

RICHMOND PUBLIC LIBRARY

BOARD OF TRUSTEES

October 27, 2021

Main Library – Gellman Room
101 E. Franklin Street
Richmond, Virginia 23219

11:45 a.m.

Note: Ordinance No. 2021-181: To extend the expiration date of Ord. No. 2020-093, adopted Apr. 9, 2020, as previously amended by Ord. No. 2020-183, adopted Aug. 20, 2020, and Ord. No. 2020-232, adopted Dec. 14, 2020, which assures the continuity of government during the disaster resulting from the COVID-19 pandemic by modifying the practices and procedures of public bodies to permit electronic meetings as authorized by Va. Code § 15.2-1413, from Jun. 30, 2021, to Dec. 31, 2021.



Richmond Public Library Board

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



Library Board of Trustees Meeting

Wednesday, October 27, 2021

11:45 a.m.

A G E N D A

Call to order:	11:45 a.m.	Mr. William Yates
Agenda		Mr. William Yates
Consent Agenda:		Mr. William Yates
<ul style="list-style-type: none">• Approval of Minutes-September 22, 2021 Regular Meeting• Approval of Statistical Report• Approval of Pending Deposited Gifts Report		
Public Comment Period:		
Reports:	12:00 p.m.	
<ul style="list-style-type: none">• Library Friends• Library Foundation• Administration Reports		Ms. DeBoer/Mr. Dishon Ms. Revere Mr. Firestine
Board Committee Reports:	12:10 p.m.	
<ul style="list-style-type: none">• Chairman• Finance Committee• Facilities Committee• Governance Committee		Mr. Yates Mr. Sawyer Ms. Woody Ms. Altman
Unfinished Business	12:30 p.m.	Mr. Yates
<ul style="list-style-type: none">• DRAFT 2022-2027 Strategic Plan – Tabled• Main Master Plan Discussions Remain Ongoing		
New Business	12:40 p.m.	Mr. Yates
Adjourn		Mr. Yates
Next Meeting:		
December 1, 2021 Meeting at 11:45 a.m. (November/December Joint Meeting)		
Location: Main Library, 101 E. Franklin Street		

Library Board Meeting Minutes - DRAFT
September 22, 2021

PRESENT: Chair William Yates, Emily Altman, Sheron Carter-Gunter, Brent Graves, Janet Woody, Gail Zwirner

VIRTUAL: Barbara Burton

ABSENT: Vice Chair Christine Peterson, Garrett Sawyer, Friends of the Library Chair Ruth DeBoer

STAFF: Scott Firestine, Clay Dishon, Attorney Laura Drewry, Gianna Pack, Susan Revere, Jennifer Deuell

Meeting of the Richmond Public Library (RPL) Library Board of Trustees (LBOT) was called to order by Chair William Yates at 11:47 a.m. at the Main Library located at 101 E. Franklin Street, Richmond, Virginia. The public was noticed and could attend in person or by using Richmond Public Library YouTube channel <https://bit.ly/2VfKL9U>, where it was Live Streamed. A quorum was established.

Agenda	Approve the September 22, 2021 Agenda as submitted: <i>Motion: Emily Altman, Second by Gail Zwirner</i> <i>AYES: <u>7</u> NOES: <u>0</u> ABSTAIN: <u>0</u> Approved Unanimously.</i>
Consent Agenda	Approve the July 28, 2021 Regular Meeting Minutes, August 18, 2021 Working Session Meeting Minutes, Current Financial Reports, Statistical Reports, and Donations Report as submitted: <i>Motion: Sheron Carter-Gunter, Second by Gail Zwirner</i> <i>AYES: <u>7</u> NOES: <u>0</u> ABSTAIN: <u>0</u> Approved Unanimously.</i>
Public Comment Period	None Present
REPORTS	
Friends of the Library (FOL) <u>Clay Dishon</u>	Due to technology difficulties, Chair Yates read Ms. DeBoer's Friends of the Library Report: <ul style="list-style-type: none">• August 28 – The Friends held a Members Only Book Sale. The sale was switched to a "by appointment only" system about a week prior to the sale as the COVID statistics raised approaching the date.<ul style="list-style-type: none">◦ The sale was busy early in the day there were 30+ new and renewing memberships. Proceeds from the sale also brought the Friends back "into the black" for the time being.• November 5-6: Fall Book Sale tentatively scheduled in some form. There has been discussion of doing an expanded by-appointment-only sale open to all, but with some expanded Member Only Sale time as well.• November 5: Tentative Annual Meeting scheduled the Friday evening of the book sale without a speaker. The plan is to have a more casual event and report to the membership at a small reception prior to the Friday evening sale time, which will coincide with the First Friday's evening.• Currently, there is no Fall Book Drive scheduled.

REPORTS (CONTINUED)	
Library Foundation <u>Susan Revere</u>	<p>Ms. Revere reported on the following:</p> <p>Foundation Update:</p> <ul style="list-style-type: none"> • The Annual Welcome Postcard Project – Will send out 2,800 cards the first week of October. The project goals include the following: <ul style="list-style-type: none"> ○ Establish the library as a member of the community ○ Serve as a trusted resource to individuals new to the neighborhood ○ Serve as proof of address in updating or applying for a Library Card ○ Create connections, and most importantly, create a community of library supporters and advocates • The <i>Commonwealth of Virginia Campaign (CVC)</i> is the annual charity drive of the employees of the Commonwealth of Virginia and kicks off September 28. If you are a state employee, or have friends and family who are, please consider asking them to support Richmond Public Library during the campaign: CVC Code <u>201299</u>. Additional Information and links will be available on the Foundation home page and a promo will go out via LibraryAware in the following weeks. • The Foundation welcomes Felix Schapiro as a new member to the Foundation Board. Mr. Schapiro is also a member of the Friends of the Board. The Foundation Board is delighted to welcome such a strong Library advocate. • <u>The Urban Fiction Experience</u> will be held in the Gellman Room from 11:00 a.m. to 3:00 p.m. on September 25. The program will highlight urban fiction at its finest with New York Times Best-Selling Author Nikki Turner, Richmond Poet Laureate Roscoe Burnems, and other notable urban fiction authors. The event features author workshops, readings, and a chance to talk with the authors. • The Foundation would like to thank Elliot Haspel and his colleagues at the Robins Foundation for their support of RPL's program RVA Reads. The program was awarded a \$10,000 grant on September 21, 2021.
Administration <u>Scott Firestine</u>	<p>Highlights and Additions to Director's Report: Mr. Firestine reported on highlights and additions from the Director's Report. He also reported on the following:</p> <ul style="list-style-type: none"> • RPL will not be receiving any ARPA money from the City of Richmond. • Stormwater Mitigation Project: Starting in the fall.
BOARD COMMITTEE REPORTS	
Chair <u>William Yates</u>	No formal report.
Finance Chair <u>Garrett Sawyer</u> <u>Scott Firestine</u>	No formal report.

BOARD COMMITTEE REPORTS (CONTINUED)	
Facilities Chair <u>Janet Woody</u> <u>Gail Zwirner</u> <u>Scott Firestine</u>	<p><u>Main Library Master Plan:</u> Ms. Woody reported the Facilities Committee had a virtual meeting on September 8 with the architects Steinberg Hart/KEi. The architects presented their plans to date. Ms. Woody expressed her dissatisfaction with the information that was presented and mentioned other members were also dissatisfied. The plan presented was unacceptable to present to the public at this time.</p> <p>Since the September 8 meeting, Mr. Firestine and City staff have had additional meetings to clarify the miscommunications of expectations with the architects. Mr. Firestine also suggested having the architects meet at the Main Library to go over the plans in person instead of having virtual meetings to help avoid further communication misunderstandings. Also there needs to be further discussion on expectations of deliverables and clarity of the contract. At this point in time, the architects have not delivered an acceptable product. There has to be an understanding by both parties that deliverables are correct and the Library is not paying for something they are not receiving.</p> <p>Ms. Zwirner suggested before communicating to the other Boards there should be some type of checklist to clarify the deliverables.</p> <p><u>Hull Street Branch Library Vehicle Crash:</u> Mr. Firestine reported the Library is open, but there are no events. Due to the extensive building damage and construction challenges, this could turn into an 18(+) month project before the building will be fully opened again.</p> <p><u>Main Library – Flooding:</u> September 16, 2021 – Flood in the basement area.</p>
Governance Chair <u>Emily Altman</u>	No formal report.
UNFINISHED BUSINESS	
<ul style="list-style-type: none"> • The Draft 2022-2027 Strategic Plan was tabled. • Main Master Plan discussions remain ongoing. 	
NEW BUSINESS	
<p>Hours of Operation/Closures/Access/Staffing Discussion: Mr. Firestine gave an overview of where the Library is currently with staffing challenges. Staff have been pulling together to cover branches where professionals are working in paraprofessional positions and paraprofessionals are maintaining when needed. Mr. Firestine and the Management Team have been discussing teaming up branches to move people around to cover when needed.</p> <p>The LBOT members had an in-depth discussion on operation options, concerns of hours of operations, and Branch closures if any, if staff requests are not filled or further denied.</p>	

There being no further business, the meeting was adjourned at 1:09 p.m. by unanimous consensus from the members that were present in the meeting.

The next meeting will be held on Wednesday, October 27, 2021, for a Regular Monthly Meeting at the Main Library located at 101 E. Franklin Street, Richmond, Virginia 23219.

Approved: _____

Mr. William Yates, Chair

Recorder: Gianna Pack, CAP
Senior Executive Assistant

Director's Report

October 2021

Director Activities:

Oct 1 RPLF 3 Board Retreat Planning Team Meeting – Virtual
Oct 4 Council Work Session – ARPA Priorities – Virtual
Oct 4 ARPA Meeting – Boys and Girls Club Teen Center
Oct 5 RPLF 3 Board Retreat Planning Team Meeting – Virtual
Oct 5 Facilities Committee Meeting – Main Library
Oct 6 ARPA, Volunteers & Fundraising with Vice Chair Chris Peterson – Main Library
Oct 6 RPL Friends Board Meeting – Main Library
Oct 11 Staff Development Day Training – Opened Libraries at 2:00 p.m.
Oct 11 Technology Planning Session with DCAO for Human Services Portfolio – Virtual
Oct 11 Council Informal and Council Meeting – Virtual
Oct 12 Attended the Swearing-In Ceremony of J.E. Lincoln Saunders, Chief Administrative Officers
Oct 12 VCU Common Book Discussion with RPL Panel
Oct 13 FY23 Budget Kickoff – Virtual
Oct 13 Strategy Session on the Dept of Treasury ARPA Solicitation with Chris Peterson – Main Library
Oct 13 Rising – Elizabeth Rush Program – Siegel Center
Oct 14 Richmond Leads Next Steps – Virtual
Oct 15 RVA Public Libraries/VCU Partnership Discussion – Virtual
Oct 18 RPL Master Plan Committee Meeting – Virtual
Oct 28-29 2021 VLA Annual Conference – Williamsburg, Virginia

Hiring:

- October Hiring Update:
 - 0049 Library Technician, Senior – North Avenue Branch Library – **Spark Hire Interviewing: 10/6/2021**
 - 0188 Library Associate-Web Design – Main Library – **Candidates Interviewed in Spark Hire: 10/04/2021**
 - 0026 Library Technician – East End Branch Library – **Spark Hire Interviews for Candidates: 10/18/2021**
 - 0042 Library Technician – North Avenue Branch Library – **Approved/Posting in review**
 - 0069 Library Associate YS – Belmont Branch Library – **Posting Closed 10/16/2021, review of candidates**
 - 0072 Library Associate YS – North Avenue Branch Library – **Approved/ Posting in review**
 - 0032 Library Associate YS – Hull Street Branch Library – **Approved/ Posting in review**
 - 0185 Library Technician (PTE) – Main Library – **Frozen**
 - 0096 Library/Community Services Manager – Main Library – **Frozen**
- Library/Community Services Manager Hull Street Branch Alexandra Zukas resigned effective October 29, 2021
- Senior Librarian Ben Himmelfarb was assigned as Acting LCSM for Main effective October 9, 2021

Digital Services:

Ask-A-Librarian (August 31 – September 30, 2021):

Questions via Chat	Questions via Text or Email	Total
5	49	54

RPL @ Home Newsletter (August 31 – September 30, 2021):

Issue Date	Number of Subscribers	Grand Total of Emails Sent
9/3	22,429	22,429
9/10	22,381	44,810

Social Media (August 31 – September 30, 2021):

Platform	Followers (Aug 31)	Followers (Sep 30)	Net Trend	New Posts	Total Post/Page Views
Facebook	3,789	3,811	+10	25	8,246 (approx.)
Instagram	3,255	3,280	+25	23	N/A
Twitter	1,614	1,628	+14	28	2651
YouTube	170	176	+6	16	765
Discord (Teens)	27	27	0	N/A	N/A

*We have been unable to use Discord on any work computers due to a change in DIT security protocols. We have been trying to resolve this issue with DIT, but have so far been unsuccessful.

Other New Digital Programs:

- Virtual Children Programs
 - Virtual Storytimes – 14
 - Mini Masterpieces – 4
- Virtual Young Adult (Teen) Programs
 - Teen Advisory Group/ TAG – 5
 - Money's Not Free: Everything Teens Need to Know About Credit – 1
- Virtual Adult Programs
 - "How To Tell Your Story" Memoir Writing – 47
 - Book Clubs:
 - North Avenue Fiction Focus Senior Book Club – 7
 - First Chapters Book Discussion – 4
 - Oliver Hill Book Discussion – 7
 - Gellman Livestreams – 60

CIRCULATION FY22														
LOCATION	FY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
Belmont	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
	FY20	7,451	7,560	7,207	7,097	5,795	5,963	6,495	6,449	3,028	11	6	1,044	58,106
	FY21	4,292	4,463	3,675	3,715	3,895	3,662	3,663	3,576	3,888	3,924	5,400	6,455	50,608
	FY22	10,105	7,973	7,528										25,606
Broad Rock	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
	FY20	3,652	3,036	2,939	2,998	2,323	2,389	2,331	2,347	1,166	5	10	291	23,487
	FY21	1,570	1,791	1,373	1,277	1,254	1,203	1,115	913	1,096	954	979	1,403	14,928
	FY22	2,105	2,733	2,315										7,153
East End	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
	FY20	2,696	2,663	2,476	2,574	2,020	2,240	2,219	2,431	1,061	15	0	381	20,776
	FY21	1,431	1,738	1,493	1,493	1,599	1,621	1,673	1,427	1,575	1,539	1768	2,317	19,674
	FY22	2,519	2,799	3,073										8,391
Ginter Park	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
	FY20	4,397	4,580	4,030	3,823	3,332	3,021	3,599	3,327	1,690	0	0	736	32,535
	FY21	2,829	3,198	2,523	2,227	1,992	1,836	1,906	2,019	2,278	2380	2953	3,965	30,106
	FY22	4,175	4,452	4,292										12,919
Hull Street	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
	FY20	3,082	1,912	2,065	2,508	2,128	2,012	2,012	1,846	1,020	6	14	377	18,982
	FY21	873	1,231	916	1,231	1,135	1,108	1,254	825	1,368	1,432	1,555	1,481	14,409
	FY22	1,884	2,141	1,986										6,011
Main	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
	FY20	10,098	9,666	8,766	9,068	7,683	7,728	8,141	8,884	4,104	1,067	40	916	76,161
	FY21	4,804	4,167	3,259	3,252	3,164	3,266	2,909	2,750	3,071	3,714	4,652	5,589	44,597
	FY22	6,925	7,554	6,708										21,187

CIRCULATION FY22 (CONTINUED)														
LOCATION	FY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
North Avenue	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
	FY20	2,962	2,210	2,462	2,197	1,689	1,925	2,731	1,722	865	91	15	170	19,039
	FY21	692	820	695	526	750	891	689	566	870	1,345	2,007	1,878	11,729
	FY22	2,003	2,229	2,141										6,373
West End	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
	FY20	11,712	10,702	9,142	8,743	8,067	8,072	9,006	9,183	4,541	80	127	1,897	81,272
	FY21	6,888	6,701	5,819	5,107	5,039	5,639	5,192	4,873	5,769	6,685	9,084	10,859	77,655
	FY22	12,036	12,125	11,087										35,248
Westover Hills	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
	FY20	7,419	7,175	5,888	6,137	5,631	5,376	6,043	6,342	2,946	70	8	1,561	54,596
	FY21	5,425	6,884	5,627	5,513	4,323	4,315	4,074	4,151	4,815	4,246	4,702	6,244	60,319
	FY22	7,604	8,163	7,214										22,981
E-Content	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
	FY20	7,526	7,283	6,250	5,145	4,926	5,365	6,125	5,380	6,643	9,558	11,344	10,649	86,194
	FY21	12,811	12,564	11,976	11,413	10,990	13,742	14,912	15,034	15,990	12,429	12,782	12,108	156,751
	FY22	12,630	13,139	11,175										36,944
TOTALS	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
	FY20	60,995	56,787	51,225	50,290	43,594	44,091	48,702	47,911	27,064	10,903	11,564	18,022	471,148
	FY21	41,615	43,557	37,356	35,754	34,141	37,283	37,387	36,134	40,720	38,648	45,882	52,299	480,776
	FY22	61,986	63,308	57,519	-	-	-	-	-	-	-	-	-	182,813

PROGRAMS FY2022	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	TOTAL FY22	TOTAL FY21
Belmont														
Adult Programs	0	1	1	0	0	0	0	0	0	0	0	0	2	1
Adult Attend	0	4	4	0	0	0	0	0	0	0	0	0	8	38
Young Adult Programs	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Young Adult Attend	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Juvenile Programs	1	0	0	0	0	0	0	0	0	0	0	0	1	1
Juvenile Attend	7	0	0	0	0	0	0	0	0	0	0	0	7	0
Total Attend	7	4	4	0	0	0	0	0	0	0	0	0	15	38
Total Programs	1	1	1	0	0	0	0	0	0	0	0	0	3	2
Broad Rock														
Adult Programs	2	2	0	0	0	0	0	0	0	0	0	0	4	1
Adult Attend	68	51	0	0	0	0	0	0	0	0	0	0	119	53
Young Adult Programs	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Young Adult Attend	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Juvenile Programs	4	1	3	0	0	0	0	0	0	0	0	0	8	9
Juvenile Attend	55	6	14	0	0	0	0	0	0	0	0	0	75	84
Total Attend	123	57	14	0	0	0	0	0	0	0	0	0	194	137
Total Programs	6	3	3	0	0	0	0	0	0	0	0	0	12	10
East End														
Adult Programs	0	6	5	0	0	0	0	0	0	0	0	0	11	2
Adult Attend	0	102	34	0	0	0	0	0	0	0	0	0	136	35
Young Adult Programs	4	5	2	0	0	0	0	0	0	0	0	0	11	3
Young Adult Attend	37	71	18	0	0	0	0	0	0	0	0	0	126	10
Juvenile Programs	7	5	4	0	0	0	0	0	0	0	0	0	16	5
Juvenile Attend	40	104	43	0	0	0	0	0	0	0	0	0	187	23
Total Attend	77	277	95	0	0	0	0	0	0	0	0	0	449	68
Total Programs	11	16	11	0	0	0	0	0	0	0	0	0	38	10

PROGRAMS FY2022 (CONTINUED)	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	TOTAL FY22	TOTAL FY21
Ginter Park														
Adult Programs	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Adult Attend	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Young Adult Programs	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Young Adult Attend	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Juvenile Programs	5	3	2	0	0	0	0	0	0	0	0	0	10	2
Juvenile Attend	20	0	2	0	0	0	0	0	0	0	0	0	22	8
Total Attend	20	0	2	0	0	0	0	0	0	0	0	0	22	8
Total Programs	5	3	2	0	0	0	0	0	0	0	0	0	10	2
Hull Street														
Adult Programs	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Adult Attend	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Young Adult Programs	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Young Adult Attend	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Juvenile Programs	3	1	0	0	0	0	0	0	0	0	0	0	4	16
Juvenile Attend	21	17	0	0	0	0	0	0	0	0	0	0	38	137
Total Attend	21	17	0	0	0	0	0	0	0	0	0	0	38	137
Total Programs	3	1	0	0	0	0	0	0	0	0	0	0	4	16
Main														
Adult Programs	5	6	10	0	0	0	0	0	0	0	0	0	21	6
Adult Attend	652	53	382	0	0	0	0	0	0	0	0	0	1,087	34
Young Adult Programs	1	1	0	0	0	0	0	0	0	0	0	0	2	2
Young Adult Attend	4	0	0	0	0	0	0	0	0	0	0	0	4	27
Juvenile Programs	3	5	9	0	0	0	0	0	0	0	0	0	17	2
Juvenile Attend	29	81	81	0	0	0	0	0	0	0	0	0	191	17
Total Attend	685	134	463	0	0	0	0	0	0	0	0	0	1,282	78
Total Programs	9	12	19	0	0	0	0	0	0	0	0	0	40	10

PROGRAMS FY2022 (CONTINUED)	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	TOTAL FY22	TOTAL FY21
North Avenue														
Adult Programs	6	4	5	0	0	0	0	0	0	0	0	0	15	8
Adult Attend	25	29	45	0	0	0	0	0	0	0	0	0	99	273
Young Adult Programs	2	1	1	0	0	0	0	0	0	0	0	0	4	17
Young Adult Attend	8	6	20	0	0	0	0	0	0	0	0	0	34	102
Juvenile Programs	3	0	1	0	0	0	0	0	0	0	0	0	4	0
Juvenile Attend	25	0	45	0	0	0	0	0	0	0	0	0	70	0
Total Attend	58	35	110	0	0	0	0	0	0	0	0	0	203	375
Total Programs	11	5	7	0	0	0	0	0	0	0	0	0	23	25
West End														
Adult Programs	1	3	1	0	0	0	0	0	0	0	0	0	5	7
Adult Attend	8	59	9	0	0	0	0	0	0	0	0	0	76	51
Young Adult Programs	1	1	0	0	0	0	0	0	0	0	0	0	2	1
Young Adult Attend	7	3	0	0	0	0	0	0	0	0	0	0	10	8
Juvenile Programs	11	9	11	0	0	0	0	0	0	0	0	0	31	10
Juvenile Attend	133	147	120	0	0	0	0	0	0	0	0	0	400	215
Total Attend	148	209	129	0	0	0	0	0	0	0	0	0	486	274
Total Programs	13	13	12	0	0	0	0	0	0	0	0	0	38	18
Westover Hills														
Adult Programs	1	2	3	0	0	0	0	0	0	0	0	0	6	2
Adult Attend	3	10	25	0	0	0	0	0	0	0	0	0	38	11
Young Adult Programs	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Young Adult Attend	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Juvenile Programs	3	5	3	0	0	0	0	0	0	0	0	0	11	5
Juvenile Attend	71	248	143	0	0	0	0	0	0	0	0	0	462	386
Total Attend	74	258	168	0	0	0	0	0	0	0	0	0	500	397
Total Programs	4	7	6	0	0	0	0	0	0	0	0	0	17	7
Grand Total Attend	1,213	991	985	0	0	0	0	0	0	0	0	0	3,189	1,512
Grand Total Programs	63	61	61	0	0	0	0	0	0	0	0	0	185	100

DOOR COUNT FY2022	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	TOTAL
Belmont	3,415	3,785	3,820										11,020
Broad Rock	2,721	3,917	2,834										9,472
East End	2,719	2,531	2,583										7,833
Ginter Park	2,237	2,820	2,985										8,042
Hull Street	2,636	2,351	2,439										7,426
Main	6,480	7,114	6,412										20,006
North Avenue	3,104	3,228	2,782										9,114
West End	3,040	2,373	2,751										8,164
Westover Hills	4,333	4,500	6,096										14,929
TOTALS FY22:	30,685	32,619	32,702										96,006
TOTALS FY21:	15,077	-	-	-	-	-	-	-	-	17,689	15,223	23,380	74,369
TOTALS FY20:	81,759	79,026	71,250	70,158	57,245	52,729	62,154	64,890	30,917	-	-	-	570,128

NOTE: COVID-19 Impact. Door Count is specific only to when libraries are open to the public. RPL reopened to the public on April 5, 2021 moving towards expanding services.

COMPUTER USE FY2022	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	TOTAL
Belmont Workstation	455	488	603										1,546
WIFI	310	18	222										550
Broad Rock Workstation	550	316	591										1,457
WIFI	189	0*	201										390
East End Workstation	576	599	0*										1,175
WIFI	158	0*	175										333
Ginter Park Workstation	425	433	470										1,328
WIFI	285	190	136										611
Hull Street Workstation	437	549	452										1,438
WIFI	262	241	232										735
Main Workstation	1,125	1,286	1,182										3,593
WIFI	1,081	1,672	959										3,712
North Avenue Workstation	526	666	525										1,717
WIFI	139	0*	288										427
West End Workstation	336	326	366										1,028
WIFI	219	8	287										514
Westover Hills Workstation	461	507	534										1,502
WIFI	334	154	261										749
TOTALS FY22:	7,868	7,453	7,484	-	-	-	-	-	-	-	-	-	22,805
TOTALS FY21:	6,529	1,836	2,417	2,660	2,907	2,853	2,116	1,842	2,413	3,544	4,354	6,353	39,824
TOTALS FY20:	28,117	28,674	26,036	27,447	21,130	22,167	25,353	25,300	12,723	1,500	792	1,612	220,851

*NOTE: September Report: East End's computer was down and could not get obtain stats.

August Report: Broad Rock, East End, and North Avenue Branches were effected by a glitch in the DIT system where WIFI totals could not be captured in this report.

TECHNICAL SERVICES - ITEMS BY LOCATION											
FY2022	Belmont	Broad Rock	East End	Ginter Park	Hull Street	MAIN	North Avenue	West End	Westover Hills	OverDrive	
Jul-21	229	124	179	139	132	392	125	245	189	80	
Aug-21	263	172	151	156	142	297	131	327	221	223	
Sep-21	193	120	110	102	107	262	84	228	157	75	
Oct-21											
Nov-21											
Dec-21											
Jan-22											
Feb-22											
Mar-22											
Apr-22											
May-22											
Jun-22											
Branch Total FY22:	685	416	440	397	381	951	340	800	567	378	
Branch Total FY21:	2,800	1,659	1,765	1,822	1,466	4,525	1,443	3,393	2,377	3,156	
Average:	228	139	147	132	127	317	113	267	189	126	

NEW PATRON CARDS													
FY2022	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
Belmont	114	134	99										347
Broad Rock	45	61	52										158
East End	47	48	61										156
Ginter Park	28	37	41										106
Hull Street	70	60	48										178
Main	217	237	240										694
North Avenue	63	50	48										161
West End	75	85	72										232
Westover Hills	79	78	84										241
Online Reg E-Card	317	428	319										1,064
Total FY22:	1,055	1,218	1,064	-	-	-	-	-	-	-	-	-	3,337
Total FY21:	648	464	717	455	392	423	395	420	432	594	758	988	6,686

Richmond Public Library
FY22 Operating Budget
as of Sept 30, 2021

ACCOUNT	DESCRIPTION	Budget	Actual and Encumbered 30-Sep-21	% Spent	Balance Available 30-Sep-21
60000	SALARIES - FULL TIME	\$ 2,803,989	\$ 661,557	23.6%	\$ 2,142,432
61000	SALARIES - PART TIME	\$ 177,086	\$ 35,758	20.2%	\$ 141,328
62000	SALARIES - TEMPORARY	\$ 10,000	\$ 3,562	0.0%	\$ 6,438
63000	FICA	\$ 185,446	\$ 41,452	22.4%	\$ 143,994
63001	RET CON RSRs	\$ 653,698	\$ 155,073	23.7%	\$ 498,625
63002	MEDCARE FICA	\$ 43,370	\$ 9,694	22.4%	\$ 33,676
63003	GROUP LIFE	\$ 17,471	\$ 4,332	24.8%	\$ 13,139
63006	H/C ACT TEMP	\$ 589,620	\$ 144,411	24.5%	\$ 445,209
63008	STATE UNEMPLOYMENT	\$ -	\$ -	0.0%	\$ -
63011	HEALTH SAVINGS	\$ -	\$ -	0.0%	\$ -
64104	EDUCATION PAY	\$ -	\$ -	0.0%	\$ -
64105	BONUS PAY	\$ -	\$ -	0.0%	\$ -
64110	VRIP INCENTIVE	\$ -	\$ -	0.0%	\$ -
	Personnel Expenses	\$ 4,480,680	\$ 1,055,839	23.6%	\$ 3,424,841
71141	BOOKS	\$ 519,105	\$ 401,038	77.3%	\$ 118,067
71141	DATABASES	\$ -	\$ -	0.0%	\$ -
71142	MULTIMEDIA PRODUCTS	\$ 2,456	\$ -	0.0%	\$ 2,456
72122	MAGS & NEWSPAPER	\$ 29,277	\$ 270	0.9%	\$ 29,007
	Collection Development	\$ 550,838	\$ 401,309	72.9%	\$ 149,529
70131	ADVERTISING	\$ 2,297	\$ 1,112	48.4%	\$ 1,185
70161	PLANNING MGMT SERVICES	\$ 223,055	\$ 128,565	57.6%	\$ 94,490
70218	VEHICLE REPAIR	\$ 2,650	\$ 306	11.6%	\$ 2,344
70412	TRANSPORTATION	\$ -	\$ 700	0.0%	\$ (700)
70311	PRINTED SUPPLIES	\$ 3,000	\$ -	0.0%	\$ 3,000
70413	MILEAGE ALLOWANCE	\$ 2,263	\$ -	0.0%	\$ 2,263
70551	SECURITY	\$ 294,543	\$ 19,479	6.6%	\$ 275,064
70552	CONTRACT AND TEMP PERSONNEL	\$ 22,000	\$ 13,859	63.0%	\$ 8,141
71012	OFFICE STATIONARY SUPPLIES	\$ 3,047	\$ 234	7.7%	\$ 2,813
71016	ADVERTISING	\$ -	\$ -	0.0%	\$ -
71143	LIBRARY OPERATING SUPPLIES	\$ 19,220	\$ 1,007	5.2%	\$ 18,213
72113	POSTAGE	\$ 4,456	\$ 500	11.2%	\$ 3,956
72121	CONFERENCES & CON	\$ -	\$ -	0.0%	\$ -
72123	MEMBERSHIP DUES	\$ 677	\$ 6,000	886.3%	\$ (5,323)
72124	TRAINING	\$ 297	\$ 20	6.7%	\$ 277
72131	COMPUTER SUPPLIES	\$ 25,662	\$ 14,845	57.8%	\$ 10,817
72153	EQUIPMENT	\$ 12,200	\$ -	0.0%	\$ 12,200
73104	BANK FEES	\$ -	\$ 1,170	0.0%	\$ (1,170)
76119	PAGERS	\$ -	\$ -	0.0%	\$ -
77103	FUEL-D/O VEHICLE	\$ 1,921	\$ 377	19.6%	\$ 1,544
77104	VEHICLE MONTHLY STANDING	\$ 493	\$ 123	25.0%	\$ 370
77201	INTERNAL PRINTING	\$ -	\$ -	0.0%	\$ -
77501	DIT CHARGES	\$ -	\$ -	0.0%	\$ -
80001	DEPRECIATION	\$ -	\$ -	0.0%	\$ -
80004	BUILDINGS & STR	\$ -	\$ -	0.0%	\$ -
80006	EQUIPMENT & OFFICE MAINTENANCE	\$ 7,160	\$ -	0.0%	\$ 7,160
80007	VEHICLE EXPENSES	\$ -	\$ -	0.0%	\$ -
95002	OPERATING TRANS	\$ -	\$ -	0.0%	\$ -
	Other Expenses	\$ 624,941	\$ 188,298	30.1%	\$ 436,643
	TOTAL GENERAL FUND	\$ 5,656,459	\$ 1,645,445	29.1%	\$ 4,011,013

RICHMOND PUBLIC LIBRARIES - General Fund Budget

Monthly Budget Report

September 30, 2021

<u>General Fund Revenue</u>	<u>FY2020-21 Budget</u>	<u>FY2020-21 Actual YTD</u>	<u>% Recognized</u>	<u>Unrecognized</u>
Lost and Damage Books	\$ 21,782	\$ 1,286	6%	\$ 20,496
Overdue Book Fines	\$ 66,121	\$ -	0%	\$ 66,121
Reservation - Book Records	\$ 500	\$ 90	18%	\$ 410
Room Rental Fees	\$ 300	\$ -	0%	\$ 300
Sales Copy Centers	\$ 17,476	\$ 2,165	12%	\$ 15,311
State Library Aide	\$ 170,000	\$ -	0%	\$ 170,000
	<u>\$ 276,179</u>	<u>\$ 3,541</u>	1%	<u>\$ 272,638</u>

General Fund Operating

	<u>FY2020-21 Budget</u>	<u>FY2020-21 Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
Personnel	\$ 2,991,075	\$ 700,877	23%	\$ 2,290,198
Fringes	\$ 1,489,605	\$ 354,962	24%	\$ 1,134,643
Books/Materials	\$ 550,838	\$ 401,309	73%	\$ 149,529
Operating Expenses	\$ 624,941	\$ 188,298	30%	\$ 436,643
Total	\$ 5,656,459	\$ 1,645,445	29%	\$ 4,011,013

Encumbrances YTD **\$ 335,242**

RICHMOND PUBLIC LIBRARIES - Special Fund Budget

<u>Special Fund Revenue</u>	<u>FY2020-21 Anticipated</u>	<u>FY2020-21 Actual YTD</u>	<u>% Recognized</u>	<u>Unrecognized</u>
00314 - Gift to the Library	\$ -	\$ 12,474	0%	\$ (12,474)
00308 - Verizon E-Rate Grant	\$ 65,000	\$ 231,676	356%	\$ (166,676)
00309 - Public Law Library	\$ 229,000	\$ 29,704.00	13%	\$ 199,296
00311 - Gates Foundation	\$ -	\$ 25,359	0%	\$ (25,359)
00312 - RPL Foundation	\$ -	\$ -	0%	\$ -
00313 - Friends of the RPL	\$ 25,000	\$ -	0%	\$ 25,000
00000 - Grade Level Reading	\$ 20,000	\$ -	0%	\$ 20,000
	<u>\$ 339,000</u>	<u>\$ 299,213</u>	88%	<u>\$ 39,787</u>

<u>Special Fund Expenditures</u>	<u>FY20 Rollover & FY21 Receipts</u>	<u>FY2020-21 Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
00314 - Gift to the Library	\$ 132,358	\$ 6,796	5%	\$ 125,562
00308 - Verizon E-Rate Grant	\$ (53,923)	\$ -	0%	\$ (53,923)
00309 - Public Law Library	\$ (182,797)	\$ 44,664	-24%	\$ (227,461)
Personnel		\$ 10,660		
Fringes		\$ 3,497		
Books/Materials		\$ 30,507		
Operating Expenses		\$ -		
00311 - Gates Foundation	\$ 12,576	\$ -	0%	\$ 12,576
00312 - RPL Foundation	\$ (95,594)	\$ 5,237	-5%	\$ (100,831)
00313 - Friends of the RPL	\$ 40,086	\$ 42	0%	\$ 40,044
	<u>\$ (147,294)</u>	<u>\$ 56,739</u>	-39%	<u>\$ (204,033)</u>

Encumbrances YTD **\$ 2,876**

Richmond Public Library
Foundation, Friends, Groups and Individual Donations
FY 2022

Consent Agenda: Deposited Gifts Over \$100 Shown
as of October 27, 2021

Date of Check	Donor Name	Current Month	Purpose/Location	YTD Account Balance		
				Gift	Foundation	Friends
	<i>No DONATIONS this month</i>					
	Monthly Total	\$ -				
	YTD Total	\$ -	Year To Date Total	\$ -	\$ -	\$ -

<https://www.newyorker.com/news/annals-of-communications/an-app-called-libby-and-the-surprisingly-big-business-of-library-e-books>
The Surprisingly Big Business of Library E-books | The New Yorker; 9/22/21, 8:33 AM

Annals of Communications

The Surprisingly Big Business of Library E- books

*Increasingly, books are something that libraries do not own
but borrow from the corporations that do.*

By Daniel A. Gross
September 2, 2021



Illustration by Seba Cestaro

Steve Potash, the bearded and bespectacled president and C.E.O. of OverDrive, spent the second week of March, 2020, on a business trip to New York City. OverDrive distributes e-books and audiobooks—i.e., “digital content.” In New York, Potash met with two clients: the New York Public Library and Houghton Mifflin Harcourt. By then, Potash had already heard what he described to me recently as “heart-wrenching stories” from colleagues in China, about neighborhoods that were shut down owing to the coronavirus. He had an inkling that his business might be in for big changes when, toward the end of the week, on March 13th, the N.Y.P.L. closed down and issued a statement: “The responsible thing to do—and the best way to serve our patrons right now—is to help minimize the spread of covrn-19.” The library added, “We will continue to offer access to e-books.”

The sudden shift to e-books had enormous practical and financial implications, not only for OverDrive but for public libraries across the country. Libraries can buy print books in bulk from any seller that they choose, and, thanks to a legal principle called the first-sale doctrine, they have the right to lend those books to any number of readers free of charge. But the first-sale doctrine does not apply to digital content. For the most part, publishers do not sell their e-books or audiobooks to libraries—they sell digital distribution rights to third-party venders, such as OverDrive, and people like Steve Potash sell lending rights to libraries. These rights often have an expiration date, and they make library e-books “a lot more expensive, in general, than print books,” Michelle Jeske, who oversees Denver’s public library system, told me. Digital content gives publishers more power over prices, because it allows them to treat libraries differently than they treat other kinds of buyers. Last year, the Denver Public Library increased its digital checkouts by more than sixty per cent, to 2.3 million, and spent about a third of its collections budget on digital content, up from twenty per cent the year before.

There are a handful of popular e-book venders, including Bibliotheca, Hoopla, Axis 360, and the nonprofit Digital Public Library of America. But OverDrive is the largest. It is the company behind the popular app Libby, which, as the Apple App Store puts it, “lets you log in to your local library to access ebooks, audiobooks, and magazines, all for the reasonable price of free.” The vast majority of OverDrive’s earnings come from markups on the digital content that it licenses to libraries and schools, which is to say that these earnings come largely from American taxes. As libraries and schools have transitioned to e-books, the company has skyrocketed in value. Rakuten, the maker of the Kobo e-reader, bought OverDrive for more than four hundred million dollars, in 2015. Last year, it sold the company to K.K.R., the private-equity firm made famous by the 1989 book “Barbarians at the Gate.” The details of the sale were not made public, but Rakuten reported a profit of “about \$365.6 million.”

In the first days of the lockdown, the N.Y.P.L. experienced a spike in downloads, which lengthened the wait times for popular books. In response, it limited readers to three checkouts and three waitlist requests at a time, and it shifted almost all of its multimillion-dollar acquisitions budget to digital content. By the end of March, seventy-four per cent of U.S. libraries were reporting that they had expanded their digital offerings in response to coronavirus-related library closures. During a recent interview over Zoom (another digital service that proliferated during the pandemic), Potash recalled that OverDrive quickly redirected about a hundred employees, who would normally have been at trade shows, “to help support and fortify the increase in demand in digital.” He recalled a fellow-executive telling him, “E-books aren’t just ‘a thing’ now—they’re our only thing.”

Before the pandemic, I had never read an e-book, and didn’t particularly want to. But, during the lockdown, I spent nearly every day wandering my neighborhood in a mask and headphones, listening to audiobooks. I wanted to hear a human voice and feel the passing of time; Libby became a lifeline. As a dual citizen of the Brooklyn Public Library and the N.Y.P.L., I toggled between library cards, in search of the shortest waiting list. I did what previously had been unthinkable and spent a hundred and eighty dollars on a Kobo. I read more books in 2020 than I had in years. I was not the only one; last year, more than a hundred library systems checked out a million or more books each from OverDrive’s

catalogue, and the company reported a staggering four hundred and thirty million checkouts, up a third from the year before. (Barnes & Noble, which has more retail locations than any other bookseller in the U.S., has said that it sells about a hundred and fifty-five million print books a year.) The burst in digital borrowing has helped many readers, but it has also accelerated an unsettling trend. Books, like music and movies and TV shows, are increasingly something that libraries and readers do not own but, rather, access temporarily, from corporations that do.

The company that became OverDrive began, in the mid-eighties, as a document-digitizing firm, in a suburb of Cleveland. Potash and his wife, Loree, an academic librarian, had both gone to law school at night, and their early clients were law firms that needed help digitizing large volumes of paperwork. Eventually, Harcourt Brace Jovanovich (a precursor to Houghton Mifflin Harcourt) hired the young company to digitize reference books, and other publishers followed. “It was probably about a ten-year struggle to get the e-book concept to grab hold,” Jon Nigbor, an early colleague and investor who left OverDrive around 1990 and sold his stake in 2010, told me. “It was the twenty-five-year overnight-success story.” (Nigbor describes himself as a co-founder of the company; Potash denies this.)

In the two-thousands, OverDrive helped publishers set up online stores and sold e-books directly to consumers through its own marketplace. The company also persuaded a few presses to license their e-books to libraries. At the time, the six largest publishers tended to sell their goods through online retailers, such as Amazon, which released its e-reader, the Kindle, in 2007. But, gradually, the Big Six began to sell digital rights to libraries under a “one copy, one user” model. As soon as one reader returned an e-book, a second reader could check it out, and so on, with no expiration date. “At the beginning, we were really trying to replicate what happens on the print- book side,” a publishing executive told me. Digital books, which could in theory be duplicated for free by any librarian with a computer, would still have waiting lists.

“We then saw the first wrinkle in one copy, one user,” Potash said. In 2011, HarperCollins introduced a new lending model that was capped at twenty-six checkouts, after which a library would need to purchase the book again. Publishers soon introduced other variations, from two-year licenses to copies that multiple readers could use at one time, which boosted their revenue and allowed libraries to buy different kinds of books in different ways. For a classic work, which readers were likely to check out steadily for years to come, a library might purchase a handful of expensive perpetual licenses. With a flashy best-seller, which could be expected to lose steam over time, the library might buy a large number of cheaper licenses that would expire relatively quickly. During nationwide racial-justice protests in the summer of 2020, the N.Y.P.L. licensed books about Black liberation under a pay-per-use model, which gave all library users access to the books without any waiting list; such licenses are too expensive to be used for an entire collection, but they can accommodate surges in demand. “At the time of its launch, the twenty-six-circulation model was a lightning rod,” Josh Marwell, the president of sales at HarperCollins, told me. “But, over time, the feedback we have gotten from librarians is that our model is fair and works well with their mission to provide library patrons with the books they want to read.”

During the past decade, publishers and booksellers have consolidated at a rapid pace, leaving a smaller number of companies with a greater degree of influence over what and how we read. In the early days of the Kindle, Amazon undercut many of its competitors, including brick-and-mortar bookstores, by selling consumer e-books for just \$9.99. In 2012, the U.S. Department of Justice accused Apple of conspiring with publishers to increase the prices of consumer e-books, and Apple later agreed to pay four hundred and fifty million dollars in settlement. In 2013, the six largest publishers became five when Penguin merged with Random House. (Now, the Big Five is poised to become the Big Four, if Penguin Random House’s purchase of Simon & Schuster is approved.) Earlier this year, a consumer class-action lawsuit accused Amazon of signing anti-competitive contracts with the five largest publishers in a “conspiracy to fix the retail price of trade eBooks.” (An Amazon spokesperson declined to comment for this story.)

Libraries now pay OverDrive and its peers for a wide range of digital services, from negotiating prices with publishers to managing an increasingly complex system of digital rights. During our video call, Potash showed me OverDrive’s e-book marketplace for librarians, which can sort titles by price, popularity, release date, language, topic, license type, and more. About fifty librarians work for OverDrive, Potash said, and “each week they curate the best ways each community can maximize their taxpayers’ dollar.” The company offers rotating discounts and generates statistics that public libraries can use to project their future budgets. When I noted that OverDrive’s portal looked a bit like Amazon.com, Potash didn’t respond. Later, he said, with a touch of pride, “This is like coming into the front door of Costco.”

Alan Inouye, the senior public-policy director at the American Library Association, told me that consolidation could reduce competition and potentially drive the cost of library e-books even higher. “OverDrive is already a very large presence in the market,” he said. The company’s private-equity owner, K.K.R., also owns a major audiobook producer, RBMedia, which sold its digital library assets to OverDrive last year. But, Inouye added, OverDrive’s influence is an important counterweight to the largest publishers and to Amazon, which dominates the consumer e-book market and operates as a publisher in its own right. (Amazon did not make its own e-books available to libraries until May, when it announced a deal with the Digital Public Library of America.) When I asked Potash about the concern that consolidation could also give OverDrive too much influence over the market, he called that “a far-fetched conspiracy theory.” He cited the company’s track record of advocating for libraries, adding, “I’m a big fan of free-market capitalism.”

To illustrate the economics of e-book lending, the N.Y.P.L. sent me its January, 2021, figures for “A Promised Land,” the memoir by Barack Obama that had been published a few months earlier by Penguin Random House. At that point, the library system had purchased three hundred and ten perpetual audiobook licenses at ninety-five dollars each, for a total of \$29,450, and had bought six hundred and thirty-nine one- and two-year licenses for the e-book, for a total of \$22,512. Taken together, these digital rights cost about as much as three thousand copies of the consumer e-book, which sells for about eighteen dollars per copy. As of August, 2021, the library has spent less than ten thousand dollars on two hundred and twenty-six copies of the hardcover edition, which has a list price of forty- five dollars but sells for \$23.23 on Amazon. A few thousand people had checked out digital copies in the book’s first three months, and thousands more were on the waiting list. (Several librarians told me that they monitor hold requests, including for books that have not yet been released, to decide how many licenses to acquire.)

The high prices of e-book rights could become untenable for libraries in the long run, according to several librarians and advocates I spoke to—libraries, venders, and publishers will probably need to negotiate a new way forward. “It’s not a good system,” Inouye said. “There needs to be some kind of change in the law, to reinstate public rights that we have for analog materials.” Maria Bustillos, a founding editor of the publishing cooperative Brick House, argued recently in *The Nation* that libraries should pay just once for each copy of an e-book. “The point of a library is to preserve, and in order to preserve, a library must own,” Bustillos wrote. When I asked Potash about libraries and their growing digital budgets, he argued that “digital will always be better value,” but he acknowledged that, if current trends continue, “Yes, there is a challenge.”

Readers of the future are likely to want even more digital content, but it may not look the same as it does now. Audible, which is owned by Amazon, has already made listening to books more like streaming, with subscribers gaining access to a shifting catalogue of audiobooks that they do not need to buy separately. “We have moved away from owning, to accessing,” Mirela Roncevic, a longtime publishing and library consultant, told me. Maybe readers will expect books to feel more like Web sites, and an infinite scroll will replace the turn of the page, as it has in the digital magazine you are reading now. Perhaps readers will want images and videos to be woven seamlessly into the text, requiring a new format. The e-book as we know it “will not last,” Roncevic insisted. Lending libraries were once an innovation that helped spread literacy and popularize books. Roncevic wants libraries to continue innovating—for example, by experimenting with new formats and license models in partnership with independent or international publishers. “Libraries have more power than they sometimes realize,” she told me.

Andrew Medlar, a longtime librarian who now serves as the N.Y.P.L.’s director of BookOps, agrees that libraries need to be innovative, and believes that they need to do so in partnership with venders and publishers. “We’ve got to do it together,” he told me. It didn’t bother him if a few companies turned a profit, he added, as long as they served readers: “It comes down to more people reading more.” After all the conversations I’d had about the economics of e-books, I’d started to worry that I had become a rather expensive library patron, and I asked Medlar whether I was costing the library money by requesting books that I then failed to read, or renewing books that I hadn’t read fast enough. He said that I was, but also told me not to worry. “I don’t want patrons to feel bad about that,” he said. “To me, that’s part of being a reader.”