CONTRACT AND TEMP PERSONNEL	$ 27,500	$ 46,695	169.8%	$ (19,195)
71012	OFFICE STATIONARY SUPPLIES	$ 8,955	$ 1,034	11.5%	$ 7,921
71016	ADVERTISING	$ -	$ -	0.0%	$ -
71143	LIBRARY OPERATING SUPPLIES	$ 20,220	$ 12,765	63.1%	$ 7,455
72113	POSTAGE	$ 4,456	$ 3,000	67.3%	$ 1,456
72121	CONFERENCES & CON	$ 2,240	$ 1,425	63.6%	$ 815
72123	MEMBERSHIP DUES	$ 1,352	$ 435	32.2%	$ 917
72124 3	TRAINING	$ 1,189	$ 2,193	184.4%	$ (1,004)
72131 4	COMPUTER SUPPLIES	$ 25,662	$ 23,663	92.2%	$ 1,999
72153	EQUIPMENT	$ 12,200	$ 345	0.0%	$ 11,855
73104	BANK FEES	$ -	$ 4,980	0.0%	$ (4,980)
76119	PAGERS	$ -	$ -	0.0%	$ -
77103	FUEL-D/O VEHICLE	$ 2,555	$ 941	36.8%	$ 1,614
77104	VEHICLE MONTHLY STANDING	$ 493	$ 288	58.4%	$ 205
77201	INTERNAL PRINTING	$ -	$ -	0.0%	$ -
77501	DIT CHARGES	$ -	$ 4,328	0.0%	$ (4,328)
80001	DEPRECIATION	$ -	$ -	0.0%	$ -
80004	BUILDINGS & STR	$ -	$ -	0.0%	$ -
80006	EQUIPMENT & OFFICE MAINTENANCE	$ 7,160	$ 3,854	53.8%	$ 3,306
80007	VEHICLE EXPENSES	$ -	$ -	0.0%	$ -
	Other Expenses	**$ 641,650**	**$ 530,680**	**82.7%**	**$ 110,970**
	TOTAL GENERAL FUND	**$ 6,304,636**	**$ 3,593,571**	**57.0%**	**$ 2,711,065**

1. Encumbered FY20
2. Outsourced Personnel
3. Under Budgeted Line Item.
4. Encumbered FY20.

RICHMOND PUBLIC LIBRARIES - General Fund Budget
Monthly Budget Report
January 31, 2020

General Fund Revenue	FY2019-20 Budget		FY2019-20 Actual YTD		% Recognized	Unrecognized	
Lost and Damage Books	$	21,782	$	7,689	35%	$	14,093
Overdue Book Fines	$	66,121	$	21,861	33%	$	44,260
Reservation - Book Records	$	500	$	195	39%	$	305
Room Rental Fees	$	300	$	-	0%	$	300
Sales Copy Centers	$	17,476	$	8,729	50%	$	8,747
State Library Aide	$	170,000	$	-	0%	$	170,000
	$	276,179	$	38,474	14%	$	237,705

General Fund Operating

	FY2019-20 Budget		FY2019-20 Actual YTD		% Expended	Unobligated	
Personnel	$	3,409,106	$	1,802,434	53%	$	1,606,672
Fringes	$	1,645,678	$	799,286	49%	$	846,392
Books/Materials	$	608,202	$	363,170	60%	$	245,032
Operating Expenses	$	641,650	$	530,680	83%	$	110,970
Total	$	6,304,636	$	3,495,571	55%	$	2,809,065

Encumbrances YTD		$	354,873

RICHMOND PUBLIC LIBRARIES - Special Fund Budget

Special Fund Revenue	FY2019-20 Anticipated		FY2019-20 Actual YTD		% Recognized	Unrecognized	
00314 - Gift to the Library	$	105,000	$	57,302	55%	$	47,698
00308 - Verizon E-Rate Grant	$	87,977	$	64,800	74%	$	23,177
00309 - Public Law Library	$	250,000	$	130,875.00	52%	$	119,125
00311 - Gates Foundation	$	-	$	-	0%	$	-
00312 - RPL Foundation	$	40,000	$	7,000	18%	$	33,000
00313 - Friends of the RPL	$	30,000	$	22,701	76%	$	7,299
00000 - Grade Level Reading	$	-	$	-	0%	$	-
	$	512,977	$	282,678	55%	$	230,299

Special Fund Expeditures	FY19 Rollover & FY20 Receipts		FY2019-20 Actual YTD		% Expended	Unobligated	
00314 - Gift to the Library	$	140,379	$	40,227	29%	$	100,152
00308 - Verizon E-Rate Grant	$	13,456	$	35,783	266%	$	(22,327)
00309 - Public Law Library	$	198,554	$	235,540	119%	$	(36,986)
Personnel			$	29,736			
Fringes			$	8,367			
Books/Materials			$	194,204			
Operating Expenses			$	3,233			
00311 - Gates Foundation	$	12,576	$	-	0%	$	12,576
00312 - RPL Foundation	$	(77,906)	$	17,649	-23%	$	(95,555)
00313 - Friends of the RPL	$	52,730	$	9,241	18%	$	43,489
	$	339,789	$	338,440	100%	$	1,349

Encumbrances YTD		$	83,036

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

Consent Agenda: Pending Library Board Approval - Wednesday, February 26, 2020

Date	Donor Name	Current Month Amount	Purpose/Location	YTD Account Balance		
				Gift	Foundation	Friends
	No Donations This Month					
	Monthly Total	$ -				
	YTD Total	$ 30,000.34	Year To Date Total	$ 1,320.00	$ 6,000.00	$ 22,680.34

John E. Ulmschneider Named 2020 ACRL Academic/Research Librarian of the Year

January 22, 2020, by Chase Ollis ACRLinsider Website: https://www.acrl.ala.org/acrlinsider/archives/18893

John E. Ulmschneider, dean of libraries and university librarian at **Virginia Commonwealth University** (VCU), is the 2020 ACRL Academic/Research Librarian of the Year. The award, sponsored by GOBI Library Solutions from EBSCO, recognizes an outstanding member of the library profession who has made a significant national or international contribution to academic/research librarianship and library development.

Ulmschneider will receive a $5,000 award on Saturday, June 27, during the ACRL President's Program at the 2020 ALA Annual Conference in Chicago.

"John E. Ulmschneider's extraordinary achievements as dean of libraries and university librarian at the Virginia Commonwealth University Libraries led the committee to name him as 2020 Academic/Research Librarian of the Year," said Jeannette E. Pierce, chair of the ACRL Academic/Research Librarian of the Year Award Committee and associate university librarian for research, access, and instructional services at the University of Missouri Libraries.

"As dean, Ulmschneider successfully advocated for increased financial support; doubled professional staffing; championed diversity, equity, and inclusion; strengthened state and regional partnerships; and created a culture of innovation at the VCU Libraries," Pierce continued. "The words of one nominator describing John's leadership role in a regional endeavor perfectly describe his selfless approach to his accomplishments – 'he has done so with a grin rather than a gavel, leading without ego, and with the evident trust and admiration of his colleagues.'"

"I don't have words adequate to express my gratitude to all of my extraordinary colleagues over the years who have made this recognition possible," Ulmschneider said. "To be included among librarianship's most accomplished leaders with this award, including my mentor, the late Susan Nutter, is deeply moving. I have dedicated my career to building institutional cultures that allow every person to flourish and all of us to rise to our best selves, and to develop and resource libraries that foster the success of our students and faculty and enrich our diverse communities. I am gratified that ACRL and my colleagues have recognized the importance of this work through this award."

Ulmschneider exemplifies academic and research librarianship through his decades-long career as a champion of innovation and inclusion. Under his leadership, VCU developed spaces and resources that meet the needs of contemporary students and the evolving academic research university. His investment of time and energy led to the expansion and renewal of the James Branch Cabell Library in 2016 and comprehensive updates to public areas of the Tompkins-McCaw Library for the Health Sciences. Both libraries are comprised of innovative spaces and offerings ranging from maker spaces to technology-rich learning spaces to streamlined service points designed to effectively support users.

He demonstrated his spirit of innovation as an early adopter of state-of-the-art software, initiatives, and services. For example, in 2016, Ulmschneider helped guide the launch of the Open Textbook Network consortium in Virginia. At VCU, he invested almost $80,000 to underwrite and support VCU faculty redesigning their courses to use affordable course content and led VCU in adopting and supporting open community tools and services such as DataCite, DMPTool, Open Science Framework, InCommon, Carpentries, and ORCID.

Also known as a champion for special collections and archives, Ulmschneider appointed VCU's first university archivist in 2013, leading to a deeper commitment to preserving the history of the university. Through his investment of time and stewardship, the VCU Libraries Special Collections and Archives have grown notable collections including book art, comic arts, medical artifacts, underrepresented communities, and more.

Throughout his career, Ulmschneider has been a strong advocate for diversity, equity, and inclusion, encouraging the development of community programming focused on race, social justice, and religion. This programming includes 17 years of Black History Month lectures celebrating African American experiences and achievements and 34 years of Browns-Lyons lectures on some of the most important topics in the Jewish culture and faith. He also championed inclusive digital collections such as the Freedom Now Project, which engaged the Prince Edwards Community around police surveillance photographs from 1963 civil rights protests, and Mapping the Second Ku Klux Klan, 1915-1940, documenting the rise of the Klan with historical and contemporary context. Three VCU Libraries digital collections images were selected for inclusion in the inaugural exhibitions of the Smithsonian Institution's National Museum of African American History and Culture.

A purposeful advocate for diversity, equity, and inclusion within the organization, the Cabell Library was the first academic building on the Monroe Park campus to offer gender neutral restrooms in 2010 under Ulmschneider's leadership. A year later, he established a Diversity and Inclusion standing committee to develop, oversee, and report on diversity initiatives in the VCU Libraries. Through these and other initiatives, Ulmschneider has created a culture at VCU where faculty and staff are encouraged to develop projects and ideas that advance the organization.

As a culmination of these efforts, the VCU Libraries successfully achieved membership in the Association of Research Libraries in 2018 and received the 2018 ACRL Excellence in Academic Libraries Award and the Library Landmark award for the renewed Cabell Library in 2016.

"It is wonderful to recognize John Ulmschneider with ACRL's top individual recognition," noted ACRL Executive Director Mary Ellen K. Davis. "VCU has benefited from his leadership and career-long focus on innovation and inclusion. His work epitomizes the innovative, visionary spirit of the academic and research library community."

In addition to his work at VCU, Ulmschneider has made significant contributions to advancing libraries in the region through his work with the Association of Southeastern Research Libraries (ASERL), including serving as president (2010-11), and the Virtual Library of Virginia (VIVA). Additionally, he chaired the Advocacy Task Force for the State Council of Higher Education for Virginia Library Advisory Committee to the Virginia General Assembly since 2000, where he was a primary advocate for the investment in open educational resources and affordable course content, which led to a permanent increase of $600,000 in the VIVA budget to support this initiative.

Prior to joining VCU in 1999, Ulmschneider served in multiple positions at the North Carolina State University Libraries, including associate and assistant director for information technology (1996-99), assistant director for library systems (1989-96), and head of library systems (1986-89). He also served as systems manager at the College of William and Mary Swem Library (1985-86) and systems librarian at the National Library of Medicine (1982-84).

Ulmschneider received his B.A. in Religion from the University of Virginia and M.S.L.S from the University of North Carolina-Chapel Hill.

The ACRL Academic/Research Librarian of the Year award dates back to 1978, and past award recipients include Kaetrena Davis Kendrick (2019); David W. Lewis (2018); Loretta Parham (2017); Susan K. Nutter (2016); Robert A. Seal (2015); Tim Bucknall (2014); Patricia Iannuzzi (2013); Paula T. Kaufman (2012); Janice Welburn (2011); Maureen Sullivan (2010); Gloriana St. Clair (2009); Peter Hernon (2008); Lizabeth (Betsy) Wilson (2007); Ray English (2006); Ravindra Nath (R. N.) Sharma (2005); Tom Kirk (2004); Ross Atkinson, (2003); and Shelley Phipps (2002).

###

Richmond City Council Office of the Council Chief of Staff   Working DRAFT

Fiscal Year 2021 Richmond Government Budget

Establishment/Public Meetings Schedule

Held in Richmond City Council Chambers; Richmond City Hall; 900 E. Broad Street, 2nd Floor; Richmond, Virginia 23219
NOTE: Schedule subject to changes/updates. As of/updated 2.18.2020/1047 hrs/srs

Richmond residents are encouraged to communicate budget ideas directly to the individual Councilmember representing them and attend Council Budget meetings for additional info.

Fri.	Mar. 6, 2020; 3 p.m.	Council Special Meeting: DEADLINE: Mayor submits to Richmond City Council a proposed Richmond Govt. Budget
Mon.	Mar. 23, 2020; 1-3 p.m.	Council Budget Work Session 1
Mon.	Mar. 30, 2020; 1-3 p.m.	Council Budget Work Session 2
Mon.	Apr. 6, 2020; 1-3 p.m.	Council Budget Work Session 3
Mon.	Apr. 13 2020; 1-3 p.m.	Council Budget Work Session 4
Mon.	Apr. 13, 2020; 6-8 p.m.	Council Budget Public Hearing Fiscal Year 2021 Richmond Government Budget
Mon.	Apr. 20, 2020; 1-3 p.m.	Council Budget Work Session 5
Wed.	Apr. 22, 2020; 1-3 p.m.	Council Amendment Work Session 1
Mon.	Apr. 27, 2020; 1-3 p.m.	Council Amendment Work Session 2
Wed.	Apr. 29, 2020; 1-3 p.m.	Council Amendment Work Session 3
Mon.	May 4, 2020; TBA	Council Special Mtng. - Budget Amendments Intro
Mon.	May 11, 2020; 6-8 p.m.	Council Budget Public Hearing **Richmond City Council Establishes Official Fiscal Year 2021 Richmond Government Budget** Richmond Government Budget includes amendments; Operating Budget: General Fund, Special Funds, Enterprise Funds, Internal Service Funds, Federal, and State funds; Richmond Capital Improvement Plan; and, funds provided to Richmond Public Schools.
Fri.	May 15, 2020	DEADLINE: Council must adopt Schools budget by May 15, or within 30 days of receipt of state school funding estimates to localities (whichever later), per Virginia Code of Laws: Title 22.1. Education; Chapter 8. Article 1; §22.1-93
Sun.	May 31, 2020	DEADLINE: Council must establish Richmond Govt. Budget by May 31 each year, per Richmond City Charter: Chapter 6. Budgets; §6.11
Wed. July 1, 2020		**Fiscal Year 2021 Richmond Government Budget begins**

NOT SO PURE AND SIMPLE
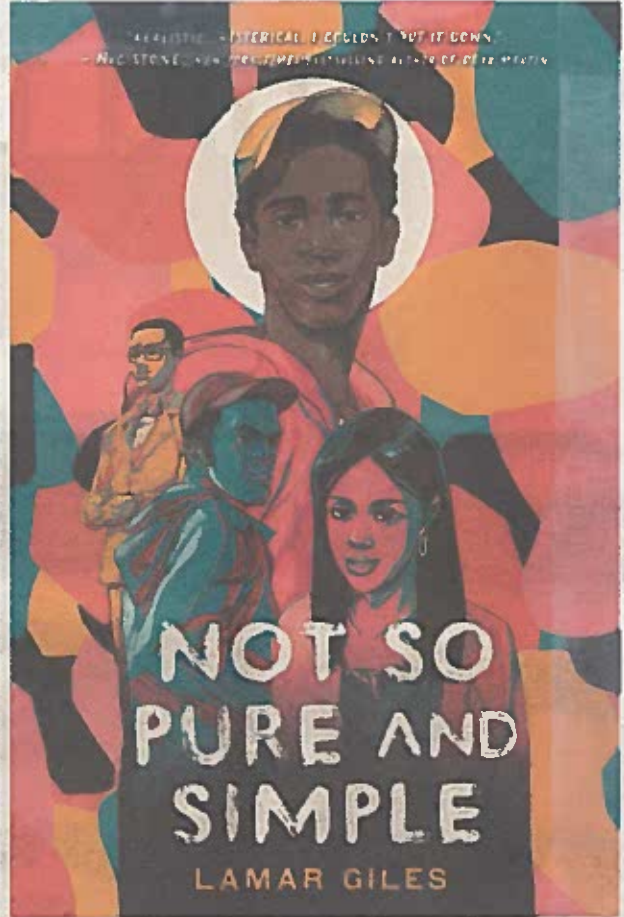
LAMAR GILES

Gaining Perspective

A Hopewell native encourages diversity in publishing with new young adult book.

by Karen Newton

hen he was a kid, Lamar Giles couldn't find people who looked like him in the books he was reading. His reaction? Extreme irritation.

Although he quickly chewed through books — sci-fi, fantasy and horror — he found himself questioning why the characters were all described so similarly.

"If I'm a black kid and I like this stuff, then how come there weren't black people — beyond tokens and victims — in any of it?" he recalls wondering.

His questions were met with insulting responses such as, "blacks don't like it" or "black people aren't good at writing those sorts of things."

"My question was, so how do I exist?" he says. "Turns out it wasn't my thinking that was the problem."

His upcoming book, "Not So Pure and Simple" is his first young adult contemporary novel, though not his first book. He's also a two-time Edgar Award finalist for his young-adult mysteries. A Hopewell native who has spoken at the Richmond Public Library before, Giles comes to the downtown library this month for a conversation with Newbery Award-winning author Meg Medina.

The library's young adult coordinator, Jennifer Deuell, says Giles is a draw because he has an open and approachable air, making for exceptional interaction with the audience.

"We love the interactive format of this type of program because it allows the authors to engage in dialogue that might not come about with a more traditional reading event," she explains. "And this will be Meg's first visit to the library since winning the Newbery award and we feel honored to have her." The John Newbery Medal is a literary award given by the American Library Association for the most distinguished contribution to American literature for children.

Deuell cites Giles' uncanny ability to take on the teen and 'tween voice, making the narrative easily relatable to young readers.

"He also has a way of pulling readers in and capturing their interest until the very last page," she says. "This is great for any reader, but especially our reluctant readers who need that momentum to finish the story."

"Not So Pure and Simple" revolves around several timely themes such as toxic masculinity and the pressure to be sexually active at a young age, real issues for today's teens. One way for them to gain perspective is from contemporary

Hopewell native and author Lamar Giles will be joined by Newbery Medal winner Meg Medina in conversation at the Main library.

young-adult literature.

"My goal is always to entertain first and foremost because I want my readers to have a good time with my work," Giles says. "I read for pleasure in my youth, and still do, so I want to be a writer my readers can go to for a consistent experience. And if they learn something in the process, well maybe that part was intentional, too."

Events such as this one, bringing in award-winning authors, is central to the library's mission of encouraging lifelong learning for Richmonders. Deuell says that not only do author visits bring literature to life, but they also spark conversation among readers. "Hopefully, this takes what can be an isolated act — reading — and transforms it into a shared learning experience."

An avid reader since childhood, Giles is convinced that people can't be authors if they aren't reading. His taste varies widely and usually comes down to what he's liked in nonfiction, memoir, children's books, fantasy, horror, science fiction and comic books. "Usually, I have more than one book going at once," he admits. "Something in paper format, an audio book, something I'm reading on my iPad and a comic book. Every week, it'll be a different set."

In 2014, Giles was one of 20 authors who co-founded a nonprofit called We Need Diverse Books. Inspired by the initial global momentum of the hashtag #weneeddiversebooks, the group set out to advocate for essential changes in the publishing industry to produce and promote literature that reflects and honors the lives of all young people. It's accomplished this with programs such as WNDB in the Classroom, which provides free books and author visits to schools all over the country. Another strategy is the Walter Grant, named after children's author Walter Dean Myers, which helps amplify the voices of up-and-coming diverse creators.

Part of the goal of the library event is also to inspire community members to tap into their own talents and passions.

"Perhaps this means writing their own book, becoming a community advocate or sharing their love of reading with young readers," Deuell says. "The ripple effect is endless."

As for Giles, he advises aspiring writers that no matter how much writing they produce in a day, they need to read 10 times that much. "The reading is just as important as getting your own words on the page," he says. "It's how you learn to be great." **S**

Lamar Giles and Meg Medina in Conversation is held Jan. 25 from 2-3:30 p.m. at the Main Library, 101 E. Franklin St., rvalibrary.org.

LEGISLATIVE UPDATE 2020 VIRGINIA GENERAL ASSEMBLY

HB 306 Circuit court clerks; fees collected for recording and indexing.
SIGNED BY SENATE – TO GOVERNOR
Introduced by: Patrick A. Hope | all patrons   ...   notes | add to my profiles

SUMMARY AS INTRODUCED:

Fees collected by circuit court clerks for recording and indexing; use of fee in preserving permanent records of the circuit courts. Increases by $2 the fees for the recording and indexing of certain documents. The bill further increases from $1.50 to $3.50 the portion of the recording and indexing fee collected by circuit court clerks that is designated for use in preserving the permanent records of the circuit courts.

HB 313 Virginia Freedom of Information Act; library records.
SIGNED BY SENATE – TO GOVERNOR
Introduced by: Wendy W. Gooditis | all patrons   ...   notes | add to my profiles

SUMMARY AS INTRODUCED:

Virginia Freedom of Information Act; library records. Clarifies that information contained in library records that can be used to identify any library patron who has borrowed or accessed material or resources from a library as well as the material or resources such patron borrowed or accessed is exempt from disclosure under the Virginia Freedom of Information Act.

HB 404 Public libraries; providing an essential service to communities of the Commonwealth.
SIGNED BY SENATE – TO GOVERNOR
Introduced by: Mark L. Keam | all patrons   ...   notes | add to my profiles

SUMMARY AS INTRODUCED:

Public libraries. Provides that it is the policy of the Commonwealth that public libraries are deemed to provide an essential service to the communities of the Commonwealth.

SB 259 Virginia Freedom of Information Act; library records.

Introduced by: John J. Bell | all patrons   ...   notes | add to my profiles

SUMMARY AS INTRODUCED:

Virginia Freedom of Information Act; library records. Clarifies that information contained in library records that can be used to identify any library patron who has borrowed or accessed material or resources from a library as well as the material or resources such patron borrowed or accessed is exempt from disclosure under the Virginia Freedom of Information Act.

Handout at Meeting

UNIQUE

Cumulative Recovery:

Richmond Public Library

February 2005 through December 2019

Accounts Submitted:	**27,469**
Dollars Submitted:	**$1,932,909.55**
Cash Recovery:	$286,588.04
Material Recovery:	$587,908.98
Waives:	$166,143.87
Recovery Total:	**$1,040,640.89**

Percentage of Recovery:	**53.84%**
Total Invoice Amount:	**$245,909.15**
Total ROI:	**4:1**
Asset ROI:	**4:1**

Please note, for the purposes of these reports the term 'Asset' will refer to the recovery of Materials and Cash.

UNIQUE

Monthly Recovery Statistics: Richmond Public Library
1/2019 Through 12/2019

Month	Cash	Material	Waives	Total	Assets Only	Invoice Amount
December-19	$1,142.69	$2,903.17	$731.00	$4,776.86	$4,045.86	$1,637.85
November-19	$1,030.26	$2,906.31	$857.27	$4,793.84	$3,936.57	$1,217.20
October-19	$1,496.76	$3,204.17	$756.70	$5,457.63	$4,700.93	$1,154.55
September-19	$1,750.19	$2,362.75	$686.50	$4,799.44	$4,112.94	$1,333.55
August-19	$1,317.08	$2,289.52	$638.30	$4,244.90	$3,606.60	$1,074.00
July-19	$1,208.46	$3,034.69	$757.80	$5,000.95	$4,243.15	$1,279.85
June-19	$2,821.35	$3,396.02	$951.10	$7,168.47	$6,217.37	$957.65
May-19	$6,058.47	$3,328.96	$921.00	$10,308.43	$9,387.43	$1,029.25
April-19	$1,659.21	$2,356.35	$485.00	$4,500.56	$4,015.56	$930.80
March-19	$1,574.72	$3,506.73	$805.00	$5,886.45	$5,081.45	$921.85
February-19	$1,841.65	$3,604.65	$915.00	$6,361.30	$5,446.30	$1,190.35
January-19	$838.72	$4,708.95	$1,145.00	$6,692.67	$5,547.67	$1,038.20
Total	$22,739.56	$37,602.27	$9,649.67	$69,991.50	$60,341.83	$13,765.10
Average	$1,894.96	$3,133.52	$804.14	$5,832.63	$5,028.49	$1,147.09

Total ROI: $5:1

Average Monthly Recovery and Cost

- Cash: $1,894.96
- Material: $3,133.52
- Waives: $804.14
- Asset Only: $5,028.49
- Invoice Amount: $1,147.09

UNIQUE
Patron Service Solutions
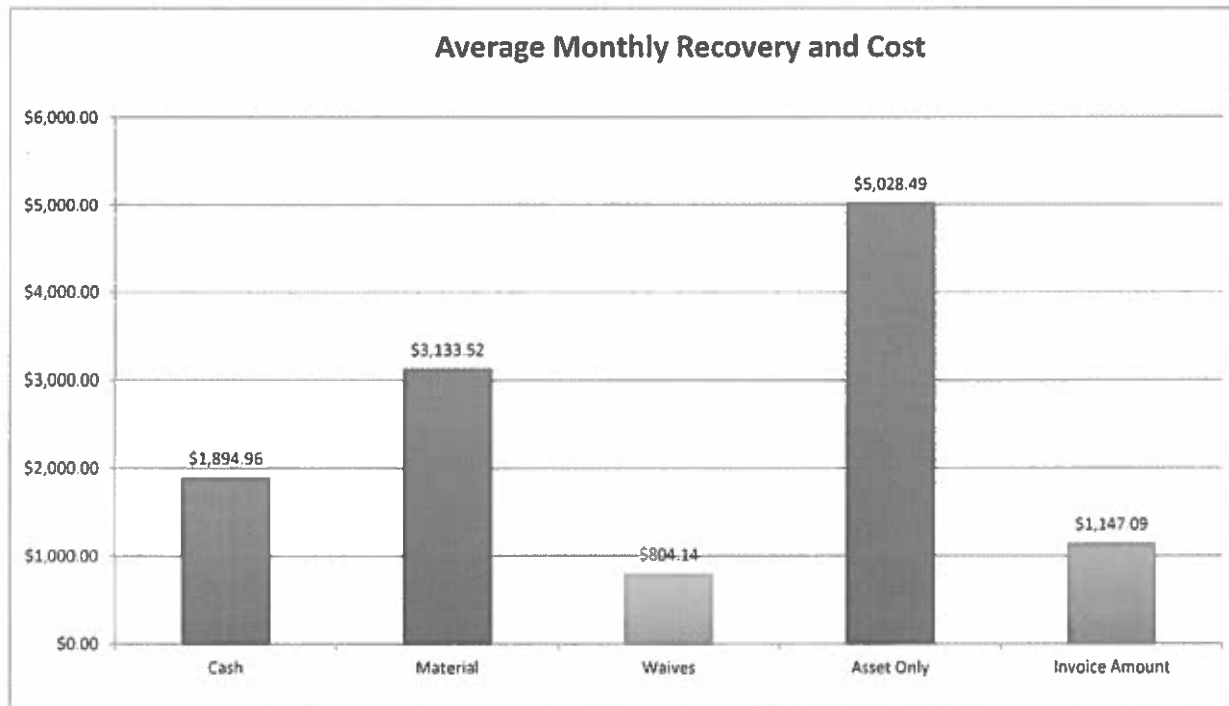
Net Benefit Concept
Paying Less is Not Always Best

When it comes to selecting a collection service there are many things to consider. The lowest cost service may not always be best. Below are a few things to consider:

Ability to maintain patron goodwill. Does the agency understand that just as important as recovering outstanding amounts is the Library needs for the patron to feel welcome to return and use the Library?

How will data be transferred? Although many agencies may claim a "completely electronic approach", emailing patron information back and forth is drastically different from a completely automated approach. Complete automation is only accomplished through the use of a collection agency module and interfaces that Unique Management has developed to accept the patron data.

Price. As pricing may arise in conversations, ask detailed questions about the contact process for each account that is submitted. Unique Management has a 120 day long process of gentle letters, calls, and skip tracing. Unique Management offers a one-time flat rate that covers the entire 120 day process. Many agencies have an abbreviated approach to recovery which ultimately results in significantly fewer recoveries.

Expected returns in material and money. The thrust of Unique Management Services approach is to help Libraries gently recover materials from long overdue patrons and also recover enough cash from responding patrons to create a budget neutral climate. Unique Management has over 1600 Libraries using the service who can attest to their ability to gently recover outstanding amounts from Library patrons with the focus being on materials.

Performance based guarantee. Unique Management offers a Budget Neutrality Guarantee to Libraries who can use the service with certain parameters in place. Unique Management promises in writing that in addition to all the recovered materials, responding patrons will cover the entire cost of the service. Most Libraries are not only budget neutral but actually produce revenue.

Ongoing consultation/recommendations. In addition to detailed monthly management reports, additional analysis with regard to Library processes can also be provided. Unique Management is committed to help Libraries achieve the highest returns and realize a great value through the use of the service.

UNIQUE
Patron Service Solutions

OUR SERVICE AND YOUR BUDGET

QUESTION: How does the library justify allocating budget dollars for Unique Management's material recovery service when dollars are scarce or when budgets are tightened?

When budgets are tight or being reduced, it becomes even more important to use our material recovery service to protect the library's assets and to increase revenue.

> Unique Management's material recovery service is one of the most cost effective, high-return investments a library can make. Our guaranteed ability to help the library recover lost materials and fines protects the library's assets, reduces expense, and increases revenue.

> The average return on investment for our service, among our 1600 customers ranges between $4 and $7 for each dollar invested. For every $1 spent with Unique Management, the Library should see around $4-$7 worth of materials, cash and waived amounts come back to the Library.

> Libraries who can meet the criteria to receive our Budget Neutrality Guarantee are in very good position. Unique Management will guarantee in writing that **in addition to all the recovered materials** that the Library will recover enough cash/waived amounts from responding patrons to cover the Unique Management invoice. In other words there is no out of pocket cost to us the service.

> Most Libraries using Unique Management are not only budget neutral **but actually produce revenue over and above the cost of the service!**

When preparing the library's annual budget, it is important to consider how much of the materials budget will need to be used on replacing popular items that have not been returned to the Library. Most Libraries would rather use the material budget to purchase new and popular items rather than replace non returned items.

UNIQUE
Patron Service Solutions

LIBRARY SPECIALIST

Question: Why is Unique Management considered Library specialist?

THE FACTS:

- Unique Management has over 24 years of **library-only** collection experience.
- Unique Management has over 1,700 Library clients in the United States, Canada, Australia, New Zealand and the United Kingdom.
- Unique Management understands that Libraries are unique and require specialized services.
- Maintaining patron goodwill is the highest priority at UMS.
- Unique Management guarantees in writing not to negatively impact the Library budget.
- Unique Management has acquired significant expertise in working with Libraries. Unique Management has also formed strategic partnerships with Library software vendors. These partnerships demonstrate the ability of Unique Management and the vendor to work in unison to meet the material recovery needs of the Libraries.
- Unique Management will share ideas/make recommendations based upon successes of other Libraries to help improve your own internal procedures.
- Unique Management recovers overdue material with no loss of patron goodwill.
- Unique Management offers flat rate pricing which eliminates expensive percentage fees charged by traditional agencies.
- Unique Management provides detailed reports to help the Library manage/track recoveries.

SUMMARY: *Unique Management Services, Inc. – Library Division (UMS) was formed by the needs of and with input from libraries. No other collection agency is driven by the unique needs of libraries. UMS has extensive experience in collecting non-returned library materials, fines and fees with an emphasis on maintaining a high level of patron goodwill.*

UNIQUE MANAGEMENT   SERVICES AND FISCAL RESPONSIBILITY

Question: How can we justify using a material recovery service when we are in the process of requesting higher levels of funding from the public?

Answer: By recovery significant amounts of long overdue materials and fines, the Library demonstrates strong stewardship of community resources and responsible customer service. This allows Library Boards and Management to demonstrate proactivity and effective resource management when confronted with questions. This in turn enhances the probability of obtaining approval for more funding.

Good Stewardship

- The return of long overdue materials helps the Library improve its circulation. The items that are long overdue tend to be the newer, most popular items. Returning them to the shelves increases the Library's circulation numbers and better meets the needs of the community.

- The return of materials helps the Library substantially reduce its expense for collection replacement.

- When the Library uses our service as recommended, we guarantee there will be no out of pocket cost to use the service. Unique Management Services produces revenue (over and above the cost of service) for most of our clients.

- Our return on investment averages $4.00 in returned materials and cash for each $1.00 invested among all of our 1700 customers across North America. This is a very powerful return on the Library's, and taxpayers, investment.

- While petitioning the community for resources a Library can show that they are fiscally responsible with what they have already been entrusted.

- Usually only about 1-2% of patrons are long overdue, however, this adds up to huge amounts of dollars outstanding. Our service protects the resources for the other 98% of patrons.

- Unique Management Services' *"Gentle Nudge®"* approach helps patrons resolve their obligation to the Library and return to the library as customers/patrons in good standing.

Summary: *Using Unique Management Services' material recovery service shows strong fiscal management and good stewardship of tax-funded resources. It will help just the request for additional funding from the public.*

UNIQUE
Patron Service Solutions

UNIQUE MANAGEMENT VS. CITY/COUNT SERVICES

QUESTION: Why should we use Unique Management's material recovery services when we can use our city/county attorney or collection department?

THE FACTS:

- Most cities using city/county collection services find that the process of transferring data and handling past due accounts is a manual effort and requires staff time. Unique Management has worked aggressively to find ways to automate the process of transferring data in order to *significantly reduce library staff time required.* A value must be place on time required from staff. Staff is employed for library service – not debt collection.

- Most city/county collection service s are not geared to handle the volume of past due accounts that most libraries have. Consequently, we frequently hear complains that *city/county services are slow* and/or sporadic at processing accounts.

- Most city/county collection services are *not able to provide detailed monthly reports* regarding the status of each account and summary management information. As a result, libraries are often frustrated because they do not receive frequent updates and information for making good management decisions. This is especially true for patron address changes.

- Many time city/county collection services *will only handle accounts with large balances.* Also, cities may only turn over large balance accounts because of the staff time required to manually handle all the required paper work. Therefore, overdue material accounts with small balances are often not pursued and thousands of dollars of library material, not recovered. Unique Management helps recover material from patrons with balances of $10 and greater.

- Using city/county attorneys dramatically reduces or eliminates the possibility of maintaining **patron goodwill.**

- **City/county collection services are not free.** Taxpayers have to pay for those services. Unique Management challenges any organization to show that they can send up to three letters and make phone calls to each debtor assigned, provide detailed monthly reporting and deliver excellent results with *a service that pays for itself.*

- Libraries lie the idea of using Unique Management to gently nudge past due patrons to recover material while maintaining patron goodwill.

- Many times city/county attorneys or collection services are not equipped to do extensive skip tracing to locate debtor with incorrect addresses. Consequently, many patrons are never located and the material is not recovered. Unique Management utilizes five different types of skip traces to locate patrons who have moved and, in many cases, recovers the material.

SUMMARY: *Using Unique Management will cost your Library less than using a city/county attorney or collection service. Indeed – the service literally pays for itself! The material can be recovered and you'll save library staff time. More importantly, with Unique Management, you'll get better results in terms of material AND cash recovered, maintain patron goodwill, and you'll receive detailed management reports every month.*

GETTING STARTED WITH OVERDRIVE

What is Overdrive?

OverDrive is a free service offered by your public library that lets you borrow digital content (like ebooks and audiobooks) anytime, anywhere. Every OverDrive collection is slightly different because each library or school picks the digital content they want for their users.

Items in the OverDrive collection are purchased copies and each copy can only be checked out by one person at time. Often, you will have to put popular items on hold and wait in a virtual queue for them to become available.

Primarily, the collection contains e-books; it also contains some e-audiobooks. You can use Overdrive in a variety of ways. They can be read on a desktop computer or a portable device such as a kindle, ipad, iphone, etc. Richmond Public Library currently allows **10 checkouts at a time**. Items automatically expire and never accrue late fines.

Using Overdrive App Options: What is Libby?

Overdrive currently offers a few app options to use access their collection. You can access Richmond Public Library's collection through the Overdrive app or the Libby app. **Libby** is a reading app for borrowing digital books and audiobooks from the library's OverDrive collection. This free app, created by OverDrive, is available for Android, iOS (iPhone/iPad/iPod touch), and Windows 10 devices. *You can download the OverDrive app or the Libby app and have access to the SAME collections as they are maintained by the SAME company.* The difference is the user interface. It will be a personal preference choice as to which app you prefer using; this handout focuses on the OverDrive app.

OverDrive

Meet Libby.

the new and improved **Overdrive** app for your ebooks & audiobooks

Additional Digital Platforms to Explore

There are many apps and websites available that allow access to electronic media such as books & movies. In addition to Overdrive, Richmond Public Library also allows patrons access to:

Hoopla is another digital platform Richmond Public Library allows you access to with your library card. It can be accessed through https://rvalibrary.org/services/online-resources/#read-it-now. You will want to create an account online before you download the app on your device. You are limited to **4 items** a month that can be checked out. However, it is simultaneous checkout so IF the item is available you can always check it out. Hoopla includes e-books, e-audio, movies/television, music, and comics as well. Not all formats available on Hoopla are compatible with Kindles. Visit https://www.hoopladigital.com/support for more detailed information.

RBDigital is another digital platform Richmond Public Library allows access to with your library card. You can create an account at https://rvalibrary.org/services/online-resources/#read-it-now before downloading the app to your device. It primarily offers audiobooks and magazines for checkout but has some e-book titles as well. The "Tutorial" button on the website has a great introduction video for using the app. Items can be checked out for up to 10 days.

RICHMOND PUBLIC LIBRARY
INFORM * ENRICH * EMPOWER

Using Overdrive through a Browser/Desktop

You have the option to use Overdrive online through a web browser instead of using one of the downloadable apps. This is helpful if you don't own a portable smart device but still was access to the online collection. You may also choose to browse the collection on your desktop and check out items to read later on your portable device. Lastly, if you are using a portable device that does not allow apps to be downloaded on it such as a Kindle Paperwhite, you will need to use the browser to checkout items. Access to Overdrive and other e-resources can be found on Richmond Public Library's website as **https://rvalibrary.org/services/online-resources/#read-it-now**.

Below is a screen capture of the main webpage for Richmond Public Library's Overdrive website: **https://richmondpubliclibrary.overdrive.com**. Circled in Red are three important buttons when using Overdrive.

Home Button: Takes you back to the beginning/main page

Search Button: Brings up the search box to look up items

My Account: Gives your account info.
(If you are not signed in, this will say SIGN IN)
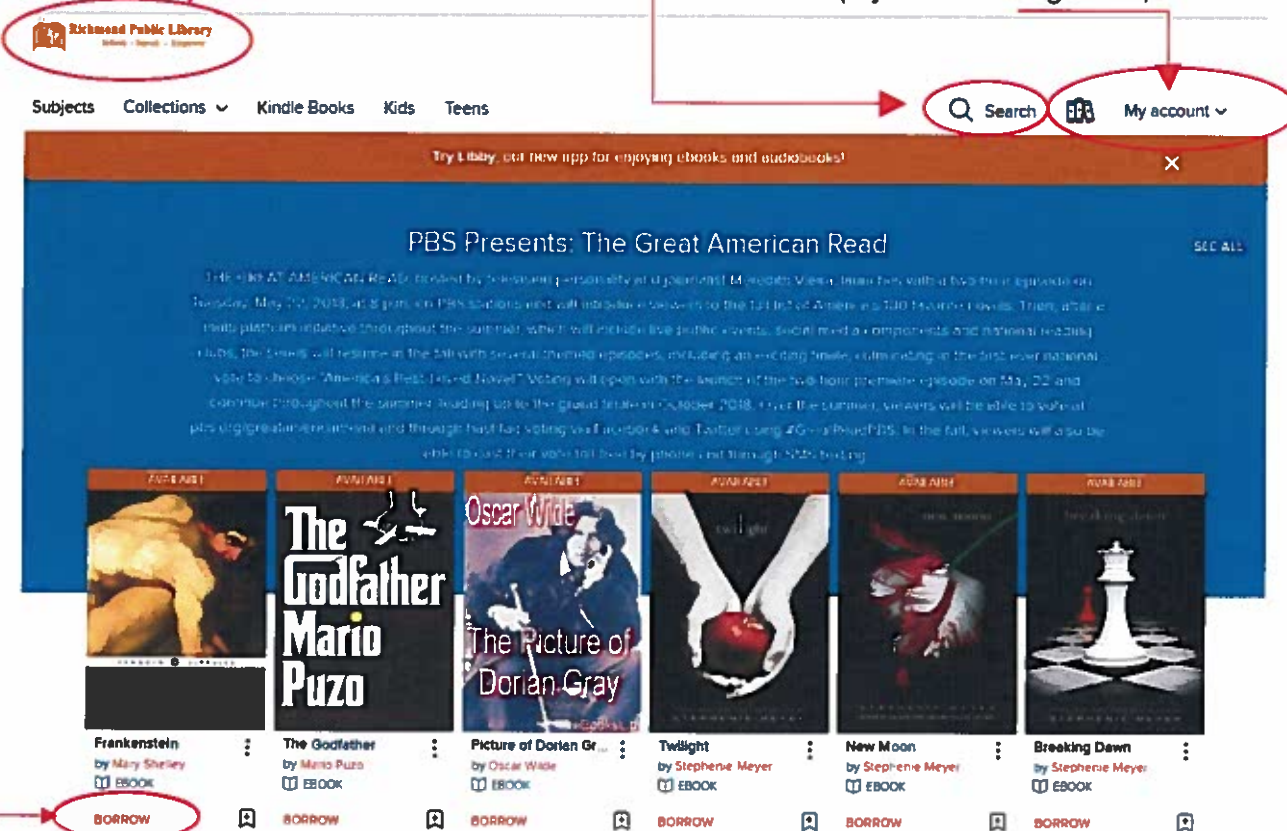
When logging in through the browser (NOT the app), click "sign in" in the top right-hand corner and enter your library card. To borrow a book, click "borrow" and sometimes you are given the option for how long to borrow an item: 7, 14, or 21 day   nu and click "borrow."

Example:

Frankenstein
EBOOK

Borrow for 14 days ∨   ← **Drop Down Menu**: Select loan period

Borrow Button

BORROW   CANCEL
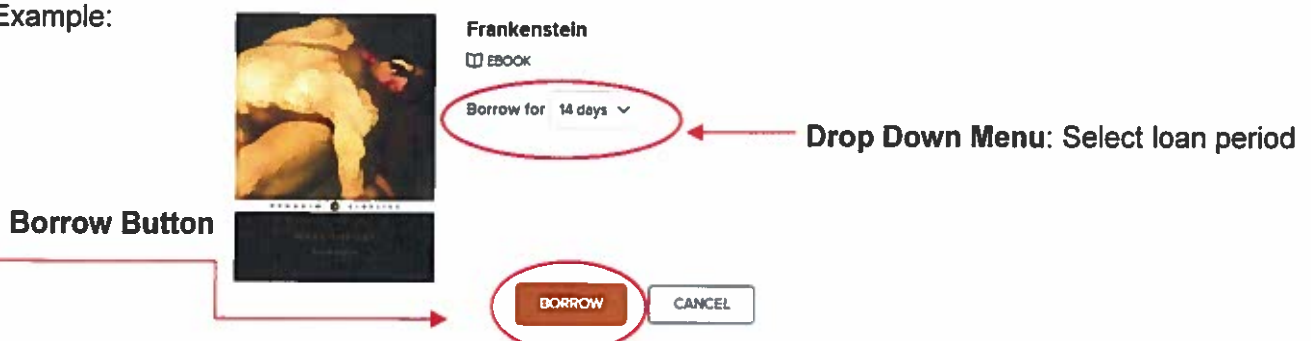
If you are not yet signed in, the website will ask you to sign in with your library card as seen below.

Sign in with your library card

Need a card? **Learn more >**

CARD NUMBER

☐ REMEMBER MY CARD NUMBER ON THIS DEVICE.

Cancel   **SIGN IN**

OR

🔵 **Sign in with OverDrive**

f Sign in with Facebook

Why should I choose one of these options?
These options allow you to sign into the OverDrive app
and new OverDrive websites using the same email
address or Facebook account.

Once you have successfully checked out an item, you can read it in the browser or through the app. To read on your browser, simply click "Read now in browser."

SUCCESS!   ✕

Frankenstein is checked out to you until
January 21, 2019.

You can borrow 9 more titles.

Read now with kindle

Read on your phone, tablet, and more

OR

Read now in browser ←——— Click this button to read the book on
your desktop in the browser.

Download
EPUB ebook

Report Kindle Book problem

Some additional Buttons/things to Explore in the Overdrive Website

Overdrive will keep a history of the items you check out. It is a feature that can be turned off if desired.
In addition to checkouts and hold lists you can also create a wish list and rate titles as well. You can also
search by subject, item type (book or audiobook), etc. when searching the collection

Using Overdrive through an App

If you plan on reading or listening to your items on a portable electronic device, you will need to download one
of the Overdrive apps onto your device. This requires an internet connection. As mentioned previously, you
can use either the **Overdrive** app or the **Libby** app. Their icons are shown below and can be downloaded
from your device's app option (apple app store, google play, amazon app store, etc.).

OverDrive

Meet Libby

the new and improved **Overdrive** app
for your ebooks & audiobooks

Please note: As these apps are updated these icons may change in their appearance.

Setting up the Overdrive App

1. After Downloading the app you will need to set up your account. Click the Menu button.

Menu Button →

12:15   .ul LTE ■

☰   All titles   ↓↑   Edit

The Ruby Circle
Richelle Mead
EXPIRES IN 10 DAYS

Palaces for the Peo...
Eric Klinenberg
Expired

3 of 8 downloaded

2. Click "Add a library."

12:15   .ul LTE ■

OverDrive   ☰

MY LIBRARIES   Edit

Henrico County Public Library

Pamunkey Regional Library

Add a library

📚 BOOKSHELF

Ⓡ ACCOUNT

⚙ SETTINGS

🗋 FILES

🕓 HISTORY

⑦ HELP
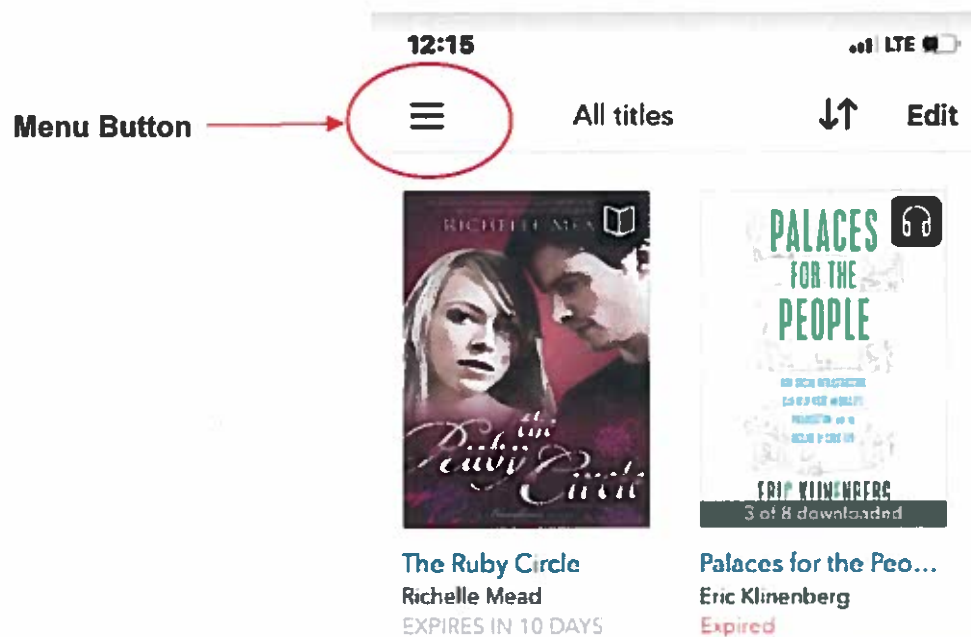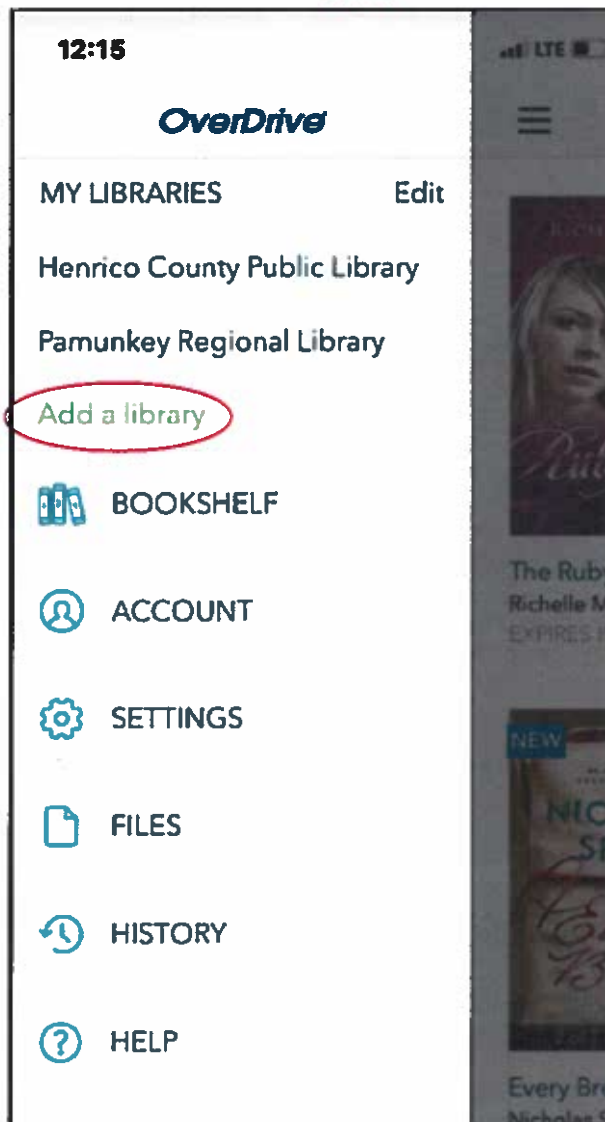
3. Search for the library of Choice, type "Richmond Public Library" in the search box.
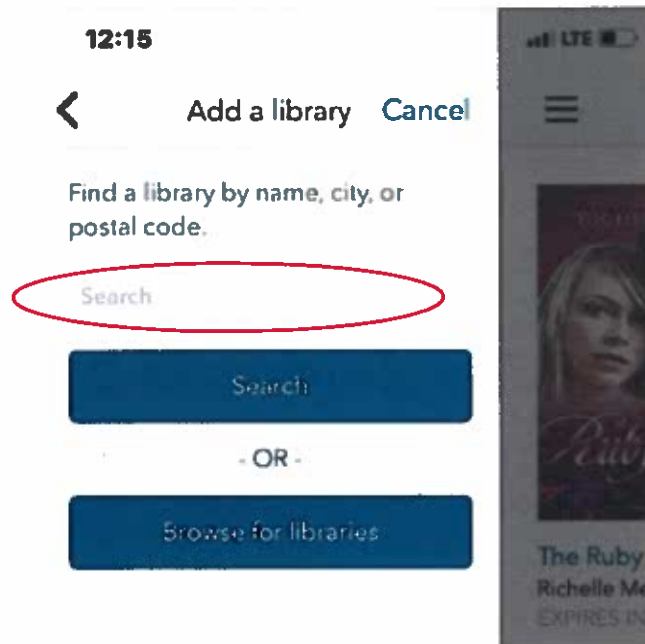
4. Be sure to select correct library system. There are many "Richmond" libraries in the U.S. It is okay if you simply select "Richmond Public Library" or specifically select your local branch of Richmond Public Library. You will still have access to ALL of RPL's online collection on Overdrive.
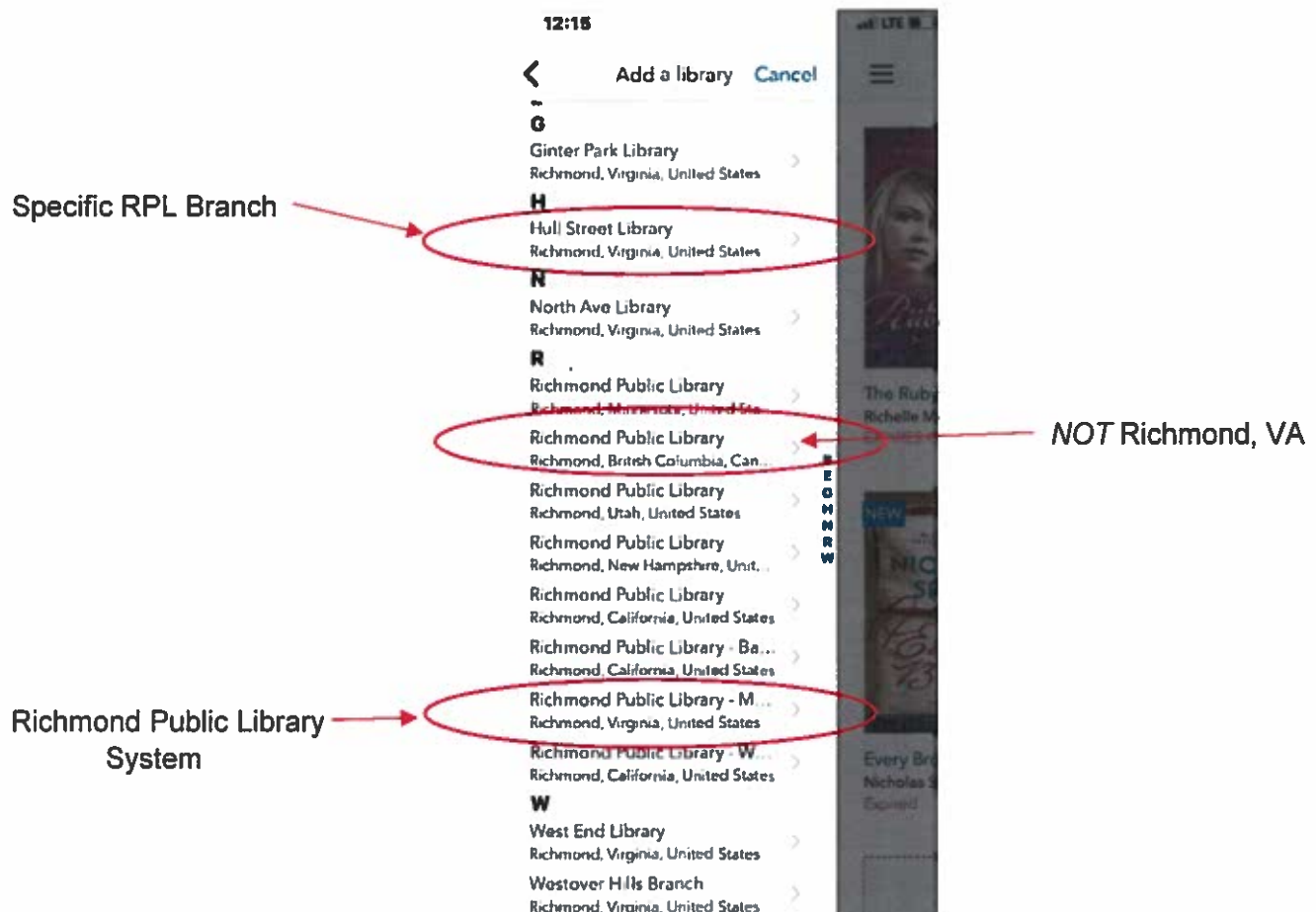
5. Once your library is added, you can begin searching for items. Click the Menu button in the Overdrive app and select your library.
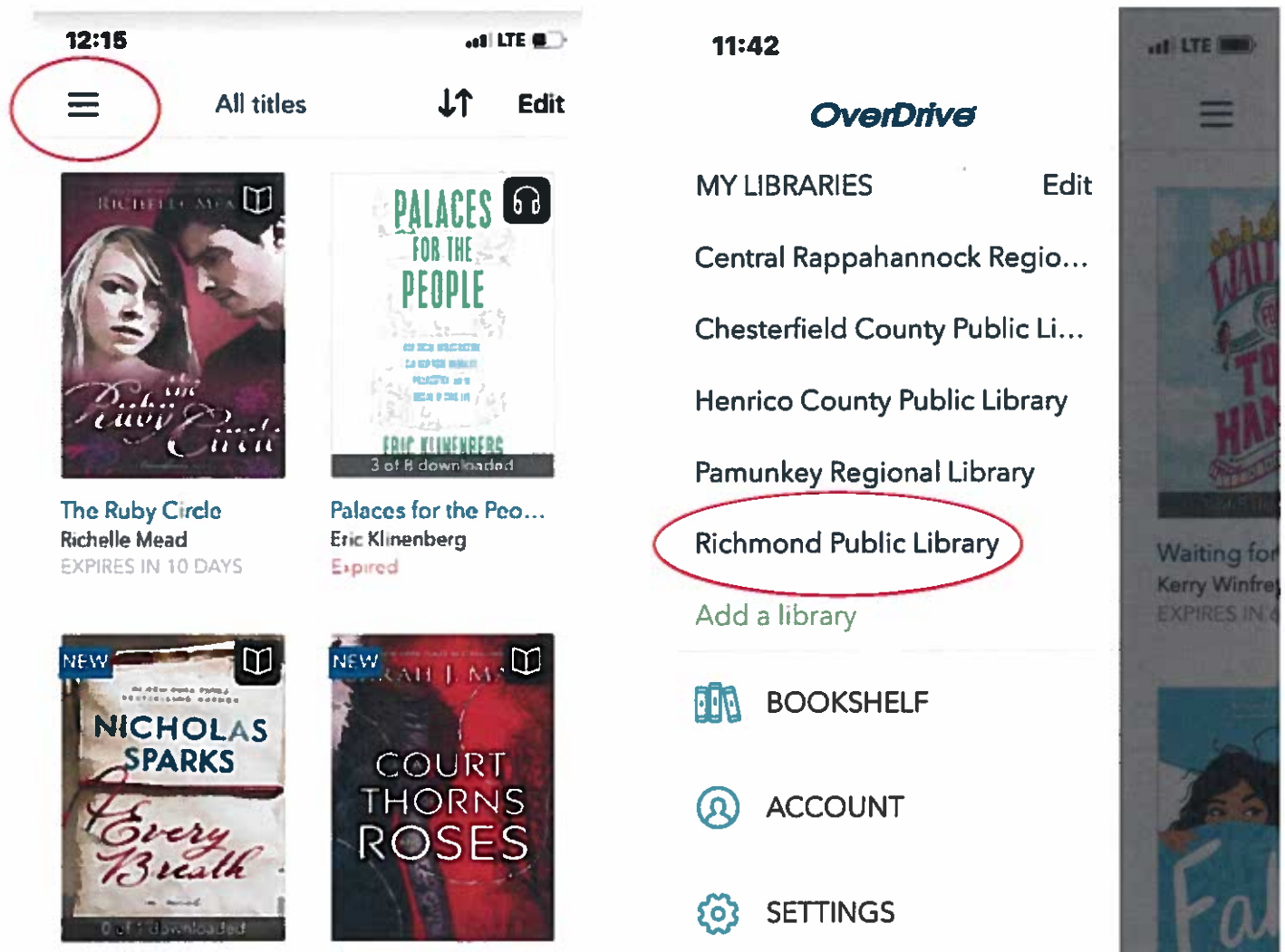
This will open the Richmond Public Library Overdrive website's main page in the app. It should look VERY similar to the way it looks when viewing it from the browser. However, you may notice that those main three buttons: Home button, Search button, and My Account button are in slightly different places now.

Overdrive App Menu Button: Can be used to return to the app or to toggle to another library system's collection.

Search Button

Home Button

My Account Button

Other Options Button

Richmond Public Library

Newly Added
Newly purchased books
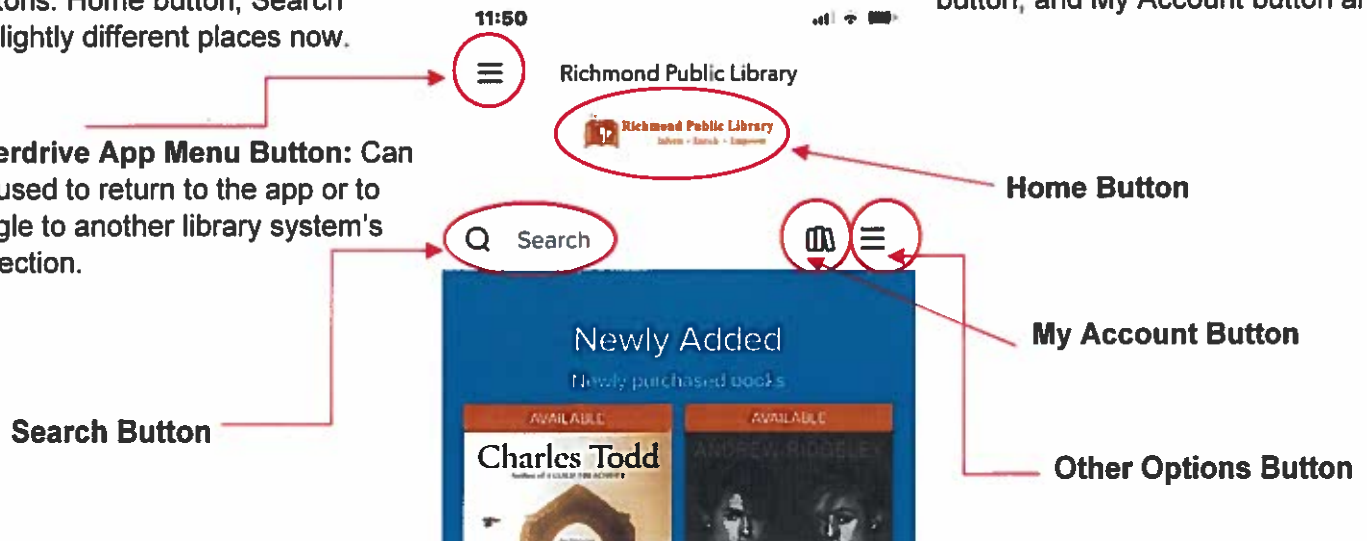
6. Search for items in the app as you did in the browser and select "Borrow" button to check out. Select the loan period, if asked. Then select "BORROW."

Frankenstein
EBOOK

Borrow for 14 days ⌄

Drop Down Menu:
Select loan period

BORROW   CANCEL

Borrow Button
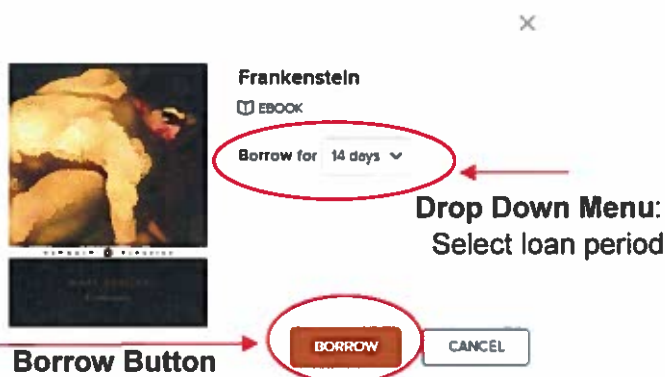
7. Next, you will need to select Download Epub or Kindle depending on your device. If you are NOT using a kindle, select "Download Epub." If you are using a kindle, select "Kindle" option. If you are using a kindle, you will be redirected to Amazon's website to download your selection. Amazon keeps track of all selections to make suggestions to you. There is no way around this step if using a Kindle.

8. Once downloaded, the title will be added to your bookshelf to read. Click the **Overdrive App Menu Button** and click "bookshelf" to see what items checked out to the device. When you click on a book cover, the app will tell you the title is not downloaded. This is confusing for some. You have checked the item out, now you need to download the files onto your device. Click "Download." Generally, books download quicker than audiobooks are audiobooks have more files.

Title Not Downloaded
Frankenstein is not currently downloaded.

Cancel   Download

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≡   Richmond Public Library

You can borrow 9 more titles.
See all account limits.

EXPIRES IN 14 DAYS

Frankenstein   ⋮
Mary Shelley
EBOOK
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Read now with
kindle

Read on your phone
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MY ACCOUNT   >

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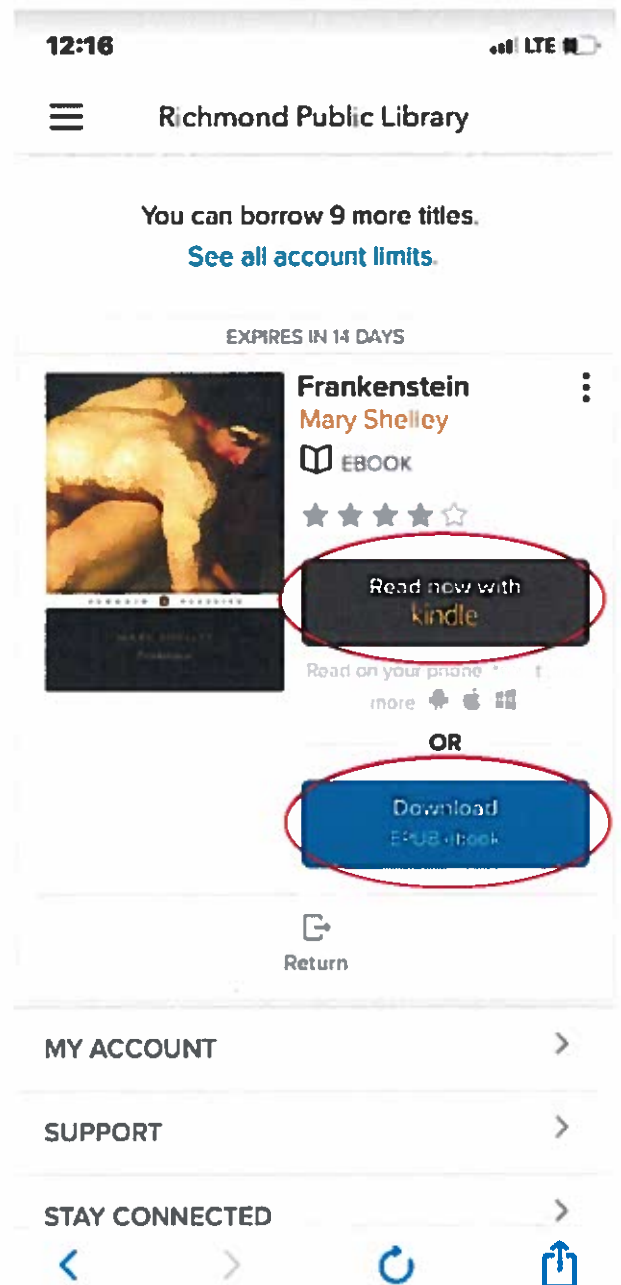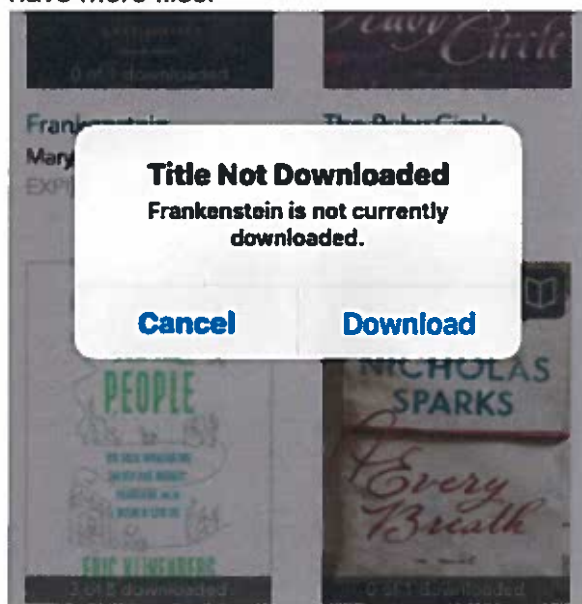
9. Once it is downloaded, you can simply click the Book cover of the item and Enjoy!

Reading an E-book

When you click on the book cover, it will open your book. To "turn the pages, slide your finger over the screen from right to left. The app will remember when you left off, so you will not lose your place if you exit the app. If you want to "bookmark" a page (or several pages throughout), you click the bookmark button. If you tap the book once, you get additional options to enhance your reading experience. To return to the book, tap the book text again.

Bookmark button

Remember: Tap the book text once to make additional options appear. Tap Book text again to make options disappear.

Options Button: Overview, Table of Contents, and selected bookmarks can be accessed here.

Brightness Button: Can change text/background color and screen brightness

Font Size Button: Can adjust boldness and font of text

Add'l Settings Button: Can adjust columns, spacing, margins, etc.

Overdrive App Menu Button: Can be used to exit the book/audiobook and return to the app. When you tap this button, many options appear.

- **My Libraries:** Allows you to explore each added library's collection
- **Account:** Allows you to sign out and manage your account
- **Settings:** Allows you to adjust additional settings (deleting app cookies and clearing title history)
- **Files:** Shows each title and their downloadable files. If an error occurs when downloading files, you can go here to select specific files to delete or download
- **History:** Shows previously checked out items (from ALL library systems)
- **Help:** Has various troubleshooting tips and subjects if you get stuck at anytime
- **About:** Includes info. about software version and copyrights

After you select any of these options, to exit simply click the "<" button in the top left-hand corner of the app.

Returning/Deleting an E-book

You do not HAVE to return an item from overdrive. Items will automatically expire. If you finish an item early, you can return the item early as well. Items do not disappear from your bookshelf on their own—they simply no longer will open. If you want to delete them from your bookshelf, you simply press and hold the book cover and select "return to library" or "delete title" and confirm your choice.

Overdrive has a help page at https://help.overdrive.com that answers many FAQs and RPL staff are available to try to assist in person or over the phone at your local branch.

RICHMOND PUBLIC LIBRARY
INFORM * ENRICH * EMPOWER

Eliminating Overdue Fines at Richmond Public Library

"Just The Facts" Edition

- At present, 10% of RPL cardholders are prohibited from checking out materials.
  - Nearly 25% of all cardholders owe money to RPL

- According to research, **overdue fines disproportionately affect**:
  - Low-Income Communities
  - African American Communities
  - Hispanic Communities
  - Communities with low numbers of college graduates

- Based on reports from VCU and Richmond 300, **more than 25% of Richmond residents live below the poverty line**. This includes:
  - 34.4% of Richmond's African American community
  - 30% of Richmond's Hispanic community

- The largest professional association of librarians in the U.S., the American Library Association (ALA), has adopted multiple resolutions encouraging libraries to eliminate overdue fines. These resolutions include:
  - ALA Resolution on Monetary Library Fines as a Form of Social Inequity (Jan. 2019)
  - ALA Policy Statement: Library Services to the Poor (Oct. 2012)

- At present, more than 200 cities and municipalities across the United States have eliminated overdue fines.

- In many cases, libraries that have eliminated overdue fines entirely have seen an increase in door counts of 10% or higher.

- Eliminating overdue fines increases staff efficiency and returns valuable time to their schedule. How? With overdue fines in place, various staff spend time:
  - Interacting with the Unique Management collection agency pursuing debt
  - Creating and processing notices for debt related to overdue materials
  - Collecting fines from patrons, reconciling transactions, and processing cash deposits
  - Fielding calls and holding customer service interactions with patrons regarding overdue fines

Q&A

What does "fine free" mean?
It's a bit of a misnomer: it doesn't mean "no fines or fees," simply no more overdue fines. No library that has adopted fine free policies has eliminated fees for items that are damaged or considered lost.

Don't overdue fines help bring back materials?
No. It may be surprising, but there is no research that shows overdue fines are an effective tool in enforcing lending periods. There is a lot of evidence, however, that overdue fines make people feel unwelcome at the library and put an undue burden on the people who need the public library the most. As the San Francisco Public Library put it: "Overdue fines do not turn irresponsible patrons into responsible ones, they only distinguish between patrons who can afford to pay for the common mistake of late returns and those who cannot."

What incentives would we still have to encourage patrons to actually bring back materials?
As mentioned above, we would keep the fees for items that are considered lost. If an item is out for more than 30 days past its due date, it enters into an "assumed lost" status; at this point, the patron is contacted and has two weeks to return the item before they are billed for a replacement of the item. If, however, the patron brings the item back during this period, there would be no fines for the late item.

What about lost revenue?
*Based on the last fiscal year, revenue collected from overdue fines amounted to **less than 1% of RPL's total budget**. No library which has gone fine free has reported any financial hardship from the policy change.*

Can we look forward to increased circulation if we eliminate overdue fines?
Maybe. Even though libraries and librarians have been talking about eliminating overdue fines for a long time, relatively few systems embraced it until the last few years. While some libraries have reported increased circulation numbers, others have either noticed no significant increases or are reluctant to pin circulation increases on any single policy change.

In adopting a policy that eliminates overdue fines, RPL would demonstrate its dedication to serve all residents of the City of Richmond, regardless of their socio-economic position. The data is overwhelming: overdue fines don't bring materials back, but they do alienate patrons who may not have a cultural or family tradition of using libraries, and they make people who truly need the library feel like it is closed to them. The elimination of overdue fines is one of the major hallmarks of evolving best practices for libraries, and there is no data-driven reason to keep them.

It's time RPL went fine free for all.

Restoring Access:
Eliminating Overdue Fines at
The Richmond Public Library

By Adam M. Zimmerli

Library/Community Services Manager,
East End Branch Library

February, 2020

Introduction and Methods

As Richmond Public Library (RPL) examines the prospect of going "fine-free," we are fortunate to have the experience and research of other institutions to guide us in the process. Since at least 1975, recommendations that libraries eliminate overdue fines have been a topic of discussion among library professionals.[1] As of February 2020, **more than two hundred cities and municipalities in the United States have already eliminated overdue fines.**[2] This surge of "fine-free" libraries is part of an intentional larger trend of removing as many barriers as possible for library patrons, and which culminated in the American Library Association's (ALA) "Resolution on Monetary Library Fines as a Form of Social Inequity" in 2019 (*see Appendix A*).[3] At RPL, it is clear that going "fine free" would be both in line with current best practices in the field and a definite benefit to our patrons and ourselves.

There have been a lot of high-profile cases made in recent months which highlight the quantitative benefits of going fine free. For example, according to a recent article in *Forbes Magazine*, when the Chicago Public Library eliminated overdue fines, they saw a **240% increase in returned items.**[4] *The Washington Post* began seriously covering the topic in 2018 when Baltimore's Enoch Pratt Free Library eliminated overdue fines; in that instance - similar to the situation at RPL - the Enoch Pratt Free Library decided that the revenue generated by pursuing overdue fines was simply not enough to justify the barriers they raised.[5] *The New York Times* explored the question of fines as barriers to certain socio-economic classes in an emotional

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[1] Meg Johnson DePriest, *Removing Barriers To Access: Eliminating Library Fines And Fees On Children's Materials*, ebook Denver, CO: Colorado State Library, 2016, https://www.cde.state.co.us/cdelib/removingbarrierstoaccess, 13. Hereafter cited as "DePriest, *Removing Barriers*".

[2] Stephen Leahy, "More Libraries Are Going Fine Free. Here's Why.", *The Hill*, 2020, https://thehill.com/changing-america/enrichment/arts-culture/476997-more-libraries-are-going-fine-free-heres-why

[3] "Resolution On Monetary Library Fines As A Form Of Social Inequity", 2018-2019 ALA CD# 38, 2019, http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/governance/council/council_documents/2019_ms_council_docs/ALA%20CD%2038%20RESOLUTION%20ON%20MONETARY%20LIBRARY%20FINES%20AS%20A%20FORM%20OF%20SOCIAL%20JUSTICE%20Revised%201_27_0.pdf Full Copy available in Appendix A.

[4] Adam Rowe, "Chicago Libraries' Late Fee Elimination Sparks A 240% Boost In Book Returns", *Forbes Magazine*, 2019, https://www.forbes.com/sites/adamrowe1/2019/11/03/chicago-libraries-late-fee-elimination-sparks-a-240-boost-in-book-returns/#23f11f64457b Hereafter cited as "Rowe, 'Chicago.'"

[5] Editorial Board of *The Washington Post*, "More Libraries Are Going Fine-Free. That's Good For Everyone.", *The Washington Post*, 2018, https://www.washingtonpost.com/opinions/2018/06/15/7ad6f80e-709d-11e8-afd5-778aca903bbe_story.html

article in 2016,[6] and publications ranging from NPR to the humble *Saline Courier* out of Saline County, AR.[7]

For the purposes of this report, the January 2019 report of the San Francisco Public Library, *Long Overdue: Eliminating Fines on Overdue Materials to Improve Access to San Francisco Public Library*, has been incredibly enlightening, providing guideposts and numerical benchmarks to consider.[8] In addition to conducting considerable research and interviews with other institutions which had already implemented a "fine-free" policy regarding overdue fines, they were also transparent in their methods of studying their own library system. Based on their report, the following data shows the of the ways that the current overdue fine model prohibits library use among citizens, and directly inhibits circulation.

Terms and Current Statistics at RPL

The term "fine free" is a bit of a misnomer: those libraries which have gone "fine free" often retain fees for items that are checked out, but not returned within a certain period beyond traditional "overdue" limits.[9] At RPL, those items are generally referred to as "Assumed Lost."[10] For the purposes of this report, "going fine free" refers to eliminating overdue fines, which currently accumulate at a rate of $.10 per day per item, after the item was due. The scope of this report does not include consideration of fees related to items that are damaged or "assumed lost."

According to a report generated on February 19, 2020, Richmond Public Library has 116,411 card holders; of those users, 11,589 users are blocked from checking out materials due to fines. That means that **nearly 10% of all Richmond Public Library cardholders are prohibited from checking out materials. In addition, a total of nearly 24% of all cardholders carry a debt to the Richmond Public Library** (overdue fines and items assumed lost combined).

[6] Carol Pogash, "In San Jose, Poor Find Doors To Library Closed", *The New York Times*, 2016, https://www.nytimes.com/2016/03/31/us/in-san-jose-poor-find-doors-to-library-closed.html

[7] Elisha Morrison, "Library Prepares To Go Fineless With 5K", *The Saline Courier (AR)*, 2020, https://www.bentoncourier.com/news/library-prepares-to-go-fineless-with-k/article_c0375572-49b5-11ea-8c4c-9f116052b257.html

[8] *Long Overdue: Eliminating Fines On Overdue Materials To Improve Access To San Francisco Public Library*, ebook San Francisco, CA: San Francisco Public Library, 2019, https://sfpl.org/uploads/files/pdfs/commission/Fine-Free-Report011719.pdf Hereafter cited as "SFPL, *Long Overdue*."

[9] Ibid., 4.

[10] For an item to be considered "assumed lost," it must be at least thirty days overdue. At this stage, it remains "assumed lost" until either a.) 15 days have passed, and b.) the total cost of items assumed lost on an account is over $25.00.

Table 1: *Data regarding user numbers in various billing/blocked status (see Appendix B).*

User Type	Total
In Good Standing	89,035
Delinquent	15,787
Blocked	5,192
Collections	6,397
All Users	116,411

At present, there is no way to determine how many users with accounts that are either blocked or in collections are from Richmond's lowest-income neighborhoods. Unfortunately, research from other libraries and organizations point to the likelihood that low-income communities, African American communities, or communities with low college degrees are the ones that suffer the highest numbers of blocked accounts.[11] Since **more than 25% of Richmond residents live below the poverty line**, and with much higher percentages in the African American and Hispanic communities, it is important to consider the effect that overdue fines have on their daily lives.[12]

This disparity is frequently noted as a major factor in other systems' decisions to eliminate overdue fines, from major urban systems like the Los Angeles Public Library System[13] or smaller systems such as the Rowan County, Kentucky Public Library.[14] Indeed, overdue fines represent such a barrier to those people who need public library services most that in 2012, the ALA released their Policy Statement: Library Services to the Poor. In that statement, the first objective listed was "Promoting the removal of all barriers to library and information services, particularly fees and overdue charges." (see Appendix C)[15]

[11] SFPL, *Long Overdue*, 5.

[12] John Accordino et al., *Land Use, Housing, And Demographic Analysis: A Background Report Prepared For Richmond 300: A Guide For Growth*, ebook Richmond, VA: VCU Center for Urban and Regional Analysis, 2017, http://richmond300.com/marketingMasterPlan/sites/default/files/Richmond300_LandUseHousingDemographicAnalysis_Final_190308_Low_Res.pdf, 39.

[13] Tracy Bloom, "Los Angeles Public Library To Eliminate Late Fines Starting Next Spring", KTLA, Last modified 2019, https://ktla.com/2019/12/13/los-angeles-public-library-to-eliminate-late-fines-starting-next-spring/

[14] Paul Hitchcock, "Rowan County Public Library Is Now Fine-Free", Wmky.Org, Last modified 2020, https://www.wmky.org/post/rowan-county-public-library-now-fine-free.

[15] "Extending Our Reach: Reducing Homelessness Through Library Engagement", American Library Association Website, Last modified 2012, http://www.ala.org/aboutala/offices/extending-our-reach-reducing-homelessness-through-library-engagement-7.

Restoring Access to Patrons

If RPL chooses to go the "fine free" route, there are some immediate benefits that can be anticipated, some more tangible than others. First and foremost among those benefits is restoring access to patrons who are currently either unable to check out items, or who refuse to check out materials because of potential fines. In the San Francisco Public Library report, staff and patrons surveyed cited the ways in which even the threat of overdue fines prevented patrons from using library services or even opening library accounts, let alone checking out items.

> I cannot emphasize strongly enough that many patrons refuse to check out books due to fears about fines. Many lower-income and poorly housed people have expressed extreme anxiety to me about the fines they have racked up. Eliminating fines is a great way to solve these issues.

> Patrons are so grateful whenever we work with them to reduce or remove fines. Fear of accruing fines also makes some potential patrons hesitant to open a library account.[16]

These statements are echoed at branches of the Richmond Public Library every day. Anyone who works with the public at any branch of RPL has heard the common refrain of "No, you're not going to check out any books - we can't afford it" that follows the giddy footsteps of a child in the library. While it may be argued that the problem has already been solved by the introduction of the fine free youth cards, the reality is that the existence of fines can have a prohibitive effect on patrons of all ages. As one patron in San Francisco wrote, "I would support eliminating overdue fines because when I owe money to the library, I do not feel comfortable using the resources... It creates a sense of un-belonging, which is counterproductive..."[17]

In a 2005 article called "Breaking Barriers: Libraries and Socially Excluded Communities," Annette DeFaveri wrote:

> Poverty, mental and physical illnesses, limited education and refugee status are just some of the conditions that shape the lives of socially excluded people and inform their perceptions of community services. Each of these conditions can engender suspicion of authority, isolation, and non-participation. Often these conditions are reinforced by degrading and alienating encounters with other institutional community agencies. It is easy and common to include libraries with other authoritarian, alienating, and excluding community organizations. As a result socially excluded people are often unwilling to enter a library and unlikely to use its resources. *The library needs to demonstrate that it is a respectful and*

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[16] SFPL, *Long Overdue*, 18.

[17] Ibid., 25

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> *inclusive organization before it can convince socially excluded groups that it offers*
> *collections, services, and programs that can enrich and empower their lives.*[18]

A significant campaign to let the public know that overdue fines are a thing of the past will not only encourage goodwill, but it will provide a stepping stone for a greater sense of community ownership and increased door counts.

The increase in door count is not just idle speculation, either. Salt Lake County Public Library saw an 11% increase in borrowers after eliminating fines;[19] Montclair (NJ) Public Library reported a 10% increase in its first six months;[20] and many others have experienced similarly improved attendance.

Returned Items and Circulation Increases

With patrons returning to libraries, many are bringing long overdue items back with them. As cited in the opening paragraphs, when the Chicago Public Library went fine free, the number of items returned skyrocketed to more than 240%, and included some novelty items which had been missing for more than a century.[21] This is not to say that all systems which implement fine free policies can count on hundreds or thousands of materials flooding back, but removing overdue fines places the sole barrier on those items that are actually assumed lost.

Arguably one of the most sought-after results from eliminating overdue fines is an increased circulation of materials. With more individuals coming to libraries and few barriers, the hope is that circulations increases as well. For some libraries, it appears that there has been a link between fine free policies and circulation increases, such as at the Beverly Public Library in Massachusetts.[22] Unfortunately, many other libraries which have implemented fine-free policies have either not seen any appreciable increase, or haven't been able to conclusively prove that it was directly tied to the policy shift. For example, while the Beverly Public Library saw a dramatic increase, the Salt Lake County Public Library stated that their increase was most likely due to a simultaneous implementation of an auto-renewal policy.[23] Considering that many libraries have only eliminated fines in recent years, it is understandable that for many libraries it is simply too early to tell.

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[18] Annette DeFaveri, "Breaking Barriers: Libraries and Socially Excluded Communities," 2005. https://web.archive.org/web/20190820150556/http://libr.org/isc/articles/21/9.pdf 6-7. Emphasis added.

[19] SFPL *Long Overdue*, 17.

[20] Erin Roll, "Montclair Library Reports Uptick In Usage After Eliminating Overdue Fines - Montclair Local News", Montclair Local News, Last modified 2020, https://www.montclairlocal.news/2020/01/25/montclair-library-overdue-fines-nj/.

[21] Rowe, "Chicago."

[22] Paul Leighton, "Check It Out: Beverly Public Library Eliminates Overdue Fines", The Salem News, Last modified 2020, https://www.salemnews.com/news/local_news/check-it-out-beverly-public-library-eliminates-overdue-fines/article_2337e1c6-298a-51bc-b208-19b4e20d20a7.html.

[23] SFPL, *Long Overdue*, 28.

Recommendation

One of the most succinct ways to describe overdue fines in the modern era comes from a report commissioned by the Colorado State Library in 2017: "Fines are punitive, not educational incentives."[24] There is no research that shows overdue fines to be of any assistance to the modern library, and a mountain of evidence showing that it is a significant hindrance to library use.

The model that seems to hold the most promise is that of the San Francisco Public Library and others, which not only eliminated overdue fines, but implemented an automatic renewal process.[25] Those items which are checked out and become traditionally "overdue" are immediately renewed for the patron for as long as the item is out or until the patron runs out of renewals - whichever comes first. If another patron needs the item and it is put on hold, the original individual can no longer keep the item without an eventual risk of that "assumed lost" status. This is no different from the current procedures, except that it is an automated task, which eliminates the staff time or patron efforts needed to renew the time. Additionally, an automatic renewal makes the current lending period disparity between RPL and other local systems moot.

Ultimately, if the core mission of Richmond Public Library is to inform, enrich, and empower, it must either find a way to reconcile policies which are barriers to public access to services and materials, or jettison those policies. As the San Francisco Public Library stated, **"Overdue fines do not turn irresponsible patrons into responsible ones, they only distinguish between patrons who can afford to pay for the common mistake of late returns and those who cannot."**[26] Therefore, it is my recommendation that, at a minimum, Richmond Public Library eliminate overdue fines for all patrons, and follow the Denver Public Library's motto: No Shame. No Blame. No Fines.[27]

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[24]DePriest, *Removing Barriers*, 20.

[25] SFPL, *Long Overdue*, 28.

[26] Ibid., 27.

[27] "No Shame. No Blame. No Fines.", Denver Public Library, Last modified 2019, https://www.denverlibrary.org/fine-free.

Appendix A

American Library Association's "Resolution on Monetary Library Fines as a Form of Social Inequity," January 27, 2019

Whereas monetary fines present an economic barrier to access of library materials and services;

Whereas there is mounting evidence that indicates eliminating fines increases library card adoption and library usage;

Whereas monetary fines create a barrier in public relations, and absorb valuable staff time applying, collecting, and managing dues;

Whereas the first policy objective listed in ALA Policy B.8.10 (Library Services to the Poor) as approved by ALA Council on January 27, 2019, states that the American Library Association shall implement these objectives by "Promoting the removal of barriers to library and information services, particularly fees, and overdue charges";

Whereas ALA Policy B.4.2 (Free Access to Information) "asserts that the charging of fees and levies for information services, including those services utilizing the latest information technology, is discriminatory in publicly supported institutions providing library and information services";

Whereas in Economic Barriers to Information Access, An Interpretation of the Library Bill of Rights, ALA states "All library policies and procedures, particularly those involving fines, fees, or other user charges, should be scrutinized for potential barriers to access;

Whereas libraries will need to take determined and pragmatic action to dismantle practices of collecting monetary fines;

Whereas libraries of all types are responsive to bodies, be they school districts, boards of trustees, college and university administration, or government entities and therefore need to be able to make the case to those bodies about eliminating fines;

and Whereas monetary fines ultimately do not serve the core mission of the modern library; now, therefore, be it

Resolved, that the American Library Association (ALA), on behalf of its members
.

1. adds a statement to the Policy Manual that establishes that "The American Library Association asserts that imposition of monetary library fines creates a barrier to the provision of library and information services.";

2. urges libraries to scrutinize their practices of imposing fines on library patrons and actively move towards eliminating them; and

3. urges governing bodies of libraries to strengthen funding support for libraries so they are not dependent on monetary fines as a necessary source of revenue.

Mover:
Peter Hepburn, Councilor At-Large, 773.426.8082

Seconders:
Matt Ciszek, Councilor At-Large, 330.397.3650
Sara Dallas, Councilor At-Large, 518.859.0742
Ed Garcia, Councilor At-Large, 401-497-8992

Appendix B

Results of User Count Reports from SIRSI/Workflows, February 21 & 22, 2020

In order to obtain a snapshot of how many users in delinquent status were blocked, Ms. Sheila Tyler ran two reports to determine the total number of users, as well as those users designated "Delinquent" (owing between $.01 and $9.99), "Blocked" (owing between $10.00 and $24.99) and "Collections" (owing $25.00 on items that are more than 30 days overdue, for more than 15 days). The results were:

User Type	Total
In Good Standing	89,035
Delinquent	15,787
Blocked	5,192
Collections	6,397
All Users	116,411

Appendix C

ALA Policy Statement: Library Services to the Poor, October 8, 2012

The American Library Association promotes equal access to information for all persons, and recognizes the urgent need to respond to the increasing number of poor children, adults, and families in America. These people are affected by a combination of limitations, including illiteracy, illness, social isolation, homelessness, hunger, and discrimination, which hamper the effectiveness of traditional library services. Therefore it is crucial that libraries recognize their role in enabling poor people to participate fully in a democratic society, by utilizing a wide variety of available resources and strategies. Concrete programs of training and development are needed to sensitize and prepare library staff to identify poor people's needs and deliver relevant services. And within the American Library Association the coordinating mechanisms of programs and activities dealing with poor people in various divisions, offices, and units should be strengthened, and support for low-income liaison activities should be enhanced.

The American Library Association shall implement these objectives by:

1. Promoting the removal of all barriers to library and information services, particularly fees and overdue charges.

2. Promoting the publication, production, purchase, and ready accessibility of print and nonprint materials that honestly address the issues of poverty and homelessness, that deal with poor people in a respectful way, and that are of practical use to low-income patrons.

3. Promoting full, stable, and ongoing funding for existing legislative programs in support of low-income services and for pro-active library programs that reach beyond traditional service-sites to poor children, adults, and families.

4. Promoting training opportunities for librarians, in order to teach effective techniques for generating public funding to upgrade library services to poor people.

5. Promoting the incorporation of low-income programs and services into regular library budgets in all types of libraries, rather than the tendency to support these projects solely with "soft money" like private or federal grants.

6. Promoting equity in funding adequate library services for poor people in terms of materials, facilities, and equipment.

7. Promoting supplemental support for library resources for and about low-income populations by urging local, state, and federal governments, and the private sector, to provide adequate funding.

8. Promoting increased public awareness—through programs, displays, bibliographies, and publicity—of the importance of poverty-related library resources and services in all segments of society.

9. Promoting the determination of output measures through the encouragement of community needs assessments, giving special emphasis to assessing the needs of low-income people and involving both anti-poverty advocates and poor people themselves in such assessments.

10. Promoting direct representation of poor people and anti-poverty advocates through appointment to local boards and creation of local advisory committees on service to low-income people, such appointments to include library-paid transportation and stipends.

11. Promoting training to sensitize library staff to issues affecting poor people and to attitudinal and other barriers that hinder poor people's use of libraries.

12. Promoting networking and cooperation between libraries and other agencies, organizations, and advocacy groups in order to develop programs and services that effectively reach poor people.

13. Promoting the implementation of an expanded federal low-income housing program, national health insurance, full-employment policy, living minimum wage and welfare payments, affordable day care, and programs likely to reduce, if not eliminate, poverty itself.

14. Promoting among library staff the collection of food and clothing donations, volunteering personal time to anti-poverty activities and contributing money to direct-aid organizations.

15. Promoting related efforts concerning minorities and women, since these groups are disproportionately represented among poor people.

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