



RICHMOND PUBLIC LIBRARY

BOARD OF TRUSTEES

February 23, 2022

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

11:45 a.m.



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



Library Board of Trustees Meeting

**Wednesday, February 23, 2022
11:45 a.m.**

AGENDA

- Call to order:** 11:45 a.m. Ms. Peterson
- Agenda** Ms. Peterson
- Consent Agenda:** Ms. Peterson
- Approval of Minutes-January 26, 2022 Regular Meeting
 - Approval of Statistical Report
 - Approval of Pending Deposited Gifts Report
- Public Comment Period:**
- Reports:**
- Library Friends Ms. DeBoer/Mr. Dishon
 - Library Foundation Ms. Revere
 - Administration Reports Mr. Firestine
- Board Committee Reports:**
- Chairman Ms. Peterson
 - Finance Committee Mr. Sawyer
 - Facilities Committee Ms. Woody
 - Governance Committee Ms. Altman
- Unfinished Business**
- DRAFT 2022-2027 Strategic Plan Discussion Ms. Peterson/Mr. Firestine
 - Advocacy Discussion Ms. Peterson
- New Business** Mr. Peterson
- Materials Reconsideration Request Policy Review and Discussion
- Adjourn** Mr. Peterson
- Next Meeting:**
March 23, 2022 Meeting at 11:45 a.m.
Location: Main Library, 101 E. Franklin Street – Auditorium

Library Board Meeting Minutes - DRAFT
January 26, 2022

PRESENT: Chair William Yates, Vice Chair Christine Peterson, Emily Altman, Barbara Burton, Sheron Carter-Gunter, Brent Graves, Garrett Sawyer, Janet Woody, Gail Zwirner

ABSENT: Attorney Laura Drewry, Friends of the Library Chair Ruth DeBoer, Susan Revere

STAFF: Scott Firestine, Clay Dishon, Cheryl Clarke, Gianna Pack, Phil Shephard

Meeting of the Richmond Public Library (RPL) Library Board of Trustees (LBOT) was called to order by Chair William Yates at 11:48am at the Main Library located at 101 E. Franklin Street, Richmond, Virginia. The public was noticed and could attend in person or by viewing the Richmond Public Library YouTube channel <https://bit.ly/2VfKL9U>, where it was live streamed. A quorum was established.

Agenda	<p>Approve the January 26, 2022, Agenda by Adding the Library Foundation and the Friends of the Library Written Reports into the Minutes as Amended: Motion: Gail Zwirner, Second by Barbara Burton</p> <p style="text-align: center;">AYES: <u>7</u> NOES: <u>0</u> ABSTAIN: <u>0</u> Approved Unanimously.</p> <p>Mr. Graves and Mr. Sawyer were not present during the vote.</p>
Consent Agenda	<p>Approve the December 1, 2021 Regular Meeting Minutes with the change to remove Ms. Woody as a participant on the ad hoc Strategic Plan Review Committee as amended; and Approve the Current Financial Reports, Statistical Reports, and Donations Report as submitted: Motion: Gail Zwirner, Second by Christine Peterson</p> <p style="text-align: center;">AYES: <u>8</u> NOES: <u>0</u> ABSTAIN: <u>0</u> Approved Unanimously.</p> <p>Mr. Sawyer was not present during the vote.</p>
Public Comment Period	None Present
REPORTS	
<p>Friends of the Library (FOL)</p> <p><u>Ruth DeBoer</u> <u>Clay Dishon</u></p>	<p>Formal Report Submitted in Ms. DeBoer’s Absence:</p> <ul style="list-style-type: none"> • The Friends held three reasonably successful book sale in 2021: The summer limited admission Members-only Sale, a limited admission Fall Book Sale, and a well-received \$10/Bag Sale with a special offer for school teachers with IDs for \$2/bag. • The Friends have scheduled a Spring Book Drive for February 26. • A Spring Book Sale is tentatively scheduled for April 1-2. The Friends are looking for some volunteers for the Book Drive! • We are looking forward to receiving a funding “wish list” from RPL for our annual gift. Once we pay our operational bills, we expect to provide a gift this year of approximately \$10,000. • The next Executive Board of Directors meeting is scheduled for February 2, at 5:30pm (hopefully in person at Main Library).

REPORTS (CONTINUED)

<p>Library Foundation</p> <p><u>Susan Revere</u></p>	<p>Formal Report Submitted in Ms. Revere’s Absence: Foundation Update</p> <p><u>Retreat:</u></p> <ul style="list-style-type: none"> The 3-Board retreat was postponed due to high COVID positivity and exposure rates. The Planning Team will closely monitor the current situation. Once a new date is established, a meeting planner will go out to all the members. An in-person meeting is absolutely essential to a successful retreat. Continued appreciation to Ms. Carter-Gunter and Ms. Altman for working on the Planning Team. <p><u>Supported Programming:</u></p> <ul style="list-style-type: none"> Daily Planet Medical Mobile Unit (MMU) Program continues and is now rolled out at planned four RPL locations (Main, Ginter Park, Hull Street, and North Avenue). The next event is February 7 at the Main Branch (1-4pm). The MMU does have COVID testing on site, they are not distributing take-home tests. Program extended through the end of April due to circumstances on the Funder/NNLM side. The 2022 Urban Fiction Experience is scheduled for May 21, 2022 (In-person event). The Young Adult Virginia Author (YAVA) event is scheduled for April 23 (Hybrid event). <p><u>Grant Activity/Applications this Quarter (January-March 2022):</u></p> <ul style="list-style-type: none"> REB Foundation (Through The Community Foundation) – <i>RVA Reads</i> Commonwealth History Fund (Virginia Museum of History & Culture) – <i>Uniquely Richmond</i> Tuckahoe Women’s Club Philanthropic Committee – <i>RVA Reads</i> FINRA (Financial Industry Regulatory Authority) Foundation – <i>Financial Literacy</i> <p>Please contact Susan Revere at susan.revere@rva.gov if aware of any other upcoming grant opportunities.</p>
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<p>Administration</p> <p><u>Scott Firestine</u></p>	<p>Highlights and Additions to Director’s Report: Mr. Firestine reported on the highlights from the Director’s Report. He also reported on the following:</p> <ul style="list-style-type: none"> COVID Update: Most of the Library locations have had some type of exposure with little to no impact of operations. Pairing up locations to support each other during staff shortages has been very successful. Lowering the quarantine period is helpful. Staff can return to work when not showing symptoms. Frequency of cases has gone down. Circulation is remaining strong. Door Count is low due to operation hours and no in-house programs. Still monitoring the Omicron situation. Once the positivity rate goes down, as well as other monitored stats, in-house programs will resume. Libraries have not received any Test Kits in a while.
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BOARD COMMITTEE REPORTS

<p>Chair</p> <p><u>William Yates</u></p>	<p>Chair Yates reported that Vice Chair Peterson, Scott Firestine, Attorney Laura Drewry, and he had a virtual meeting with the City’s Deputy Chief Administrative Officer Reginald Gordon and Chief Administrative Officer Lincoln Saunders on January 19. The meeting was to give them a heads up so they are not blindsided that the LBOT is moving forward with talking with their respective Councilmembers on advocacy and talk about the budget and where the Library fits within the City. He also explained the Budget was down 7% from where it was pre-COVID and would need about \$8M to resume the operation hours and staff to do what is needed. The meeting was well received, but there was no commitment.</p> <p>Chair Yates also mentioned there was some question regarding LBOT meeting in-person or remotely. Since there is adequate meeting space in the Auditorium of the Main Library, the LBOT will continue to meet in person with proper social distancing unless advance notice is given to have a virtual meeting prior to the monthly meeting.</p>
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BOARD COMMITTEE REPORTS (CONTINUED)	
Finance Chair <u>Garrett Sawyer</u> <u>Scott Firestine</u>	No Formal Report. Mr. Firestine announced March 6 is when the Mayor is required to present his Budget to City Council. Chair Yates called a since of urgency for LBOT to take action.
Facilities Chair <u>Janet Woody</u> <u>Gail Zwirner</u> <u>Scott Firestine</u>	Ms. Woody Reported on the following: <ul style="list-style-type: none"> • The last meeting was disappointing with the information and drawings the architect shared on the Master Plan. • February 8: The next Facilities Committee meeting with the architect. Mr. Firestine reported the Greening Richmond Public Libraries initiative is underway. There will be opportunities to volunteer to help plant. Ms. Clarke will send out a schedule to members.
Governance Chair <u>Emily Altman</u>	No Formal Report.
UNFINISHED BUSINESS	
<ul style="list-style-type: none"> • Strategic Plan: The Draft of the 2022-2077 Strategic Plan is progressing. A draft will be sent to members to review and provide final comments prior to the February 23, 2022, Regular Meeting. The Strategic Plan should be ready to vote on at the February meeting. • Advocacy Work Session: Vice Chair Peterson reviewed the first brainstorming session. She then led a discussion on engaging with Councilmembers following meeting guidelines. It is best to meet with no more than two Councilmembers or two LBOT members at a time. If more than two members of the same governing body meet, then it becomes a public meeting. All public meetings need to be noticed. <p>The members continued with a round table discussion on topics of timeline and engaging with their respective Councilmembers and Library Branch Managers in their districts. Members requested Mr. Firestine to produce an information sheet with budget and library needs to assist when having conversations with Councilmembers.</p>	
NEW BUSINESS	
No New Business.	

There being no further business, the meeting was adjourned at 1:24pm by unanimous consensus from the members that were present in the meeting.

The next meeting will be held on Wednesday, February 23, 2022, for a Regular Monthly Meeting at the Main Library located at 101 E. Franklin Street, Richmond, Virginia 23219.

Approved: _____
Ms. Christine Peterson, Vice Chair

Recorder: Gianna Pack, CAP
Senior Executive Assistant

Director's Report

February 2022

Director Activities:

- Feb 2 Met with Jennifer Goins, Brenda Drew, and Susan Revere – Foundation Development Meeting
- Feb 4 Review Strategic Plan Draft with Emily Altman and Susan Revere – Virtual
- Feb 8 RPL Committee Meeting #9 – Master Plan – Virtual
- Feb 8 Mayor's 2022 State of the City Address – Main Street Station
- Feb 9 Foundation Development Committee Meeting - Virtual
- Feb 11 Green Infrastructure Ranking Tool Training Workshop – Virtual
- Feb 11 CALD Monthly Meeting – Virtual
- Feb 14 City Council Informal and Council Meetings
- Feb 17 New Hire RPL Orientation – Main
- Feb 22 Building a National Network of Museums and Libraries for School and Readiness: All State Webinar

Hiring:

- February 2022 Hiring Update:
 - 0042 Library Technician – North Avenue Branch Library – HR/Candidate Review Process – 2/6/2022
 - 0096 Library/Community Services Manager – Main Library – Resubmitted for Approval – 2/4/2022
 - 0101 Library/Community Services Manager – Hull Street Branch – Submitted for Approval – 2/4/2022
 - 0047 Library Technician, Senior – Hull Street Branch – Submitted for Approval – 2/4/2022
 - 0039 Library Technician – West End Branch – Submitted for Approval – 2/4/2022
 - 0127 Library Technician – Main Library – Submitted for Approval – 2/4/2022
 - 0185 Library Technician (PTE) – Main Library – Frozen as of 9/10/2021
- Belmont Branch Library welcomes Library Associate/YS Mirissa Sorensen on January 31, 2022.
- East End Branch Library welcomes Library Technician Tesha Ellis on January 31, 2022.
- West End Branch Library Technician Danielle Howard resigned February 4.
- North Avenue Branch Library Associate Rebecca Jude resigned February 10.
- North Avenue Branch Senior Library Technician Ryan Zawadzki resigned February 18.

Greening Richmond Public Libraries: Construction activities associated with the Greening Richmond Public Libraries initiative is underway. The construction team is currently working at the Broad Rock Branch Library and will move to North Avenue Branch Library, and then onto the West End Branch Library in the coming weeks. The James River Association is recruiting volunteers to assist with tree, shrub, and perennial installation in March. The volunteer event schedule is listed below for your reference:

- Broad Rock Branch Library – 4820 Old Warwick Road, Richmond, Virginia
 - Wednesday, March 16: 9:00 am - 12:00 pm
 - Wednesday, March 16: 1:00 pm - 4:00 pm
 - Thursday, March 17: 9:00 am - 12:00 pm
 - Thursday, March 17: 1:00 pm - 4:00 pm
- North Avenue Branch Library – 2901 North Avenue, Richmond, Virginia
 - Friday, March 18: 9:00 am - 12:00 pm
 - Friday, March 18: 1:00 pm - 4:00 pm
- West End Branch Library – 5420 Patterson Avenue, Richmond, Virginia
 - Tuesday, March 29: 9:00 am - 12:00 pm
 - Tuesday, March 29: 1:00 pm - 4:00 pm
 - Wednesday, March 30: 9:00 am - 12:00 pm
 - Wednesday, March 30: 1:00 pm - 4:00 pm

To volunteer visit the registration webpage: <https://form.jotform.com/201872681453963>. Please share it with your networks of library users and supporters. They need all of the volunteer assistance they can get.

Digital Services:

Ask-A-Librarian (December 31, 2021 – January 31, 2022):

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

RPL @ Home Newsletter (December 31, 2021 – January 31, 2022):

Issue Date	Number of Subscribers	Grand Total of Emails Sent
No issues this month – Temporary Hiatus		

Social Media (December 31, 2021 – January 31, 2022):

Platform	Followers (Dec 31)	Followers (Jan 31)	Net Trend	New Posts	Engagement Rate
Facebook	4,497	4,561	+64	40	2.82
Instagram	3,496	3,577	+81	32	5.94
Twitter	1,820	1,867	+47	38	1.30
YouTube	203	203	+0	5	541 (views)

Other New Digital Programs:

- Virtual Children Programs
 - Virtual Storytimes – 32
- Virtual Young Adult (Teen) Programs
 - TAG – 4
- Virtual Adult Programs
 - Oliver W. Hill Book Club – American Founders by Christina Proenza-Coles – 6

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	7,249	7,173	6,764	7,283						54,075
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	2,073	1,945	1,579	1,545						14,295
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	3,039	3,149	2,993	3,230						20,802
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	3,990	3,754	3,074	3,671						27,408
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	2,144	2,014	2,475	2,397						15,041
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	6,748	6,810	6,026	6,904						47,675

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	2,241	2,041	1,724	1,755						14,134
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	10,998	9,998	9,073	10,369						75,686
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	8,653	7,649	6,836	7,650						53,769
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	10,431	11,019	11,061	13,230						82,685
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	57,566	55,552	51,605	58,034						405,570

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	1	1	0	0						4	1
Adult Attend	0	4	4	4	4	0	0						16	38
Young Adult Programs	0	0	0	0	0	0	0						0	0
Young Adult Attend	0	0	0	0	0	0	0						0	0
Juvenile Programs	1	0	0	0	0	0	0						1	1
Juvenile Attend	7	0	0	0	0	0	0						7	0
Total Attend	7	4	4	4	4	0	0	0	0	0	0	0	23	38
Total Programs	1	1	1	1	1	0	0	0	0	0	0	0	5	2
Broad Rock														
Adult Programs	2	2	0	0	3	0	0						7	1
Adult Attend	68	51	0	0	3	0	0						122	53
Young Adult Programs	0	0	0	0	0	0	0						0	0
Young Adult Attend	0	0	0	0	0	0	0						0	0
Juvenile Programs	4	1	3	5	1	0	0						14	9
Juvenile Attend	55	6	14	12	3	0	0						90	84
Total Attend	123	57	14	12	6	0	0	0	0	0	0	0	212	137
Total Programs	6	3	3	5	4	0	0	0	0	0	0	0	21	10
East End														
Adult Programs	0	6	5	0	14	7	2						34	2
Adult Attend	0	102	34	0	114	30	35						315	35
Young Adult Programs	4	5	2	2	3	4	3						23	3
Young Adult Attend	37	71	18	12	49	54	41						282	10
Juvenile Programs	7	5	4	3	4	5	5						33	5
Juvenile Attend	40	104	43	46	24	40	49						346	23
Total Attend	77	277	95	58	187	124	125	0	0	0	0	0	943	68
Total Programs	11	16	11	5	21	16	10	0	0	0	0	0	90	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
Adult Attend	0	0	0	0	0	0	0						0	0
Young Adult Programs	0	0	0	0	0	0	0						0	0
Young Adult Attend	0	0	0	0	0	0	0						0	0
Juvenile Programs	5	3	2	3	2	1	4						20	2
Juvenile Attend	20	0	2	3	6	2	15						48	8
Total Attend	20	0	2	3	6	2	15	0	0	0	0	0	48	8
Total Programs	5	3	2	3	2	1	4	0	0	0	0	0	20	2
Hull Street														
Adult Programs	0	0	0	0	0	0	0						0	0
Adult Attend	0	0	0	0	0	0	0						0	0
Young Adult Programs	0	0	0	0	0	0	0						0	0
Young Adult Attend	0	0	0	0	0	0	0						0	0
Juvenile Programs	3	1	0	0	0	0	0						4	16
Juvenile Attend	21	17	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	7	6	6	3						43	6
Adult Attend	652	53	382	197	234	119	155						1,792	34
Young Adult Programs	1	1	1	1	1	0	2						7	2
Young Adult Attend	4	0	5	7	2	0	4						22	27
Juvenile Programs	3	5	9	13	11	12	7						60	2
Juvenile Attend	29	81	81	145	153	242	110						841	17
Total Attend	685	134	468	349	389	361	269	0	0	0	0	0	2,655	78
Total Programs	9	12	20	21	18	18	12	0	0	0	0	0	110	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	4	4	4	3						30	8
Adult Attend	25	29	45	115	55	268	8						545	273
Young Adult Programs	2	1	1	1	1	0	1						7	17
Young Adult Attend	8	6	20	12	6	0	10						62	102
Juvenile Programs	3	0	1	1	1	1	0						7	0
Juvenile Attend	25	0	45	50	22	7	0						149	0
Total Attend	58	35	110	177	83	275	18	0	0	0	0	0	756	375
Total Programs	11	5	7	6	6	5	4	0	0	0	0	0	44	25
West End														
Adult Programs	1	3	1	3	5	3	0						16	7
Adult Attend	8	59	20	19	34	12	0						152	51
Young Adult Programs	1	1	1	0	0	0	0						3	1
Young Adult Attend	7	3	10	0	0	0	0						20	8
Juvenile Programs	11	9	11	10	9	9	11						70	10
Juvenile Attend	133	147	120	110	46	12	47						615	215
Total Attend	148	209	150	129	80	24	47	0	0	0	0	0	787	274
Total Programs	13	13	13	13	14	12	11	0	0	0	0	0	89	18
Westover Hills														
Adult Programs	1	2	3	2	3	2	1						14	2
Adult Attend	3	10	25	8	28	3	3						80	11
Young Adult Programs	0	0	0	1	1	1	1						4	0
Young Adult Attend	0	0	0	15	15	15	6						51	0
Juvenile Programs	3	5	3	4	4	6	2						27	5
Juvenile Attend	71	248	143	131	134	268	61						1,056	386
Total Attend	74	258	168	154	177	286	70	0	0	0	0	0	1,187	397
Total Programs	4	7	6	7	8	9	4	0	0	0	0	0	45	7
Grand Total Attend	1,213	991	1,011	886	932	1,072	544	0	0	0	0	0	6,649	1,512
Grand Total Programs	63	61	63	61	74	61	45	0	0	0	0	0	428	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	3,494	3,295	3,981	3,703						25,493
Broad Rock	2,721	3,917	2,834	2,868	2,101	1,871	1,869						18,181
East End	2,719	2,531	2,583	2,737	2,319	2,357	2,440						17,686
Ginter Park	2,237	2,820	2,985	2,875	2,407	3,005	3,210						19,539
Hull Street	2,636	2,351	2,439	2,421	2,395	2,690	2,927						17,859
Main	6,480	7,114	6,412	6,537	6,328	6,333	5,647						44,851
North Avenue	3,104	3,228	2,782	3,680	5,573	6,248	5,857						30,472
West End	3,040	2,373	2,751	2,645	2,301	2,188	2,468						17,766
Westover Hills	4,333	4,500	6,096	7,771	7,800	7,043	8,878						46,421
TOTALS FY22:	30,685	32,619	32,702	35,028	34,519	35,716							201,269
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(S): Westover Hills Branch Library received a new Door Counter in October 2021. Numbers are skewed.

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	539	474	546	592						3,697
WIFI	310	18	222	395	249	252	237						1,683
Broad Rock Workstation	550	316	591	713	567	469	539						3,745
WIFI	189	-	201	238	102	116	178						1,024
East End Workstation	576	599	0*	775	415	466	593						3,424
WIFI	158	-	175	272	249	253	315						1,422
Ginter Park Workstation	425	433	470	464	368	361	440						2,961
WIFI	285	190	136	216	208	187	268						1,490
Hull Street Workstation	437	549	452	588	441	509	478						3,454
WIFI	262	241	232	323	182	202	310						1,752
Main Workstation	1,125	1,286	1,182	1,355	1,085	1,072	1,152						8,257
WIFI	1,081	1,672	959	1,508	1,382	1,212	1,708						9,522
North Avenue Workstation	526	666	525	559	468	444	444						3,632
WIFI	139	-	288	456	258	318	284						1,743
West End Workstation	336	326	366	354	289	220	327						2,218
WIFI	219	8	287	607	318	306	208						1,953
Westover Hills Workstation	461	507	534	513	408	397	418						3,238
WIFI	334	154	261	317	243	253	218						1,780
TOTALS FY22:	7,868	7,453	7,484	10,192	7,706	7,583	8,709	-	-	-	-	-	56,995
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(S): September 2021 Report: East End’s computer was down and could not get obtain stats.

August 2021 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	110	66	83	69	98	182	64	145	89	322
Nov-21	139	78	87	77	85	183	67	175	90	191
Dec-21	272	163	162	172	145	282	137	286	231	634
Jan-22	198	174	116	145	96	198	115	292	187	55
Feb-22										
Mar-22										
Apr-22										
May-22										
Jun-22										
Branch Total FY22:	1,404	897	888	860	805	1,796	723	1,698	1,164	1,580
Branch Total FY21:	2,800	1,659	1,765	1,822	1,466	4,525	1,443	3,393	2,377	3,156
Average:	201	128	127	123	115	257	103	243	166	226

NEW PATRON CARDS													
FY2022	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
Belmont	114	134	99	82	71	76	118						694
Broad Rock	45	61	52	54	61	92	34						399
East End	47	48	61	100	49	32	61						398
Ginter Park	28	37	41	35	13	21	29						204
Hull Street	70	60	48	65	53	42	61						399
Main	217	237	240	541	392	162	237						2,026
North Avenue	63	50	48	48	29	30	26						294
West End	75	85	72	82	34	52	55						455
Westover Hills	79	78	84	95	70	47	70						523
Online Reg E-Card	317	428	319	365	300	325	518						2,572
Total FY22:	1,055	1,218	1,064	1,467	1,072	879	1,209						7,964
Total FY21:	648	464	717	455	392	423	395	420	432	594	758	988	6,686

Richmond Public Library
 FY22 Operating Budget
 as of Jan 31, 2022

ACCOUNT	DESCRIPTION	Budget	Actual and	%	Balance
			Encumbered		Spent
			31-Jan-22		31-Jan-22
60000	SALARIES - FULL TIME	\$ 2,803,989	\$ 1,556,838	55.5%	\$ 1,247,151
61000	SALARIES - PART TIME	\$ 177,086	\$ 85,905	48.5%	\$ 91,181
62000	SALARIES - TEMPORARY	\$ 10,000	\$ 8,260	0.0%	\$ 1,740
63000	FICA	\$ 185,446	\$ 98,120	52.9%	\$ 87,325
63001	RET CON RSRs	\$ 653,698	\$ 376,027	57.5%	\$ 277,671
63002	MEDCARE FICA	\$ 43,370	\$ 22,947	52.9%	\$ 20,423
63003	GROUP LIFE	\$ 17,471	\$ 10,232	58.6%	\$ 7,239
63006	H/C ACT TEMP	\$ 589,620	\$ 307,560	52.2%	\$ 282,060
63008	STATE UNEMPLOYMENT	\$ -	\$ 259	0.0%	\$ (259)
63011	HEALTH SAVINGS	\$ -	\$ 3,503	0.0%	\$ (3,503)
64104	EDUCATION PAY	\$ -	\$ -	0.0%	\$ -
64105	BONUS PAY	\$ -	\$ -	0.0%	\$ -
64110	VRIP INCENTIVE	\$ -	\$ -	0.0%	\$ -
Personnel Expenses		\$ 4,480,680	\$ 2,469,652	55.1%	\$ 2,011,028
71141	BOOKS	\$ 519,105	\$ 246,309	47.4%	\$ 272,796
71141	DATABASES	\$ -	\$ -	0.0%	\$ -
71142	MULTIMEDIA PRODUCTS	\$ 2,456	\$ -	0.0%	\$ 2,456
72122	MAGS & NEWSPAPER	\$ 29,277	\$ (2,688)	-9.2%	\$ 31,965
Collection Development		\$ 550,838	\$ 243,621	44.2%	\$ 307,217
70131	ADVERTISING	\$ 2,297	\$ 2,004	87.2%	\$ 293
70161	PLANNING MGMT SERVICES	\$ 223,055	\$ 160,356	71.9%	\$ 62,699
70218	VEHICLE REPAIR	\$ 2,650	\$ 335	12.6%	\$ 2,315
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	\$ 446,373	\$ 392,368	87.9%	\$ 54,006
70552	CONTRACT AND TEMP PERSONNEL	\$ 22,000	\$ 32,210	146.4%	\$ (10,210)
71012	OFFICE STATIONARY SUPPLIES	\$ 3,047	\$ (1,360)	-44.6%	\$ 4,407
71016	ADVERTISING	\$ -	\$ -	0.0%	\$ -
71143	LIBRARY OPERATING SUPPLIES	\$ 19,220	\$ (885)	-4.6%	\$ 20,105
72113	POSTAGE	\$ 4,456	\$ 36	0.8%	\$ 4,420
72121	CONFERENCES & CON	\$ -	\$ -	0.0%	\$ -
72123	MEMBERSHIP DUES	\$ 677	\$ 8,321	1229.1%	\$ (7,644)
72124	TRAINING	\$ 297	\$ 20	6.7%	\$ 277
72131	COMPUTER SUPPLIES	\$ 25,662	\$ 3,904	15.2%	\$ 21,758
72153	EQUIPMENT	\$ 12,200	\$ 4,356	0.0%	\$ 7,844
73104	BANK FEES	\$ -	\$ 3,045	0.0%	\$ (3,045)
76119	PAGERS	\$ -	\$ -	0.0%	\$ -
77103	FUEL-D/O VEHICLE	\$ 1,921	\$ 931	48.5%	\$ 990
77104	VEHICLE MONTHLY STANDING	\$ 493	\$ 288	58.4%	\$ 205
77201	INTERNAL PRINTING	\$ -	\$ -	0.0%	\$ -
77501	DIT CHARGES	\$ -	\$ 965	0.0%	\$ (965)
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		\$ 776,771	\$ 607,592	78.2%	\$ 169,179
TOTAL GENERAL FUND		\$ 5,808,289	\$ 3,320,865	57.2%	\$ 2,487,424

RICHMOND PUBLIC LIBRARIES - General Fund Budget

Monthly Budget Report

January 31, 2022

<u>General Fund Revenue</u>	<u>FY2020-21</u> <u>Budget</u>	<u>FY2020-21</u> <u>Actual YTD</u>	<u>%</u> <u>Recognized</u>	<u>Unrecognized</u>
Lost and Damage Books	\$ 21,782	\$ 2,990	14%	\$ 18,792
Overdue Book Fines	\$ 66,121	\$ -	0%	\$ 66,121
Reservation - Book Records	\$ 500	\$ 135	27%	\$ 365
Room Rental Fees	\$ 300	\$ -	0%	\$ 300
Sales Copy Centers	\$ 17,476	\$ 4,967	28%	\$ 12,509
State Library Aide	\$ 170,000	\$ -	0%	\$ 170,000
	<u>\$ 276,179</u>	<u>\$ 8,092</u>	<u>3%</u>	<u>\$ 268,087</u>

General Fund Operating

	<u>FY2021-22</u> <u>Budget</u>	<u>FY2021-22</u> <u>Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
Personnel	\$ 2,991,075	\$ 1,651,003	55%	\$ 1,340,072
Fringes	\$ 1,489,605	\$ 818,649	55%	\$ 670,956
Books/Materials	\$ 550,838	\$ 243,621	44%	\$ 307,217
Operating Expenses	\$ 776,771	\$ 607,592	78%	\$ 169,179
Total	\$ 5,808,289	\$ 3,320,865	57%	\$ 2,487,424

Encumbrances YTD

\$ 231,492

RICHMOND PUBLIC LIBRARIES - Special Fund Budget

<u>Special Fund Revenue</u>	<u>FY2021-22</u> <u>Anticipated</u>	<u>FY2021-22</u> <u>Actual YTD</u>	<u>%</u> <u>Recognized</u>	<u>Unrecognized</u>
00314 - Gift to the Library	\$ -	\$ 33,497	0%	\$ (33,497)
00308 - Verizon E-Rate Grant	\$ 65,000	\$ 231,676	356%	\$ (166,676)
00309 - Public Law Library	\$ 229,000	\$ 67,864.00	30%	\$ 161,136
00311 - Gates Foundation	\$ -	\$ 25,359	0%	\$ (25,359)
00312 - RPL Foundation	\$ -	\$ 3,127	0%	\$ (3,127)
00313 - Friends of the RPL	\$ 25,000	\$ -	0%	\$ 25,000
00000 - Grade Level Reading	\$ 20,000	\$ -	0%	\$ 20,000
	<u>\$ 339,000</u>	<u>\$ 361,523</u>	<u>107%</u>	<u>\$ (22,523)</u>

<u>Special Fund Expenditures</u>	<u>FY21 Rollover &</u> <u>FY22 Receipts</u>	<u>FY2021-22</u> <u>Actual YTD</u>	<u>% Expended</u>	<u>Unobligated</u>
00314 - Gift to the Library	\$ 153,381	\$ 1,481	1%	\$ 151,900
00308 - Verizon E-Rate Grant	\$ (53,923)	\$ (154,033)	286%	\$ 100,110
00309 - Public Law Library	\$ (144,637)	\$ 160,969	-111%	\$ (305,606)
Personnel		\$ 31,167		
Fringes		\$ 9,484		
Books/Materials		\$ 120,628		
Operating Expenses		\$ (310)		
00311 - Gates Foundation	\$ 37,935	\$ 39,655	105%	\$ (1,720)
00312 - RPL Foundation	\$ (92,467)	\$ 16,577	-18%	\$ (109,044)
00313 - Friends of the RPL	\$ 40,086	\$ (2,557)	-6%	\$ 42,643
	<u>\$ (59,625)</u>	<u>\$ 22,437</u>	<u>-38%</u>	<u>\$ (121,717)</u>

Encumbrances YTD

\$ 145,375

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

Consent Agenda: Deposited Gifts Over \$100 Shown
 as of February 23, 2022

Date of Check	Donor Name	Current Month Amount	Purpose/Location	YTD Account Balance		
				Gift	Foundation	Friends
8-Oct-21	Sandra Moran	\$ 270.00	Art Committee	\$ 270.00		
29-Nov-21	Richmond Public Library Foundation	\$ 3,126.98	RVA Materials, etc.		\$ 3,126.98	
	<i>No DONATIONS this month</i>					
	Monthly Total	\$ -				
	YTD Total	\$ 3,396.98	Year To Date Total	\$ 270.00	\$ 3,126.98	\$ -

The following letter was sent from Chair William Yates to the following Administration and Councilmembers individually on February 17, 2022:

Mayor Levar Stoney

Mr. Lincoln Saunders, CAO

Mr. Reginald E Gordon, DCAO

Councilmember Andreas D. Addison, 1st District

Councilmember Katherine Jordan, 2nd District

Councilmember Ann-Frances Lambert, 3rd District

Councilmember Kristen Larson, 4th District

Councilmember Stephanie Lynch, 5th District

Councilmember Ellen Robertson, Vice Chair, 6th District

Councilmember Cynthia Newbille, Chair, 7th District

Councilmember Reva Tramell, 8th District

Councilmember Michael Jones, 9th District



*OFFICE OF THE LIBRARY BOARD OF TRUSTEES
CITY OF RICHMOND
101 E. FRANKLIN STREET
RICHMOND, VIRGINIA 23219
PHONE: 804.646.2547 * 804.646.7685*

February 17, 2022

The Honorable Levar Stoney
City of Richmond
900 E. Broad Street, Suite 201
Richmond, Virginia 23219

Dear Mayor Stoney:

The Richmond Public Library (RPL) system is an essential part of our City. RPL is foundational to literacy in Richmond and provides ready access to information, community discussion, employment assistance, emergency aid, after school programs, and continuing educational enrichment. The RPL reaches and equally serves citizens throughout the City. Many of our users are among Richmond's most disadvantaged residents; ones needing computer and internet access, assistance with employment searches, shelter and respite for a few hours, a safe after school environment and homework assistance, access to books and information, and help with English as their second language. RPL reaches into every corner of the community and offers lifelines to the poor, homeless, elderly, and newcomers.

The Richmond Public Library, led by the Board of Trustees, is dedicated to meeting the evolving needs of Richmond's residents. I am writing to ask that you include adequate funding for RPL in this year's budget proposal.

While, as a city resident for over 35 years, I am aware of the many pulls on the city finances, I feel the RPL funding must have a higher priority than currently accorded us. RPL has, for years, struggled with a bare bones budget – one which has resulted in sub-par services, collections, staffing, and access. RPL lags well behind our neighboring communities in meeting the needs of residents. Some have felt that was ok, that people could just go to Henrico or Chesterfield if they needed a specific book or to use computers at night or on Sundays, that people could get the most current books through Amazon, that children could get homework assistance from community volunteers. Who loses out when the City gives up on funding an adequate library? Those residents who can't just drive out to Henrico or Chesterfield, those residents whose jobs don't provide the flexibility to visit the RPL before 5:00PM, those children who end up alone in apartments struggling with homework, those who can't afford to purchase a book, those who are among the most disadvantaged and needy.

RPL has a vibrant Friends of the Library and Richmond Public Library Foundation, both of which provide much needed funds to supplement our operations, but they cannot shoulder the burden of covering our basic, core operating costs.

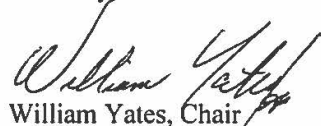
Our operating budget in 2019, at just over \$6 million, was too low to support full hours and programs at our nine branches. We struggled, on that budget, to provide the needed services. Our hours and access were limited, our facilities were staffed at the bare minimum level, and our collections continued to age and decline. Since that time our budget has been cut by about \$400,000 and we have had to absorb wage increases of about 7% - a net decrease of nearly three quarters of a million dollars. We have reduced hours, minimized our collections, and mothballed many of our programs – all due to funding inadequacies.

Currently, the City funds RPL at a rate of \$2 per month per resident. As a comparison, Henrico funds at a bit over \$5 per month per resident, more than two and a half times our rate. Increasing our funding to just \$3 per month will allow RPL to expand hours at all the Branches, increase staffing and programs, and update our collections. In essence, funding RPL at a level of \$8 million will give us the operational funds to deliver an adequate library experience to all Richmonders.

An operating budget of \$8,000,000 (the amount our low 2019 budget would be if increased at a mere 5% per year) will not solve all of our City's issues, but it will provide this vital service to the many residents who most need the RPL.

Thank you for your consideration and support.

Sincerely,



William Yates, Chair
Library Board of Trustees
City Of Richmond

WY/gp

Vice Chair Christine Peterson sent the following email to Mayor Levar Stoney, CAO Lincoln Saunders, and DCAO Regional Gordon on February 13, 2022.

Dear Mayor Stoney,

As Vice Chair of the Richmond Public Library Board of Trustees I urge you to allocate \$8 million of operational funding for the Richmond Public Library in your upcoming budget. This level of funding will allow us to become a powerful tool for One Richmond and its key initiatives. Here is how we can join with you to fulfill your goals:

Communities & Neighborhoods: Each of our nine libraries throughout Richmond tailors its efforts to the needs of its communities. With libraries closing at 6pm during the week, 5pm Saturdays, and closed Sundays, our community's ability to access our resources is severely curtailed. We know from our community survey and research that Richmond residents rely on our libraries to serve as vital centers for connection, engagement, and learning. However, they also must be open at a time that works for the working as well as busy family schedules. When we invest in Richmond neighborhoods by having libraries that are open and accessible, our shared spaces and resources strengthen communities. Libraries in Henrico, Chesterfield, and Hanover are all open until 9pm on weeknights.

Equity & Inclusion: This effort is twofold. First by plenishing our collection and programs with books by diverse authors and main characters, we can speak to our residents more effectively. We not only move toward equity, we accelerate literacy. Second as a safe, civil place for groups to meet, we can facilitate conversations and partnerships to address community challenges and tough issues that are important to the communities the library serves.

Youth & Families: Reading changes lives. Evidence shows that young children exposed to books and reading do better academically and achieve more in adulthood. This holds true for all children, but we note troubling achievement gaps in reading often affect children in low-income communities, creating a serious challenge to future success in school and life. Libraries excel at early childhood literacy and expanding our efforts here is important. Combined with the support we give parents and school aged children; we can improve reading proficiency. Our aim is to help Richmond, our parents and our most vulnerable population, children.

With a restored and enhanced budget, Mayor Stoney, we can be a strong ally in creating the Richmond we all want – one where all residents can be informed, enriched, and empowered. Thank you for your consideration.

*** END ***



Special Edition!



February 18, 2022

Our Vision for the Future of Richmond Public Main Library

Your voice matters.

Richmond Public Library Director Scott Firestine invites you to a
Community Meeting about the Main Library

Tuesday, March 1, 2022, 6:00pm-7:30pm at the Main Library.

Register to attend in person or virtually [here](#)
or send us an email: richmondlibraryfoundation@gmail.com

Join us to:

- Learn about the vision for the Main Library renovation (101 E. Franklin Street)
- Share your thoughts and feedback on the future of the Main Library

If you can't attend in person, please join us via [Zoom](#) or [Youtube](#)



Image by Shannon Wright, Richmond artist and author

RICHMOND PUBLIC LIBRARY STRATEGIC PLAN 2022-2027

DRAFT

2-23-2022 – For Board Approval

Introduction:

Free access to information and literacy are vital to making the City a great place to live, work and raise a family. In Richmond, Virginia, the Richmond Public Library (RPL) is foundational in achieving this goal. RPL's nine branch system affords 226,000+ residents of our City with access to a wide range of professionally selected resources for literacy, education, lifelong learning and enjoyment. Our libraries offer both safe and trusted places to find information and ideas, and community spaces that offer discovery, entertainment, and personal growth. The Richmond Public Library system holds a trusted and special place in the hearts and minds of the children and adults we serve.



Strong libraries strengthen communities, and Richmond Public Library's mission to **Inform, Enrich, and Empower** encapsulates the Library's purpose as we celebrate and support individuals and their achievements, and serve as anchors within neighborhoods and communities. The five strategic goals below demonstrate our dedication to providing critical resources to a vibrant and engaged Richmond community. These goals, developed by the Richmond Public Library Board of Trustees and informed through community engagement, support this mission:

Goal 1: Accessible Libraries: Increase access to library locations and ensure availability of information and resources to residents.

Goal 2: Children's Literacy: Provide services and programs that build and cultivate literacy and a love of reading.

Goal 3: Lifelong Learning: Expand our role as the only educational institution that serves the entire community from birth to 100+.

Goal 4: Organizational Strength: Ensure the Library is positioned to anticipate and respond to the changing service needs of the community.

Goal 5: Uniquely Richmond: Civically engage and connect residents to information and resources to solve problems and discover Richmond's past, present and future.

First, this document will review our methodology and clearly articulate the need for each of our goals. Second, we will explain our approach to each goal, and how a successful plan will benefit Richmond's residents. We conclude with our Equity, Diversity and Inclusion statement in recognition of the importance of all Richmond's voices. This Strategic Plan outlines our path forward as we seek to do more to help everyone in our city prosper and thrive.

"If you ever want to go anywhere in life, pick up a book in the library, and it will take you there."

- East End Branch Library patron



Methodology:

As we enter the third year of the COVID-19 pandemic, we recognize the ongoing daily impacts on our City, as mitigation strategies continue to impact nearly all areas of public life. In the Library, we have seen an increase in the use of e-cards and online resources. Social distancing continues, though there is no longer a need for the curbside services offered by the Library early in the pandemic. COVID-19 required us to rethink the traditional strategic planning process. Originally, we planned in-person discussion sessions with both RPL staff and the greater Richmond community. However, because of the COVID-19 pandemic, adjustments were made to gather input virtually through a series of internal and external surveys, data gathering, and research analysis.

In early 2021 the nationally-known architectural firm of Steinberg Hart and local award-winning firm KEi were selected by the City of Richmond to prepare a Main Branch Library Master Plan. This process involved a top to bottom review of the Main Branch Library. Services, scrutiny of materials and space, as well as benchmarks of library systems serving populations and communities of a size similar to Richmond were all assessed. The United States 2020 census provided helpful, detailed demographic data, including economic status and social characteristics on the communities Richmond Public Library serves.

Q1: What do you value most about your community?



Additionally, the Library distributed a community survey and reviewed responses from more than 800 respondents. This important input from the Richmond community, combined with detailed census data, expert benchmarking, and input from the Library Board of Trustees and RPL staff were integral in the development of this Strategic Plan.

This extensive process enhanced and confirmed our understanding that the Richmond Public Library system is both integral and crucial in the communities we serve. Each library location uniquely reflects the interests of surrounding neighborhoods, and provides authoritative and curated materials collections and programs open to library users of all ages and backgrounds throughout our vibrant City.

With research in hand, The RPL Board of Trustees created a committee led by Emily Altman, with contributions by William Yates, Christine Peterson and Garrett Sawyer. Library staff prepared an initial Strategic Plan draft drawing from a survey of the Strategic Plans prepared by benchmarked library systems in the United States. Working cooperatively, Library staff and the Trustees committee created and fine-tuned multiple iterations of the Strategic Plan, until the version you see before you was finalized.

At all times, the needs of the residents of Richmond were front and center of our thoughts. The result is a five-year plan that responds to critical needs across the City, captures opportunities to do more and addresses the future in a deliberate and thoughtful way. Our vision is of a Library that is better, more accessible, stronger — the lifelong resource that all Richmonders deserve.

GOAL 1: Accessible Libraries

Libraries transform lives through the crucial, free services they provide. However, budget impacts have forced the Library to cut hours, reducing the number of programs, and limiting our ability to offer services to patrons. This means that accessing the Richmond Public Library presents challenges for those who work during the day and must rely on evening or Sunday hours to use the library. With libraries closing at 6pm during the week, 5pm Saturdays and closed Sundays, our community's ability to access our resources is severely curtailed. Working parents struggle to find time to take their children to a library after school and work hours. And though some Richmonders may be able to travel to neighboring county library systems (which offer relatively expanded evening and weekend hours) transportation and time are barriers for many City residents.

"People come here to use the computer, many don't have a computer at home. This meets a lot of needs."

- North Avenue Branch Library patron



We know from our community survey and research that Richmond residents rely on our libraries to serve as vital centers for connection, engagement, leisure and learning. However, they also must be open at a time that works for busy family schedules. When we invest in Richmond neighborhoods by having libraries that are open and accessible, our shared spaces and resources strengthen communities. RPL seeks to make our libraries more accessible to the Richmond community through the following strategic objectives:

- Expand library hours of operation across the entire library system
- Improve access to technology and the Internet by ensuring computers and equipment are state-of-the-art, maintained, high-speed networked and in sufficient numbers to meet patron needs, including during times of heavy demand
- Design and construct libraries to provide inviting and appropriate spaces, study rooms, meeting rooms, quiet and active areas to meet the current and future needs of Richmond residents
- Expand access to Library resources beyond the physical walls of our branch libraries using a mobile library to deliver books and programs remotely

More days of the week and increased public service hours will give our residents greater opportunity to utilize all of the resources and programs that inform, enrich and empower.

GOAL 2: Children's Literacy

Reading changes lives. Evidence shows that young children exposed to books and reading do better academically and achieve more in adulthood. This holds true for all children but we note troubling achievement gaps in reading often affect children in low-income communities, creating a serious challenge to future success in school and life. Richmond has a high school graduation rate of 78%. In grades 3-8 only 35% of the Richmond Public School students were proficient in reading and only 10% were proficient in math for their grade level. Our aim is to help Richmond children succeed.



- Expand early literacy services and parent education program that build and cultivate literacy for preschool-age children and their caregivers. Nurture a love of reading and build critical life skills
- Identify opportunities for collaboration and connect library services to students and educators by supporting Richmond Public Schools, education focused partners, and non-public schools
- Offer a diverse and rich book collection that connects with the children who live in our neighborhoods

The Library will continue to be a community champion for children's literacy, with emphasis on our children living with poverty. Children's books and expanded programming can foster a love of reading and help children develop the skills they need as they start school. We know that our role in literacy development does not end once a child enters kindergarten. As they enter school, we can be a full partner to schools and parents in achieving academic goals, supporting and fostering literacy, and helping Richmond students build a better future.

"I think it's important for Richmond to have libraries, so kids can experience reading at an early age. They can interact with other kids and they can just get out of the house."

- Westover Hills Library patron

GOAL 3: Lifelong Learning

“The library is a fascinating place. I could find pretty much everything my mind could not wrap my mind around. Find a book about it, and begin to understand just how the world works.”

- East End Branch Library patron

Lifelong learning is a key to prosperity, social inclusiveness and personal fulfillment. Throughout our lives, changes within work, personal, and community spheres force each of us to learn and adapt over time. In today’s digital world, libraries must address the needs of lifelong learners with both electronic and physical information resources in all of the different ways people learn.

- Increase physical and electronic book collections to meet the evolving needs and demands of Richmond’s diverse community
- Offer programs that promote engagement, reduce isolation, and build community and connections
- Support residents seeking employment or career changes in an evolving information economy

Life doesn’t happen in a straight line and education doesn’t stop with a degree. Richmond Public Library provides resources and programming to support adults through inevitable personal and professional changes and opportunities. From books about health, life skills, or travel, to resources for learning English as a second language or gaining new technology skills, the library responds to the needs of Richmond residents throughout their lifespan.



GOAL 4: Organizational Strength

Our greatest asset is our Library staff, and without them a library would be just a building with books. Investment in developing staff knowledge, skills and abilities will enhance customer experience and improve our ability to provide information as accurately and efficiently as possible.

It is vital that Richmond Public Library focus on how we can do more for our patrons despite current staffing levels. Dedicated volunteers can be a significant enrichment to an organization that is not fully staffed or is in the midst of building capacity. With this in mind, RPL will build a robust volunteer program. An organized volunteer team offers engagement opportunities to Richmonders of all ages and builds a cohort of Library supporters. We envision a library system that is strong inside and outside.



- Increase professional development and training to enhance library staff members' ability to better serve our patrons
- Develop a volunteer program to provide opportunities for people of all ages to help the Library serve the community
- Strengthen partnerships with RPL Foundation, RPL Friends of the Library to fundraise and friend raise
- Ensure a strong workforce through inclusive recruitment and retention in hiring

Investing in our staff, enlisting volunteers to help us and deepening our bonds with our supporters will build library capacity to better serve our community.

"I really appreciate RPL and their efforts to continue to meet our educational needs and to be a bright spot in the community. I hope it continues."

- Belmont Branch Library patron

Equity, Diversity, and Inclusion Statement:

Richmond Public Library is committed to advancing equity, diversity and inclusion. We recognize that awareness and transformation must occur on the individual, collective, and institutional levels, and RPL can facilitate this growth and learning within our own ranks and for our patrons.

The Library will advance equity, diversity, and inclusion in the communities we serve by:

- Recognizing and eliminating racial, social, and access barriers in library programs, services, policies and practices, staffing, salaries, and leadership structure when encountered
- Nurturing an environment supportive of diversity, inclusion, and respect, both in the Library system and in the communities we serve
- Serving as an unbiased convener and facilitating conversations and partnerships to address community challenges, and being forthright on tough issues that are important to the communities the Library serves



In Appreciation...

Recognition for the success of the strategic planning process and the development of this Five Year Strategic Plan is shared with the following individuals:

RICHMOND PUBLIC LIBRARY BOARD OF TRUSTEES

William Yates, *Chair*
Christine Peterson, *Vice Chair*
Emily Altman
Barbara Burton
Sheron Carter-Gunter
Brent Graves
Garrett Sawyer
Janet Woody
Gail Zwirner

Strategic Planning Committee

Barbara Booth, Belmont Branch Library
Lisa Crisman, West End Branch Library
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Clayton Dishon, Deputy Director, RPL
Jennifer Deuell, Young Adult Services, RPL
Ben Himmelfarb, Main Branch Library
Heather Montgomery, Broad Rock Branch Library
Elizabeth Morris, Youth Services Coordinator, RPL
Tori Nunnally, Westover Hills Branch Library
Gianna Pack, CAP, Senior Executive Assistant
Kerry Phillips, Ginter Park Branch Library
Meg Raymond, Technical Services, RPL
Susan Revere, RPL Foundation
Dianne Wilmore, North Avenue Branch Library

Friends of the Richmond Public Library
Richmond Public Library Foundation
Richmond Public Library Staff

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Scott Firestine

