



County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

PLACE: George Mason Regional Library
7001 Little River Turnpike
Annandale, VA 22003
(703) 256-3800

TIME: 7:00 P.M.

DATE: December 10, 2014

AGENDA

I. PUBLIC COMMENT

1. Jennifer McCullough, President, Fairfax County Public Library Employees' Association

II. MINUTES – November 2014

III. CHAIR'S REPORT

- A. Opening Remarks
- B. Annual filing of the Statement of Economic Interests – due December 15, 2014

IV. COMMITTEE REPORTS

- A. Library Foundation – Michael Donovan
- B. Budget Committee – Michael Donovan
- C. Evaluation & Communication Subcommittee – Scope of Contract – Karrie Delaney
(Attachment 1, Page 1)

V. DIRECTOR'S REPORT

- A. Executive Summary
 1. Collection HQ Update
 2. Snow Policy
 3. Holds Label Privacy
 4. Approved 2015 Holiday Schedule – Library Branches

VI. CONSIDERATION ITEMS – None

VII. ACTION ITEMS - None

VIII. INFORMATION ITEMS

- A. Fairfax County Attorney Statement – Board Authority (Attachment 2, Page 3)
- B. Fairfax Library Advocates to meet December 13, 2014 (Attachment 3, Page 13)
- C. Monthly Statistical Snapshot – October 2014 (Attachment 4, Page 17)
- D. Tysons-Pimmit Temporary Library Update (To be distributed at meeting)

IX. ROUNDTABLE

SPECIAL PROVISIONS

Attachment 1

1. SCOPE OF CONTRACT:

- 1.1 The purpose of this Request for Proposal is to enter into a contract with a licensed, qualified firm for the provision of consulting services to design and conduct a community survey and outreach effort among County and City residents; provide analysis; report the results; and provide recommendations and cost estimates to the Fairfax County Public Library and Fairfax County Public Library Board of Trustees in accordance with the terms and conditions of the Request for Proposal (RFP).

2. BACKGROUND:

- 2.1 Fairfax County Public Library (FCPL) is the largest public library in Virginia, serving over 1.1 million residents of Fairfax County and Fairfax City with 23 libraries, and a collection of over two million items. Over 4.9 million visits were made to FCPL libraries in FY2014 and more than 3.5 million visits to the library's website. Located in the Washington D. C. suburbs, open to all and serving the public interest rather than simply a repository of books, the Library's service area includes about 400 square miles.

The Fairfax County Public Library Board of Trustees is responsible for library policies and for making budget recommendations to the Board of Supervisors. The 12-member, volunteer Board is composed of one member-at-large, approved by the Chairman of the Board; and nine members representing each district, appointed by each member of the Board of Supervisors; one member appointed by the City of Fairfax Council; and one member nominated by the School Board.

To provide customer-responsive library services to constituents and to better plan for future services, it is essential that FCPL have a clear understanding of how the community uses library service as well as its expectations for their library into the future. In addition, staff seeks to understand why some residents value and use the library while others value but do not use library services. Leveraging our resources means that we must structure our portfolio of programs, our collection and our staff to best reflect overall community values and needs in a constrained budget environment.

The Library has conducted extensive internal research collecting data from library visitors and documenting their use of services. Conducting a library-oriented community survey and outreach effort requires the assistance of a consultant experienced in collecting and analyzing information about the use of public library services.

3. OBJECTIVES:

- 3.1 To gather information that will enable FCPL to set priorities and target resources based on areas of need identified by constituents. The community survey and outreach effort (focus groups, one-on-one interviews, etc.) shall:
 1. Evaluate the value of current library services to County residents including both library users and non-users.

2. Measure satisfaction with current services, resources and programs.
3. Assist FCPL and the Fairfax County Public Library Board of Trustees in prioritizing future services and resources.
4. Determine which services and resources are essential for the library to provide.
5. Identify reasons why some Fairfax County residents do not use the library and recommend ways to transform non-users into users.

4. TASKS TO BE PERFORMED:

- 4.1 Qualified Offeror(s) are encouraged to submit a proposal detailing how you will accomplish the list of objectives as stated in the Special Provisions, paragraph 3.0 OBJECTIVES as outlined below. This information will enable FCPL and the Fairfax County Public Library Board of Trustees to set priorities and target resources based on areas of need identified by constituents. The Offeror(s) will submit a proposal to:
 1. Design, market, and conduct a community survey using a statistically valid sample of County residents and analyze the results required to fulfill the purposes of the project.
 2. Conduct a series of focus groups to reach selected stakeholders groups to be determined by the Fairfax County Public Library Board of Trustees, analyze the collected data required to fulfill the purposes of the project.
 3. Provide recommendations that will assist the library in revising their strategic plan to more fully articulate a strategic vision for and future direction of the library.
- 4.2 Qualified Offeror(s) will submit cost estimates broken out by the two separate portions of the outreach effort; costs for the community survey and costs for the conducting of focus groups.

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County of Fairfax, Virginia

MEMORANDUM

Office of the County Attorney
Suite 549, 12000 Government Center Parkway
Fairfax, Virginia 22035-0064
Phone: (703) 324-2421; Fax: (703) 324-2665
www.fairfaxcounty.gov

DATE: May 30, 2014

TO: Dave Molchany, Deputy County Executive
Office of the County Executive

FROM: Emily Harwood Smith, Assistant County Attorney
Office of the County Attorney *ELS*

SUBJECT: Library Board

REF: Matter ID 125569

THIS MEMORANDUM CONTAINS CONFIDENTIAL ATTORNEY-CLIENT COMMUNICATIONS AND IS NOT TO BE RELEASED TO THE PUBLIC. THIS MEMORANDUM IS EXEMPT FROM THE DISCLOSURE PROVISIONS OF THE VIRGINIA FREEDOM OF INFORMATION ACT. VA. CODE ANN. § 2.2-3705.1(2)(2011).

You requested an outline of the duties, or role, for lack of a better term, of the Fairfax County Library Board of Trustees ("Library Board") for your use from time to time in initiating new members to the Library Board.

The Virginia Public Library Trustee Handbook ("Trustee Handbook"), published by the Library of Virginia, outlines the role of library board trustees. *See Virginia Public Library Trustee Handbook, Section 2, "What Does a Trustee Do?" (3rd ed., 2005).* That outline is consistent with the role of Fairfax County's Library Board, and would serve as a good reference point for new Trustees. Rather than reiterating that outline in this memorandum, I am enclosing a copy of it for your review. The entire Trustee Handbook is available online at <http://www.lva.virginia.gov/lib-edu/ldnd/trustee/2005Handbook/2005Handbook.pdf>.

In addition, because Va. Code Ann. § 42.1-35 has been interpreted as giving "governing" library boards, such as the Fairfax County Library Board, the power to manage and control the personnel of the library system,¹ you may wish to highlight the fact that in Fairfax County the Library Board has contracted away management and control of library personnel to the

¹ See 1983-84 Va. Op. Atty. Gen. 78 (citing 1980-81 Va. Op. Atty. Gen. 227; 1978-79 Va. Op. Atty. Gen. 116; 1977-78 Va. Op. Atty. Gen. 233; 1975-76 Va. Op. Atty. Gen. 80).

County. Specifically, the 1996 Memorandum of Understanding between the Board of Supervisors and the Library Board provides that employees who work in the library system are subject to the Fairfax County personnel system including, but not limited to, retirement and grievance procedures. See August 1996 Memorandum of Understanding By and Between The Board of Supervisors of Fairfax County, Virginia, and the Fairfax County Library Board Concerning Personnel Administration, Grievance System, Legal Counsel and Representation, Representation and Indemnification of Claims, and Workers' Compensation. Pursuant to that agreement, the Library Board appoints the Library Director, but the Library Director appoints all employees in the Library System. *Id.* at ¶ 1. Thus, apart from having authority to appoint the Library Director - who in turn is charged with managing library personnel and the day-to-day operations of the library system - the Fairfax County Library Board does not have a role in matters concerning library system personnel.

In short, the Library Board "governs" the County's free public library system. It sets library system policies and priorities, and controls library funds. It does not run library operations. Accordingly, one of the Library Board's most important tasks is appointing the Library Director who, together with the staff he manages, is entrusted with executing the policies, programs and objectives that the Library Board has established.

I hope this memorandum and the enclosed material are adequate for your purposes. Of course, if you require additional information or assistance you may contact me directly at 703-324-2421.

BECOMING A TRUSTEE

WHAT IS A LIBRARY BOARD OF TRUSTEES?

The commonwealth of Virginia places the governance of the vast majority of public libraries with citizens of the community, organized as a library board of trustees. As a result of this statutory process, board members are public officials and the powers delegated to them are a public trust.

Library boards have both legal and practical responsibilities. They are responsible for carrying out their legal duties correctly and, consequently, are accountable under law for actions they take.

Also of great importance is the board's role in representing the total community. As such, the board serves as a vital link between the library and the community, bringing the public's point of view and the needs of the community to the development of responsive library service. This is equally true whether the board is governing or advisory. The role of board members is seldom easy because of the varied composition of communities—the different interests, concerns, and social and economic levels that must be considered. Reconciling this diversity by representing the total community is the greatest accomplishment to which a board can aspire.

SELECTION AND APPOINTMENT OF TRUSTEES

Most library trustees are appointed by the local governing body or bodies. This process is too important to be left to chance because the future development of the library may well depend on the caliber of trustees who are appointed to serve.

The appointing officials should be informed concerning the qualifications and duties of board members. When vacancies occur, the library board and the library director should be prepared to identify potential trustees who are active, informed, and interested library supporters.

No trustee should serve on the board indefinitely. While it is often helpful to have continuity and experience, it is even more beneficial to have new ideas, fresh approaches, and diverse interests.

Size of the Board

- Not less than five members (*Code of Virginia*). Five to nine members is recommended.
- The appointing authority determines the number to be appointed. The library board may request that the number be increased or decreased if it seems advisable.
- Regional library contracts should specify the number of members to be appointed from each jurisdiction.

Method of Appointment

Various methods are used in determining how the library board is appointed. In some cases, each member of the governing body will appoint a member from his/her district. In other cases, the members are selected at large. There is usually some effort made to have a geographical representation on the board.

Terms of Appointment

- Initially, board members must serve staggered terms of office in order to provide continuity of service.
- Trustees are appointed for four-year terms.
- Trustees of regional library boards are limited by state law to not more than two consecutive terms but are eligible for reappointment after an interval of one term.
- County, town, and city library boards, as well as boards of nonprofit corporations, are not limited by law as to the number of terms a member may serve. Most libraries, however, follow the practice of not more than two consecutive terms.
- Board members may be removed by the governing body for misconduct or neglect of duty, including poor attendance.

Vacancies

Vacancies for unexpired terms should be filled as soon as possible in the same manner in which members are regularly chosen. In the case of regional libraries, a trustee appointed to fill an unexpired term is eligible to be reappointed the number of terms specified in the bylaws.

Compensation

Members may not receive salaries or compensation other than necessary expenses actually incurred. The *Code of Virginia* provides an exception to Fairfax County, which may pay members of the library board such compensation as it may deem proper.

QUALIFICATIONS OF TRUSTEES

Each trustee brings to the board certain strengths, skills, talents, and personal experience that uniquely serve the library. The board should represent a broad spectrum of community interests, occupations, and geographic areas. Such diversity assures that the library will serve the total community.

It is impossible to represent all the divergent interests of the service area on the board at the same time, but over a period of years the representation should rotate to include as many segments of the population as possible. A well-balanced board can bring in less-experienced members who will provide new viewpoints.

Competencies necessary to fulfill board duties should also be present in the overall composition of the board. Collectively, the board should strive to have:

- rapport with the entire community
- occupational diversity
- political acumen and influence
- business management/financial experience
- legal knowledge
- diversity in age, race, and sex
- varied personal backgrounds

Appointing authorities and individual candidates should be given a written statement of the duties and responsibilities of membership on the library board. An interested potential board member should not accept if lack of time or other commitments prevent full participation.

Effective trustees are citizens who have:

- interest in the library and the community
- time to devote to board responsibilities
- awareness of the library's role in the community as a center of information, culture, recreation, and lifelong learning
- knowledge of the community and its diversity
- ability to think and plan creatively, to question objectively, and to carry out plans effectively
- skill in establishing policies for effective and efficient operation of the library
- ~~sound judgment, a sense of fiscal responsibility, and political awareness~~
- willingness to represent the library at meetings and public functions, good communication skills, and the ability to relate to the public
- interest in working with local, state, and national library leaders and trustees to improve library service on all levels

WHAT DOES A TRUSTEE DO?

Your job is:

To Know

- the program and needs of the library in relation to the community
- library services and resources available locally and statewide
- information needs and interests of the community
- services and role of the Library of Virginia
- national and state library trends, standards, and developments
- local, state, and national laws that affect libraries
- local government structure, people, and operation
- how to work effectively in a group
- your duties and responsibilities as a board member
- your fellow board members

To Attend

- board and committee meetings
- conferences of the Virginia Library Association
- Library of Virginia Trustee Workshops
- other regional, state, and national meetings and workshops

To Plan

- goals and objectives of the library
- future growth and priorities of the library
- policies of the library
- community-awareness activities and programs
- orientation for new board members

To Support

- your library and library director
- the community and citizens you represent
- your local governing body
- library legislation

To Act

- to articulate
- to secure adequate and stable funding for the library
- to promote your library whenever called upon
- to make yourself, the board, and the library visible to the community
- to develop good personal relations with representatives of government

To Remember

- The library board acts only as a whole unless it specifically authorizes you to act on behalf of the library.
 - The board does not run the operations of the library.
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ORIENTATION

New members of the board should be provided with information that will help them feel more comfortable with their duties and responsibilities, give them self-confidence as they begin their job, and get them involved early in their tenure. Trustees are more effective if they know how the library functions and what is expected of them.

There are various ways to conduct the orientation to trusteeship. It may be done informally with the library director and board chair meeting with the new trustee to go over a set list of items, or the orientation program may be conducted at a board meeting. Regardless of the form it takes, the orientation program should be planned step-by-step, and the new trustees should know how the introductory activities will be handled. The responsibility for planning and implementing the orientation is shared by the board chairperson, the members, and the library director.

Orientation sessions should start as soon as possible after the member is appointed. It is desirable to schedule the program, at least in part, before the first board meeting. This will give the new trustee an opportunity to get to know the library director, board members, and staff, and to ask questions about the library and its services.

New trustees should:

Meet with the library director to learn how the library is:

- organized and governed
- funded and budgeted
- operated day-to-day
- structured to serve the needs of the community
- linked to other resources and libraries
- related to board of trustees

Meet with trustee representatives to learn about the board:

- type of board, whether advisory or governed
- organization, officers, and committees
- meeting location, schedule, and operation
- responsibilities and expectations
- goals, long-range plans, and projects in progress
- accomplishments
- relationship to library director

Tour the libraries in the system with the library director and meet staff members.

Orientation Kit and Notebook

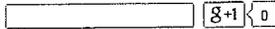
In addition to the *Virginia Public Library Trustee Handbook*, a new board member needs information about the local library to review and consult. A three-ring binder is a very serviceable format for the board's notebook of continuing activities and reports.

The contents should include:

- list of board members, addresses, and phone numbers
- bylaws of the board, committee responsibilities
- minutes of the previous year's board meetings
- organizational chart for library, including staff levels, pay scales, etc.
- staff list, including titles, responsibilities, locations
- policies of library board concerning personnel, book selection, collection development, meeting room use, etc.
- long-range development plans
- most recent library annual report, with prior years for comparison
- statistical reports on circulation, services, etc.
- current budget and financial reports
- history of the library and its present goals and objectives
- local laws, charter, and contracts pertaining to the library
- community analyses, such as census figures, as well as demographic, economic, and employment trends
- copies of other current documents concerning the library

Does your library conduct an orientation program for new trustees?

Do YOU need a review session on your responsibilities as a trustee?



More Next Blog»

Fairfax Library Advocates

Sunday, November 30, 2014

Fairfax Library Advocates to meet December 13, 2014

Fairfax Library Advocates will be meeting December 13, 2014, at Reston Regional Library 10 am to 12:30 pm in Meeting Room #1.

The joint meeting of the Fairfax County Board of Supervisors and the School Board was held and it appears the county budget shortfall is much greater than anticipated – \$100M for FY16 and \$79M for FY17. County Executive Ed Long's Advertized Budget will be made public February 17, and there are things that we need to be doing now.

The Library Director is likely to meet with representatives of the Department of Management and Budget prior to February 17 so we may get a better idea then what cuts Ed Long may ask for beyond abolishing the 21 circulation aide positions previously approved by the Library Board in October.

We look forward to seeing you December 13.

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Statement of Principles

Wednesday, November 19, 2014

Statement of Principles



Fairfax Library
ADVOCATES

The Public Library is a Vital Component of Public and Private Education

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We state unequivocally that the public library is a fundamental component of the public and private school systems in our community. Fairfax County Government places education first on its list of priorities. Our public library must be an indivisible part of that priority. A creative high performing public library is an indispensable pillar supporting the education structure in this County as well as providing crucial support to parents who choose to home school their children.

The Public Library is an Essential Service

We support the Fairfax County Federation of Citizens Associations' effort to introduce and pass legislation in the Virginia General Assembly to categorize the public library as an essential service in the Commonwealth. We will work with Delegates and Senators who represent Northern Virginia to enact this proposal into law.

Restoration of Funding Needed Immediately

Everyone loves the library but libraries cannot live on love. Adequate and stable funding is required. Public libraries in jurisdictions surrounding Fairfax County score higher on every measure of output. We believe that the residents of Fairfax County want and deserve a high performing public library on par with their neighbors. We call upon the Board of Supervisors to reverse years of diminished funding by adding the \$2 million requested by the Library Board of Trustees last year to FCPL's FY2016 budget.

Opposition to Staffing Cuts for Fiscal Year 2016

All agencies were directed by the County Executive to submit proposals to cut their FY2016 budgets by 3%, equaling an \$800,000 loss for FCPL. We oppose the proposed elimination of 21 merit positions, positions which deliver direct service to the public, to accomplish a \$500,000 reduction in the Library's budget with the remaining \$300,000 coming from unspecified savings in personnel expenditures. We support retaining and filling these positions to remedy the staffing shortages the Library is now experiencing. The number of unfilled positions has made continuous use of overtime necessary and has seriously weakened staff morale.

Restoration of the Library's Print Collection

Since 2004 in a deliberate action to downsize the library, the collection has sustained a net loss of over 400,000 holdings. That's the equivalent of four regional libraries' worth of books. Nonfiction books—religion, history, philosophy, art, art history, geology, physics, poetry, engineering, mathematics, travel, and biography represent the record of our culture and our civilization. In an effort to create a collection focused only on popular reading materials, nonfiction books were systematically removed from our library. We support the restoration of the library's collection of nonfiction print books to one worthy of the highly educated residents of Fairfax County.

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An Exceptional Library Director is Needed to Take the Library Forward

We support the Library Board of Trustees' Search Committee in its declared intent to conduct a nationwide search for the best-qualified candidate to become FCPL's new Director. We urge the Committee to select a candidate with a proven record of successful outreach and connection to public and private education, the business community, and the philanthropic sector. The new Director must demonstrate the ability to articulate a clear vision for the future direction of a public library that can win support, both popular and financial, from our political leaders and our diverse community for the long-term security and success of an institution that serves everyone.

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<https://groups.yahoo.com/neo/groups/FairfaxLibraryAdvocates/info>

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Memorandum

December 2, 2014

To: Library Management Staff
From: Doug Miller, SP&CRS
Martha Sue Hess, SP&CRS
Subject: Monthly Statistical Snapshot, October 2014

Attached is the monthly statistical snapshot for October 2014. This snapshot will soon be available electronically. Look for a link on the library website to the cover memo for the November 2014 snapshot coming soon.

- All offices and libraries were closed Monday October 13 in observance of Columbus Day.
- PH closed at 5:00pm Thursday October 23 due to power outage.
- Circulation for FY2015 is 5% below FY2014 levels
- Library visits for FY2015 are 4% below FY2014 levels.
- The library has begun transitioning the signup for public Internet machines from Pharos to Comprise. As libraries are converted, estimates for monthly use will be created until Comprise reporting for this service is fully operational.
- Several branches experienced power outages, phone problems, computer problems and issues regarding Pharos during the month.

Please call Strategic Planning and Customer Research Services if you have any questions.

Monthly Statistical Snapshot October 2014

Site	Circulation	
	October	% Change Cumulative FY14 - FY15
OVD	79,702	24%
RR	57,305	-9%
CH	49,463	-9%
PO	47,194	-4%
CE	42,077	-8%
GM	38,562	-13%
FX	37,062	-9%
KP	31,081	-8%
PH	29,091	-10%
TY	28,615	-14%
SH	28,105	-10%
DM	24,056	-10%
OK	22,056	-9%
RB	19,992	-6%
BC	19,185	-11%
KN	18,114	-13%
TJ	17,696	-13%
HE	14,598	-10%
JM	14,598	-12%
MW	13,927	-9%
GF	10,747	-9%
LO	10,690	-14%
AS	7,883	-9%
WW	3,720	-22%
FCPL	924,941	-5%

Site	Door Count		
	October	% Change Cumulative FY14 - FY15	
FX	53,865	-8%	
RR	35,075	-6%	
CH	30,373	-2%	
CE	28,357	-3%	
PO	27,514	-4%	
GM	26,305	-5%	
SH	22,356	-5%	
TY	21,076	-4%	
PH	18,648	*	-3%
RB	16,801	-3%	
KP	16,430	-3%	
DM	15,862	-3%	
OK	13,720	-8%	
HE	13,279	0%	
KN	12,661	-8%	
TJ	12,573	-7%	
BC	11,545	11%	
JM	10,418	*	-8%
LO	10,200	17%	
MW	9,450	-8%	
GF	8,401	-13%	
WW	4,810	-14%	
AS	892	-14%	
FCPL	420,610	-4%	

* Door Count is an estimate

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Monthly Statistical Snapshot October 2014

	October	Year-to-date
Customers		
Program Attendance	11,023	50,980
Database Usage	91,855	476,274
Collection:		
Check In / Check Out	639,730	991,329
In-house Use	76,189	386,082
Transfers In / Out	12,451	16,353
Discards by Category:	14,009	41,739
Damage	66%	66%
Lease	7%	9%
Inaccurate	13%	11%
Low Demand	5%	5%
Magazines	9%	10%
Phone Renewal	8,993	40,750
Community		
Early Literacy Outreach Office:		
Number	113	273
Attendance	2032	4,864
Technology		
Internet SignUps	37,459	194,346
WiFi Usage:		
Client Count	224,611	892,273
Website:		
Visits	390,243	1,640,196
Catalog Logins	773,467	3,460,333
Web Renewals	325,426	1,357,203

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