



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: June 11, 2014

AGENDA

SPECIAL PRESENTATION: Ms. Bridget C. Ryan, seeking a MLS degree at Catholic University, recipient of the Edwin S. Clay, III, MLS Scholarship Award. Presented by Duwain Ketch, Chair, Fairfax Library Foundation Scholarship Committee

I. PUBLIC COMMENT

1. Jennifer McCullough, President, Fairfax County Public Library Employees' Association
2. Christine Jones, Branch Manager, Centreville Regional Library
3. Rebecca Wolff, Information Services Librarian, Centreville Regional Library
4. Charles Keener, Information Services Assistant, Tysons-Pimmit Regional Library
5. John Hanley
6. Dennis Hays
7. Vladimir Shutov, Librarian I, Tysons-Pimmit Regional Library
8. Tresa Schlecht
9. Fred Costello
10. Mary Vavrina

II. MINUTES – May 2014

III. FY2015 ELECTION OF OFFICERS

IV. CHAIR'S REPORT

- A. BOT Committee Assignments – Michael Donovan appointed to the Budget Committee; Priscille Dando appointed to the Planning Committee and the Ad Hoc Communication and Evaluation Subcommittee

V. COMMITTEE REPORTS

- A. Library Foundation
- B. Ad Hoc Communication and Evaluation Committee – Karrie Delaney - public meeting June 3, 2014, 7pm at Oakton Library (Attachment 1)
- C. Ad Hoc Floating and Discards Committee – Liz Clements – public meeting June 4, 2014, 2pm at George Mason Regional Library
- D. Personnel Committee – Peggy Koplitz – public meeting May 27, 2014, 7pm, Kings Park Library

VI. DIRECTOR'S REPORT

A. Financial Issues

1. FY 2014 Budget Status
2. FY 2015 Budget Status
3. Ongoing Book Sales: Change in Division Rate

B. Capital Issues

1. Woodrow Wilson Library Update
2. Reston Regional Library and John Marshall Library Update
3. Pohick Regional Library: Temporary Library
4. Tysons Library Proffer (Attachment 2)
5. Facilities Update – May 2014 (Attachment 3)

C. Personnel Issues

1. Status of Branch Vacancies – Merit (Attachment 4)
2. County of Fairfax Evaluation Process

D. Branch Manager's Report on Empty Shelving (Attachment 5)

E. Mount Vernon At Home (Attachment 6)

F. City of Fairfax Regional Library Music Collection (Attachment 7)

G. Little Free Library Idea for Mayor Seaman Memorial (Attachment 8)

H. Providing Library Space to Community-Based Organizations Who Provide Services to Fairfax County 50+ Population (Attachment 9)

I. Community Survey for FCPS Strategic Plan (Attachment 10)

J. Comprise Update

K. Holds Label

L. Self-Check - Replacement

VII. CONSIDERATION ITEMS - None

VIII. ACTION ITEMS

- A. Code of Conduct for Fairfax County Public Library (Attachment 11)

IX. INFORMATION ITEMS

- A. 2014 Peep Diorama Contest (Attachment 12)
- B. Incident Report – May 2014 (Attachment 13)

X. ROUNDTABLE

FCPLEA BOARD STATEMENT
Library Board of Trustees
June 11, 2014

Presented by
Jennifer McCullough

Thank you, Karrie Delaney, for moderating last week's meeting on the future of the library with care and respect, in a transparent and open manner. You modeled the standard of communication that FCPLEA endorses for all discussions involving staff, administration, and trustees. That is how trust is built, and how we move toward the even more difficult task of rebuilding trust.

There has been great focus on a comprehensive survey of all library stakeholders. What type of information would you like the survey to gather? Those parameters will determine the scope of the survey, and we are interested in your discussions.

The FCPLEA Board believes that the results of the planned community survey will be vital in helping you shape a long-term vision for the Library's future that all stakeholders can support. As such it is crucial that every step of this process is open and available to the public, from design and implementation of the survey to sharing the raw data as well as the "scrubbed" data. Confidence is built and meaningful dialogues happen only when those who are skeptical, are numbers geeks, or are simply curious can analyze the data for themselves.

After reviewing public comments, and speaking with and hearing from various staff, the FCPLEA Board has concluded that for the sake of credibility and acceptance, the survey must be independent of Library Administration. Let me be clear that this conclusion has no relation to the quality or integrity of anybody's work output. We understand that our colleagues in Library Administration have been as beleaguered as our branch and tech ops staff.

Nonetheless, we urge you to follow the path chosen by Fairfax County Public Schools: hire outside experts in this field who have no vested interest in a particular outcome. Yes, it will be costly, but let's do it right. It is not realistic to hope that the most valid and useful end result can be obtained cheaply. Together let's explore every possible source of funding. Let's consult the Library Foundation and the Friends groups who have developed their own fund-raising expertise over many years with proven results. The elected political leaders of County Government directed the Library to conduct extensive public outreach and they will be making decisions on the uses of carry-over funds later this summer. The survey could be the kind of non-recurring expense that is a perfect fit for carry-over funds. We believe that this source of support is definitely worth exploring and developing a request for funding.

Thank You.



My name is Christine Jones and I'm the branch manager of the Centreville Regional Library. I am excited that many residents are expressing their expectations of their public library and appreciate the time they have devoted to attending meetings and speaking on behalf of FCPL. But I respectfully disagree with the assertions that several speakers made last month about FCPL's weeding practices. I have 15 years of collection experience at FCPL and I'm here to offer you my perspective.

Library staff are very frugal with taxpayers' resources. We squeeze all of the useful life out of our materials, either by patching them up or by sending them to branches where we believe they will receive more use. Only when they are damaged beyond repair or no longer accurate do we discard them. We also discard the most tattered copies of titles purchased in bulk in response to long waiting lists once their popularity has decreased and they all come home to roost.

Weeding is both art and science. Staff consult established industry guidelines when considering what to weed, but ultimately we rely on our professional experience and judgment. As a result, some collection managers weed materials that I might keep and keep materials that I might weed. We're also human and I'm sure mistakes are made from time to time. But I bristle at the assertion that my colleagues and I recklessly discard library materials.

When staff get stuck, and we do, we collaborate. As a manager, I love stumbling upon impromptu collection management consultations in which a few staff discuss whether or not to weed a book. I love hearing all facets of the issue considered and watching the group reach a consensus. These discussions aren't usually very lengthy, but they're thoughtful and thorough. I almost always learn something, either about the collection itself or about my coworkers' interests and areas of expertise. I cannot overstate the professionalism and judgment that goes into collection maintenance throughout FCPL.

Last month several speakers pointed out how bare shelves at some branches are. Of course they're bare: the collection budget has been decimated over the past 6 years. If our shelves looked the same now as they did when we had a respectable materials budget, I would wonder what we did with the money before. Our materials selectors have never been wasteful and our collection experts aren't currently discarding useful resources.

So far I have focused on the weeding aspect of collection maintenance, but I also want to publicly commend FCPL's materials selectors for the incredible job they do under impossible constraints. They have minimized the impact of the budget cuts for longer than I thought possible, but now the holes are evident. Please continue your efforts to restore the collection budget because even our fabulous selectors can't squeeze blood from a stone.

Thank you for all that each of you does on behalf of FCPL.

Fairfax County Public Library needs a game changer

HERE is where we are:

The Library's public image is severely damaged

There is HUGE mistrust of the Library Administration

We need a RE-SET

We need to RESTORE / re-build public trust

We need a game-changer

A truly independent grassroots community survey IS a game changer

Speaker after speaker last Tuesday night called for an INDEPENDENT consultant

Moving forward with the survey process in a way that dismisses community direction will destroy the community TRUST in the survey which is essential.

We need to harness grassroots energy, seeing advocates as allies not adversaries and unleashing the power of ALL rowing together in the SAME direction.

Yes, an independent consultant is more costly and these are challenging budget times.

BUT WE CAN NOT AFFORD **NOT** TO DO THIS.

We cannot change the game on the cheap.

We cannot restore trust and hope by giving into fear and doubt.

Let's have Faith!

We WILL find the \$\$ to conduct the survey the way we KNOW is right.

The County, Foundation, and Friends are all potential sources of funding.

But only IF the Library Board insists on a first class library survey conducted by an independent consultant - as BOTH the Public Schools and Falls Church City have recently done.

We need to take that first step forward in a NEW direction.

STATEMENT TO FCPL BOARD OF TRUSTEES, 06/11/14

Ladies and Gentlemen,

My name is John Hanley and I live in South Reston.

Looking at the Ad Hoc Communications and Evaluation Committee, two overarching elements stand out.

The first element is money. That the Fairfax County Library System staff is dedicated to providing the best services they can goes without saying. They all work extremely hard. But good people cannot do a good job without good resources. Our system presently ranks only 14th out of 19 systems in the DC metro area, according to the Library Journal Index of Public Library Service. Other ratings draw similar conclusions. So I believe that a prime objective of your Committee should be to request as a priority to the Board of Supervisors that the Library budget be brought back to the levels of several years previously, over a five year period.

The second element is trust. A huge amount of trust in the library has been squandered over the last year or more. Among all stakeholders, there is anxiety and incomprehension about where the system is going and why the budget keeps getting cut year after year. You trustees need to work to regain that trust.

Four suggestions on how to start to bring this about.

1. Contract with a professional entity to carry out the proposed survey, independently of the library administration.
2. Appoint two more Trustees to the Committee, to ensure that full information is always available for public review and discussion by all stakeholders.
3. Appoint at least three members of the public to the Committee. They are the prime constituents that you represent.
4. Appoint at least three retired library professionals to the Committee.

Once you take actions like these, you will immediately re-engage just the feelings of trust and confidence that I fear you have recently lost. Everyone involved in the activities, from administrators to users and from staff to you yourselves will benefit from this open, cooperative approach. Confidence and enthusiasm will be re-established.

Don't forget what you are. Trustees. Please live up to the obligation that this title implies.

06/11/14

Library Board of Trustees Needs to Rebuild Citizen Trust

I'm sure you remember the uproar last year when the Fairfax Public Library administration tried to get you to sign off on the "Beta Plan". Fortunately, for us some you balked, and the Board agreed to delay for one month implementing Beta planned for the Reston Regional and Burke libraries, in order to get public input. In September, the community let you know in no uncertain terms that the "Beta Plan" should be dead in the water. We all realize times are changing and that information now is available in many new forms, including residing in the "cloud" -- much of which is available on home computers/laptops or in the pockets of most people in affluent Fairfax County.

Finally, last fall the Supervisors awoke and put the "Beta Plan" on hold, and directed you to plan a future direction for our libraries based on needs of and input from stakeholders. As part of this process, a public meeting was held on June 3 by the Board's Committee on Communication and Evaluation. It drew an overflow crowd of stakeholders. It did not go well. As an article in the Connection noted "One could sense seething in the audience. When stakeholders finally were given the opportunity to speak, the message was clear. To rebuild the trust lost by the Beta experience, stakeholders wanted to be at the table from now on through survey design, implementation, data analysis and interpretation. Specifically, the suggestion was offered by several participants that the Communication and Evaluation Committee be broadened from just two Library Board members to at least three (so the sunshine law would be in effect for their deliberations) and to include at least a couple of user rep[resentatives (for example, Friends of the Library)] and librarians." Furthermore, the participants were not buying the in-house survey concept at all, which they felt that was what led to the ill-conceived "Beta Plan". Time and again, users mentioned the trust that was lost and significant stakeholder participation in shaping the future is the only way the ruptured trust can begin to heal.

I agree, it is time for qualified, disinterested professionals to do the job—that is, an independent consultant. This would be consistent with what Seattle and our neighbor, Falls Church City, has done. It is imperative that an outsider, so to speak, plans, designs and administers the survey so that a strategic plan that will meet the future needs of the community can be developed. This would hopefully allow for stakeholder input, how to fund the costs, unbiased questions, and a response rate greater than 7,000 respondents, the most of any previous survey done by Library Administration. If you are worried about funding, both the Library Foundation who paid for the Rodgers study and Friends are willing to fund an independent study.

FAIRFAX COUNTY PUBLIC LIBRARY
MINUTES OF THE BOARD OF TRUSTEES
May 14, 2014

Chairman Willard O. Jasper called the meeting to order at 7 p.m.

Special Presentation -- Chairman Jasper presented a plaque to Mary Petersen thanking her for her years of service with the Board of Trustees.

Public Comments -- There were seven speakers:

1. Jennifer McCullough, President, Fairfax County Public Library Employees' Association
2. Marcia McDevitt
3. Susan Ray
4. Norma Pfaff
5. Patricia Sanders
6. Tammie Petrine, Reston Citizens Association
7. Ariel Kaplan

Board Minutes

Accepted motion to approve April 2014 minutes, as amended.

Chairman's Report:

The Chairman reported on the following:

- Budget Public Hearing – Chair Jasper's Talking Points on April 10, 2014
 - Ms. Petersen stated disappointing that during the budget process, the library received minimal funding from the Board of Supervisors. Unfortunate that Chair Jasper's comments were disregarded.
- Meeting with Chairman Bulova, April 21, 2014. Chair Jasper stated we are still fighting for more funding. FCPL is eighth on the list of nine compared to other jurisdiction. Ms. Clements added that citizens need to talk with their Supervisors regarding funding for FCPL.
- BOT Committee Appointments – Michael Donovan appointed to the Budget Committee; Priscille Dando appointed to the Planning Committee.

Board of Trustees reports were provided on the following:

- Library Foundation – Mary Petersen – 75th Annual Gala, Sat, Oct 18 at City of Fairfax Regional Library. Chair Jasper recommends everyone attend.
- Ad Hoc Evaluation and Communications Committee – public meeting to be held on June 3, 2014 at Oakton Library.
- Ad Hoc Floating and Discards Committee – Liz Clements advised the next meeting is scheduled for June 4 at Kings Park Library. Rescheduled to June 4, 2014 at 2pm at George Mason Regional Library. Ms. Clements referenced the attached document in the board packet. Focus groups have been established. Mr. Clay referenced the Transfer Evaluation and the Collection & Evaluation focus groups included in the packet. Ms. Koplitz stated Oakton Library collection is a more neutral branch. Ms. Clements asked about the transfers process. Liz Rhodes stated branches have up to four boxes, if too much material in one area, branches can transfer to assigned regional

library or Technical Operations. To date have transferred over 85,000 items. Surveyed branch staff for comments and suggestions. Ms. Rhodes will continue to submit reports.

Ms. Clements continued with the discards. The subcommittee recommended that they discard the very damaged books at the branches and that has not happened. They are being sent to the warehouse. There is concern that the companies buying these very damaged books will not want them. These books are coming into the library and getting bagged up and staff are dealing with health hazards regarding these bags. We need to simplify the situation to allow these damaged books to be discarded at the branches. The subcommittee will meet again before the June Board meeting. Item #7, Decentralization the Discards Process Fees has been assigned. Mr. Heinrichs added that several librarians are concerned that the HQ and Sirsi systems do not communicate with each other. Mr. Clay advised the two systems do talk to each other. Mr. Heinrichs asked that this issue is addressed in a report available at the June 2014 board meeting.

Dr. Sirh added we need to save quality books. Some of the discards are good quality books. Can they be auctioned? Need to find ways to support books and the library system.

- Personnel Committee – Peggy Koplitz advised the next public meeting is scheduled for May 27 at Kings Park Library. Encourages the staff to attend to express their issues. Attachment #2, met with County HR reps who provided Ms. Koplitz with this information.
- Nominating Committee – Michael Donovan advised nominations for the following positions: Charles Fegan for Chairman; Karrie Delaney and Charles Fegan for Vice Chairman; and Michael Donovan for Foundation Director.

The Library Director reported on the following:

A. Financial Issues

1. FY 2014 Budget Status – nothing to report.
2. FY 2015 Budget Status – referenced Attachment #3, advised to review.
3. Comprise Project – holding series of presentations. Ms. Dando attending one and was very impressed with staff. Recommended board members attend one.

B. Capital Issues

1. Woodrow Wilson Library Update – making progress
2. Reston Regional Library and John Marshall Library – will advise once information is received.
3. Facilities Update

C. Personnel Issues

1. Status of Branch Vacancies – Merit – Mr. Heinrich asked why there are blank positions? Ms. Quinn advised that there is no action on these positions yet.

D. Pohick Regional Library – Temporary Library – proposing no temporary library. Will add additional hours and collections to four libraries. Supervisor Herrity is acceptable to this option. Dr. Sirh added that Ms. Strotman delivered detailed report regarding the possible closing. Will advise on this issue at future board meetings. Proposed timeline for implementation is to close the library July 2015.

E. Technology Plan

F. Meals Tax Referendum – Brian Engler, Chairman, Library Foundation, appointed to serve on the task force. Mr. Clay does not know where the funds will go. Mr. Heinrichs added that Supervisor Hyland wants community input.

G. Summer Reading Program – Preview – gearing up for the start.

H. 2014 Fairfax County Volunteer Service Awards – doing exceptionally well.

I. Manassas Park Proposal – will not happen.

J. Tech Ops Open House – invited board members to attend.

K. Transfer Evaluation Focus Group April Minutes

- L. Collection & Evaluation Focus Group April Minutes
- M. Interim Report on Floating

Consideration Item – Code of Conduct for Fairfax County Public Library – deferred to an Action Item on June board agenda.

Action Item – Staff Day, October 2, 2014 – moved, seconded and approved.

Roundtable

- Mr. Heinrichs – wished Ms. Petersen best of luck.
- Ms. Koplitz – we need new books after years of not buying books. Is glad the public is saying something. Thanks Ms. Petersen for her contribution to the board.
- Mr. Fegan – the only way to get the Supervisors’ attention is by the constituents contacting the Supervisors know. Wished Ms. Petersen the best of luck.
- Ms. Clements – wished Ms. Petersen best of luck. We have to have public support.
- Ms. Dando – thanked Margaret Kositch for the Comprise tour. Also thanked Mohammed Esslami, Branch Manager, Woodrow Wilson Library for going above and beyond assisting Stuart High School’s new students with public library cards.
- Mr. Donovan – at a Robinson High School public meeting during the budget process, a large number of Friends of the Parks attended. He recommended folks show up to the board of trustee meetings.
- Dr. Sirh – need a code of conduct which can be enforced judiciously. Wished Ms. Petersen the best of luck and has enjoyed working with her.
- Ms. Petersen – has been a privilege to work with Sam Clay, Katie Strotman and Jan Prasher.

Chairman Jasper – the first time in five years that money has not been taken away from the library. Encourages all to visit their Supervisor to show your support for the libraries. Ms. Petersen will be missed and has appreciated her service to the Board of Trustees.

Chairman Jasper adjourned the meeting at 8:15 p.m.

Members Present

- Will Jasper
- Sam Clay
- Charles Fegan
- Liz Clements
- Michael Donovan
- Priscille Dando
- Dr. Joseph Sirh
- Peggy Koplitz
- Don Heinrichs

Respectfully Submitted:

Edwin S. Clay III
Library Director

Members Absent

- Michael Cutrone
- Kristin Cabral
- Karrie Delaney

Approved:

Willard Jasper, Chair
FCPL, Board of Trustees

Public Survey and Comment/Outreach Efforts A Proposal for Board Consideration

Scope

A community survey with corresponding outreach efforts takes a huge amount of effort from many people. A compressed timeframe may make the process more creative. It is vital to bring staff from throughout the organization into the conversation and that takes time. Initial direction from the Library Board endorsed the development and implementation of a user survey that captures information from a wide range of stakeholders.

Two main categories that these diverse stakeholders fall in include:

- **Group 1 – Current Library Users**
A current library user might be defined as any survey respondent who has a library card, OR has visited a library within the past twelve months, OR has used a library website (such as the online catalog) within the past twelve months. The goal is to implement a comprehensive analysis of this group to study customer satisfaction, understand how they currently use the library, what they appreciate most about the current system, and what would enhance their library experience.
- **Group 2 – Non-Library Users**
A non-library user might be defined as any survey respondent who does not meet the criteria of a current library user as outlined above. FCPLs own research confirms national data that indicates most non-library users make this choice as part of their lifestyle (don't have time to visit a library, prefer to buy their books, etc.). Input from these respondents would be examined according to those who value libraries as important assets to the community but who do not personally use the library themselves, similar to the recent March 2014 PEW Research Center study *From Distant Admirers to Library Lovers – and Beyond*. The Library Board is interested in a comprehensive analysis of this group to better understand the disconnect between their sense of libraries having community but not personal value, and provide insight into how this group may be converted or brought back to be library users.

The survey team will endeavor to design and implement a survey that will reach as many stakeholder groups as possible, including students, seniors, caregivers, etc. It will then be the task of the focus groups to concentrate on the more detailed needs and interests of individual stakeholder groups. Survey results will provide insight into how different stakeholders currently use (or don't use) the library and will allow for a more structured approach to focus group discussions.

Survey Methodology Options

There are essentially three options for conducting the proposed Community Survey. The Library Board of Trustees needs to decide which of the following courses of action they would like to take or present additional alternatives. The following information and recommendations are offered by the library's Office of Strategic Planning and Customer Research for consideration by the Library Board of Trustees' Survey and Outreach Subcommittee:

Option 1

Fairfax County Public Library hires a consultant to perform all the necessary tasks pursuant to conducting a community survey. The consultant would also manage and facilitate a series of community focus groups following the survey. Survey results can then be used to further refine specific stakeholder groups that need to be consulted further. This is the most expensive and time consuming option. Seattle PL took this approach for their 2010 Community Survey that was conducted as part of their larger strategic planning process.

Initial investigation indicates that the county may already have a contract in place with a consultant for these services. However, if further investigation shows this not to be the case, or the consultant cannot perform the work, the library would need to follow the county's procurement process which can be lengthy (write RFP, contract out for bid, pre-proposal conference, selection advisory committee (SAC), contract award, getting the consultant up to speed, the consultant's processes).

Option 2

Fairfax County Public Library takes on the responsibility of performing all the tasks associated with designing and conducting the survey while hiring an outside consultant to facilitate the focus groups similar to what was done in fall 2013 when The Perspectives Group was brought in on short notice to facilitate public comment sessions on the library's redirection efforts. This option is likely to be the most timely to implement.

Hennepin County Library took a similar approach to this option, hiring a consultant to conduct a series of four focus groups and then surveying those focus groups. The library then used this information to create their strategic plan, much as FCPL did in 2011-2012 when we used a combination of three separate surveys (in-branch, website, staff) as well as community discussions billed as Conversation with the Director to create our strategic plan.

Option 3

Fairfax County Public Library performs all associated functions and tasks for the community survey as well as conducts the focus group discussions. This option would be the most difficult to implement due to the volume of work to perform with a limited amount of staff.

Across the Country:

- Charlotte-Mecklenburg Library
Conducted a fairly robust community and staff outreach effort using a combination of phone and online survey methods as well as community focus groups and staff forums.

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- King County Library
Recent outreach efforts involved their Library2Go! Initiative, focusing on a wide range of library services for those who are unable to visit their library buildings including: Library2Go! Vans and Mobile Learning Labs for the community; ABC Express and KidReach for children; Traveling Library for seniors; Words on Wheels for disabled residents; Techlab offering computer education classes; and Youth Services for incarcerated youth at youth services center.
- Denver PL
Has not conducted a broad community survey or used focus groups for the past several years, they do conduct a regular customer satisfaction survey without the use of a consultant.

Locally:

- Arlington PL
Survey efforts in 2011 and 2009 asked respondents to rate what library materials, services and programs were Essential, Nice but not essential, or Not the library's role to provide. FCPL conducted a similar survey of Customer Advisors in FY2010.
- Montgomery County PL
Recently completed a customer satisfaction survey.
- Alexandria Library
Recently completed a customer satisfaction survey.
- Loudoun County PL
Recently completed a short customer satisfaction survey.
- Prince William County PL
Recently completed an impact survey on how the public access to the Internet improves the quality of life in the community. Typically PWPL surveys their public as part of the overall County biannual citizen satisfaction survey (also known as their Service Efforts and Accomplishments (SEA) Report), conducted in 2012 where only two library questions were asked.

Since conducting a community survey is a major effort and can be expensive, few libraries typically conduct one on the scale being considered by FCPL. Consequently what we have found is smaller efforts by libraries looking at specific aspects of their service, satisfaction, or shorter more focused user/community survey and focus group efforts.

Recommendation

Option 2 - Given the three options outlined above, it is recommended that Option 2 be selected. This option offers the timeliest method of implementing the proposed community survey and performing the additional community outreach through the use of focus groups.

The Survey Process

The survey itself will likely take three months primarily due to the planning, creation, coding, and testing process. The survey should be made available for a minimum of three weeks but could be available indefinitely while outreach activities (focus groups) move forward.

Creating the instrument

- Provide samples survey questions

Sample survey questions from FCPL and other jurisdictions will be provided to the subcommittee as well as the survey team for review and information. These sample questions will be provided in clusters, demographic, technology, satisfaction, usage, future direction, etc. These samples will assist the subcommittee in thinking about exactly what it is the Library Board wants to learn from the community. Once the survey team understands what it is the Library Board wants to know, it can craft a questionnaire designed to gather that information.

- Form the Survey Team

This team would consist of branch staff from many different levels of the organization. It might include a Page or Page Supervisor, Circ staff, Info staff, Children's staff, Branch Managers and/or Assistant Branch Managers, Admin staff, Support Services Staff, at least one Library Board member, Library Foundation Director and at least one member of the Library Foundation Board. The actual number of team members and the particular positions they represent as well as any specific individuals could be determined by Library Administration in consultation with the Library Board. The team would meet for a full day to determine the survey questions and possibly a second full day to tweak a draft questionnaire and discuss implementation.

Fairfax County primarily uses two ways to conduct public surveys online:

1. SurveyMonkey (administered by County OPA) is used for surveys that do NOT collect personal information.
2. SNAP (administered by County DIT) is used for surveys that need to collect personal information

* Personal information is defined as an identifiable name, email address, mailing address and/or phone number.

FCPL has used two other methods in the past for conducting surveys. We have had our own Web Developers code online surveys and we have used an older county supported product called ThinkTank. For this effort, either SurveyMonkey or SNAP will likely be used.

- How the Questionnaire Works

The survey will be a multi section questionnaire that should take respondents approximately 10min to complete if possible. Typically an online survey can have more questions than a hardcopy form as it is a simple matter of a pointing and clicking rather than physically writing. However, while there can be some differences between the online and hardcopy versions (for example, in-branch hardcopy forms are being completed by library users and therefore it is not necessary to include non-user questions that don't apply) each will ask the same questions. The survey would begin with a series of steering questions designed to identify respondents as either a current library user or a non-library user. Then, using step logic, the respondent is guided through the questionnaire ensuring that those identified as library users answer certain questions intended for the library user, that respondents identified as non-library users answer certain questions intended for a non-library user, and that all respondents answer certain questions such as the demographic questions and any question concerning value and importance of the library to the community. The survey will be conducted primarily online though hardcopy questionnaires will be available in all library branches and in other ways to be determined by the survey team. The county has contracts with several vendors to provide translation services. The questionnaire can be provided in languages other than English as determined by the survey team.

- Testing

Both the online and hardcopy questionnaires will be tested to ensure the questions are working as intended. Testing can be done by staff and volunteers as well as selected patrons.

Implementation

- Online

Available via the library's website, the County's website (if possible), and the library's catalog (seems possible). An electronic link to the survey could be emailed to all registered borrowers who have an email address on file, as well as our list of Customer Advisors, the FCPS email list (being worked out now), as well as the Parks email list (being worked out now). In library branches staff and/or volunteers can direct patrons to a computer or laptop to complete the survey.

- Direct Distribution

It may be possible to use volunteers or maybe even hire 'seasonal' staff to frequent high traffic areas in the community (Tysons Corner office buildings, NOVA campuses, GMU campus, shopping malls, senior centers, assisted living facilities, etc.) and have them distribute cards with a link to the online survey. This reaches both users and nonusers. Perhaps it would also be possible to include a half-page sheet in a mailing from Tax Administration (depending on their schedule) that includes a link to the survey. Perhaps it would be possible to have our Early Literacy Group distribute either the cards with the survey link or hardcopy forms during their visits. Perhaps it would be possible to distribute either the cards with the survey link or hardcopy forms at deposit collection sites.

- Hardcopy

Available in branches for those who prefer not to take the survey online. Staff/volunteers could direct patrons to a computer or laptop to take the survey and then offer the hardcopy version when necessary as well as have them available throughout the branch. Ideally we want to keep the number of hardcopy responses to a minimum due to the amount of staff time and effort needed to solicit responses and process the forms. However, this method ensures we are providing a means for those not inclined to take the survey online or where access to a computer may be limited.

- Issue - How do we limit the survey to one response p/person or do we even want to try? Often it is possible with an online survey to prevent the same computer from accessing a survey multiple times. The system recognizes the IPAddress and only accepts one response from that computer.

Problem – this limits a household to one response where there may be multiple individuals genuinely interested in providing their input (say a family).

Problem – the library has a hardcore group of 'supporters' who are more than happy to provide input to the survey and will do so more than once, skewing the data in favor of their particular interests, biases, age group, etc. There may well be a push to 'vote early and vote often' as we saw during the fall listening sessions.

Problem – as with hardcore library ‘supporters’, some FCPL staff will see this as an opportunity to impact the future of the library whether they are residents of Fairfax County or not. Some staff will see no conflict in providing their input more than once and their particular biases and opinions may stem from being an employee rather than a resident or user. They will also experience the push to ‘vote early and vote often’, thus skewing the data.

Problem – limiting responses by IPAddress may possibly prevent our own public workstations as well as those in community and senior centers from allowing multiple individuals from taking the survey.

Marketing

- It will be up to FCPLs Marketing Department devise the marketing strategy for the survey and outreach efforts. However, initial thoughts:
- FCPL Website – Feature the survey prominently on the library’s website so that it is noticeable and possibly even forcing those accessing the site to opt out of taking the survey by Xing out the window.
- FCPL Catalog – There may be a mechanism whereby the survey can marketed on the catalog site, thus catching any user who has bookmarked the catalog and is bypassing the library homepage.
- County Website – If possible, have the survey prominently featured on the County’s homepage.
- Preliminary email to registered borrowers – Since we are planning to email the survey link to our registered borrowers, providing them a ‘heads up’ notification several days in advance may be desirable.
- Channel 16 – It may be possible to have the survey mentioned on the County’s cable channel.
- Ads on Connector buses or bus stop shelters reach a vast audience and if nothing else, put the library in the public eye.
- Signage in branches – Posters, signs on the front door and throughout the branch will help make customers aware of the survey and its importance to the future of the library. Many branches have an electronic crawler or a TV message that could be used to advertise the survey.
- Local radio spots – With the negative publicity the library received last fall, perhaps it is desirable to have information spots available on local radio with a positive spin on the survey.

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- Local television spots – With the negative publicity the library received last fall, perhaps it is desirable to have information spots available on local radio with a positive spin on the survey.

Incentives – We are asking our users and residents to do us a huge favor by taking the time to complete the survey (and participate in focus groups). By offering some kind of incentive such as gift cards or the opportunity to win gift cards or even a tablet computer would be a big plus.

Focus Groups

This is where I recommend the use of a consultant. Pending further investigation the county may already have a contract for these kinds of services which would mean we would not have to go through the procurement process. This past fall the library hired The Perspectives Group to assist with the ‘public’ information meetings relative to the now abandoned Beta Plan. Perhaps it would be possible to use them again for this effort and since we used them so recently, maybe the procurement process can be avoided in this manner.

A consultant would handle such tasks as:

- Schedule venues
- Facilitate meetings of stakeholder groups
- Record notes and process the information collected
- Prepare summary reports for each group
- Report results from each group

The subcommittee would need to determine if they want the focus groups to be conducted in tandem with or following the survey. It could be done both ways. The subcommittee has already identified some stakeholder groups. The most obvious ones (seniors, preschool moms, etc.) can be conducted while the survey is going on. The more challenging groups can be held after initial results of the survey are available so that they can be used to focus these group discussions. Comparison of the survey results with information gathered from focus groups can be done by FCPL staff.

Below is a list of stakeholders and potential groups or populations that the library should make concerted efforts to reach. Through our own experiences over the years in trying to get input from some of these groups, the Library Board should be prepared to see that while we can make the effort, participation may not be nearly what we would like it to be.

- Library Users
- Non-Library Users
- Teens
- Students
 - High school
 - College
 - Continuing Ed
 - Homeschoolers
- Seniors

- Caregivers
- Business community
- Teachers
- Parents of school age kids
- Preschool Parents
- Ethnic Populations
 - Hispanic
 - Asian
- Other stakeholders as determined by the Library Board

Survey Analysis

- Process Survey Responses
This can be very time consuming depending on the volume of responses and the number of open ended questions asked. Keeping the number of hardcopy responses to a minimum will greatly reduce the amount of time needed to process survey responses.
- Scrub Survey Data
This will be done on a regular basis as completed forms are received and data is generated. Scrubbing the data ensures spelling is correct, abbreviations are consistent and the data in a uniform state for analysis.

The library's office of Strategic Planning and Customer Research Services has been designing, implementing, processing and scrubbing survey data for years. Both processing of hardcopy responses and data scrubbing can be done as the survey is in progress thus ensuring that when the survey period ends, processing and scrubbing is near completion as well. Processing and scrubbing survey data is second nature to this office. We have processes that have been refined over many years that will save time and ensure accuracy.

- Analyze Results

The library's office of Strategic Planning and Customer Research Services has been analyzing survey data for years. Our office uses SPSS, a statistical software package specifically designed for this kind of project. Results should be widely disseminated but in a controlled manner. For example, the Survey Team, Survey and Communication Subcommittee members, Library Board, Branch Managers, etc., etc., should all be briefed on the findings. Let's find out what surprises them. What thoughts do they have for addressing information that comes out of the results? Where do they think we should go from here? What additional analysis do they want to see?

The list of stakeholders could be very long but the number of people in each group shrinks as we slice and dice. This can create interesting statistical issues where the **number** of responses from a particular group might be very small compared to the total, yet their answers to a particular question may be an overwhelmingly large **percentage**.

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- Which groups/populations are of particular interest to the library?
Specific analysis can be performed on any unique group or population by designating them as variables. Similarly, the way that specific questions have been answered lead to further analysis of groups who hold similar opinions based on their answers rather than any ethnic or age variable (though such identifiers as race and age can also be used for analysis). The steering questions help further refine unique populations as do other questions throughout the survey. Those who value libraries as important assets to the community but who do not personally use the library themselves is recognized as a key group of respondents and their survey responses will be analyzed according to that unique group.
- Additional analysis
As long as the library has the raw survey data, the potential for additional analysis is limitless. However, the following information from county OPA regarding the use of SurveyMonkey requires further investigation:
 3. OPA can give read-only access to select staff so you can view results while the survey is ongoing.
 4. When the survey is complete, OPA will provide you with a PDF of all results.

The library has used a number of survey software packages in the past. However, we need to ensure that whatever survey package we choose, that it allows the library access to the raw data and not simply the analysis provided by the software. Inquiries are being made of county OPA to determine the best product given our needs.

Summary Report

While the library's office of Strategic Planning and Customer Research Services can certainly write the summary report in consultation with the Survey Team and present the findings to the Library Board, etc., discussion of the results and recommendations for moving the library forward should be a collaborative process. Results should be posted online as well as available in library branches. Reporting of results could include summary flyers, brochures or posters for display in library branches.

Taking Action

The survey results give us the information, now what are we going to do with it? Once we all know what it is that our community is looking for from the library, we can begin the next phase of the strategic planning process which is deciding how to give the community what it has told us it wants from the library. Balanced against prioritization of services, fiscal constraints, technological limitations, staffing challenges, etc., we can begin to map out how we address the issues raised by the survey results and focus groups and attempt to map them to a shared mission and vision of the future. At that point a revised strategic plan can be written.

Attachment 2

From: Marsh, William
Sent: Thursday, April 24, 2014 10:50 AM
To: Lepe, Teresa G.
Subject: Solutions Plaza library proffer, RZ 2010-PR-022

Good morning, Teresa.

As you probably know, the old SAIC rezoning was submitted a couple weeks ago and revised proffer language is here
X:\DPZ\Tysons-Core\CASES\Greensboro Park (Meridian) RZ 2010-PR-022\Proffers

I took a look at that and cdp and have a few comments to run by you:

61.C, language about County providing applicant a "reasonable" punch list – who defines reasonable here? I suggest striking reasonable. I concur striking reasonable. Additional concern is the underlined portion of 61.C below:
The Applicant shall provide written notice to the County that Applicant considers the Library substantially complete, whereupon the County shall conduct an inspection of the Library and provide the Applicant a list of ~~reasonable~~ "punch list" items to be completed by the Applicant after occupancy by the County; Sometimes punch list items do not allow the facility to be used (occupied) for its intended use, therefore we would not want to suggest the developer address all punch list items after occupancy. The majority of our construction contracts require the contractor to address punch list items within 45 days of punch list issuance.

61.D(iii) delivery of lease with 200,000 square foot non-rup. I've gotten feedback from zoning permits counter that non-rups are difficult to track as proffer triggers. I suggest either the first non-rup or a time certain after "substantial completion" as discussed in 61.C. It was my understanding building E2 was one of the last buildings to be developed. It seems reasonable to me that the Library space be the first non-Rup issued for this building.

Also, the CDP architectural drawings for Building E.2 do not call out the library space. Not sure this is a showstopper, but I recommend that the space is specified in the CDP. Suggest changing Drawing A-2.05, Section G to be labeled as Library instead of Office (at Promenade Level) and Library instead of Commercial (adjacent to and just below Promenade Level).

Let me know what you think. Bob Katai in DPZ has scheduled the staffing for Wednesday May 7. Thanks,

William

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Facilities Update: May 2014

BC

- A parking lot light pole damaged by a snowplow during the winter was replaced on May 8.

CE

- The improvement project to make all restrooms in the facility, public and staff, ADA compliant was completed Friday, May 23.

CH

- A two-way arrow was painted on the parking lot replacing the one-way arrow that was near the drive in front of the branch.
- Work to repair crumbling sidewalk concrete was completed by an FMD contractor on Saturday, May 24.

FX

- The garage alarm boxes were removed at the request of Risk Management.

GM

- On Tuesday, May 20 the branch was evacuated prior to opening to the public due to the strong odor of sewer gas in the workroom. A staff member called FMD and 911. It was determined that the trap of a floor drain in the sprinkler room went dry. The drain was filled with water and the smell went away. The building opened to the public at 12 noon.

OK

- A county contractor began work on Monday, May 12 on a parking lot storm water management project.

WW

- The renovation remains on schedule.

Attachment 4

Status of Branch Vacancies - Merit 6/2/2014

Position	Job Class	Working Title	# Hours	Branch	Date Vacant	Status
5200823	Librarian IV	Branch Manager	40	RR	11/16/2013	Hired 3/24/14
52008309	Librarian IV	Branch Manager	40	GM	5/17/2014	Resumes received
52008340	Librarian I	Youth Services Librarian	40	TJ	7/26/2013	Hired 3/22/14
52008488	Librarian I	Youth Services Librarian	40	KN	11/1/2013	Hired 4/7/14
52008185	Librarian I	Youth Services Librarian	40	DM	12/27/2013	Hired 4/5/14
52008208	Librarian I	Youth Services Librarian	40	PH	3/22/2014	Hired 4/21/14
52008304	Library Information Assistant	Youth Services Assistant	20	BC	12/1/2012	Hired 5/5/14
52008189	Library Information Assistant	Youth Services Assistant	40	CH	4/6/2013	Hired 5/3/14
52008196	Library Information Assistant	Youth Services Assistant	20	PH	7/28/2012	Start date 6/28/14
52008394	Library Information Assistant	Youth Services Assistant	40	PO	3/22/2013	Hired 5/3/14
52008173	Library Information Assistant	Youth Services Assistant	20	OK	2/19/2013	Hired 5/17/14
52008588	Library Information Assistant	Youth Services Assistant	40	PO	3/8/2013	Hired 5/3/14
52008559	Library Information Assistant	Youth Services Assistant	40	GM	12/13/2013	Start date 6/14
52008212	Library Information Assistant	Youth Services Assistant	20	PH	12/7/2013	Hired 5/5
52008137	Library Information Assistant	Youth Services Assistant	20	HE	3/18/2014	Hired 5/19
52008515	Library Information Assistant	Youth Services Assistant	40	CE	4/18/2014	Hired 5/5
52008516	Library Information Assistant	Youth Services Assistant	20	DM	5/3/2014	Hired 6/2
52008374	Library Information Assistant	Youth Services Assistant	20	TJ	5/3/2014	Interviews completed
52008295	Library Assistant III	Circulation Manager	40	MW	4/5/2013	Start date 6/14/14

Position	Job Class	Working Title	# Hours	Branch	Date Vacant	Status
52008422	Library Assistant III	Circulation Manager	40	GF	5/31/2013	Start date 6/14/14
52008436	Library Assistant IV	Circulation Manager	40	PO	3/9/2013	Start date 6/14
52008153	Library Assistant IV	Circulation Manager	40	FX	1/10/2014	Start date 6/14
52008572	Librarian II	Assistant Branch Manager	40	OK	8/17/2013	Resumes received
52008406	Librarian III	Assistant Branch Manager	40	TY	6/13/2013	Interviews in progress
52008467	Librarian III	Assistant Branch Manager	40	CH	6/29/2013	Interviews in progress
52008325	Librarian III	Assistant Branch Manager	40	RR	3/8/2014	Interviews in progress
52008307	Librarian III	Assistant Branch Manager	40	GM	4/4/2014	Interviews in progress
52008624	Librarian I	Information Services Librarian	20	PH	1/10/2013	Resumes received
52008219	Librarian I	Information Services Librarian	20	RR	7/12/2013	Resumes received
52008312	Librarian I	Information Services Librarian	20	GM	8/9/2013	Resumes received
52008253	Librarian I	Information Services Librarian	20	SH	8/27/2013	Resumes received
52008405	Librarian I	Information Services Librarian	20	TY	10/6/2013	Resumes received
52008393	Librarian I	Information Services Librarian	20	GM	10/18/2013	Resumes received
52008308	Librarian I	Information Services Librarian	20	GM	11/22/2013	Resumes received
52008345	Library Assistant I	Sunday Circulation Manager	20	GM	4/19/2013	
52008349	Library Assistant I	Sunday Circulation Manager	20	RR	7/27/2013	
52008597	Library Assistant I	Sunday Circulation Manager	20	CE	9/18/2013	
52008473	Library Assistant I	Page Manager	40	GF	6/14/2014	
52008154	Library Assistant II	Page Manager	40	FX	5/3/2014	

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Position	Job Class	Working Title	# Hours	Branch	Date Vacant	Status
52008438	Library Assistant II	Page Manager	40	PO	6/14/2014	
52008325	Library Assistant II	Page Manager	40	GM	6/14/2014	
52008216	Librarian II	Sunday Manager	20	RR	3/23/2013	
52008361	Library Information Assistant	Information Services Assistant	20	RB	6/14/2013	
53000179	Library Information Assistant	Information Services Assistant	20	RB	8/9/2013	
53000108	Library Information Assistant	Information Services Assistant	20	KP	8/30/2013	
53000180	Library Information Assistant	Information Services Assistant	20	PH	3/22/2014	
52008159	Library Information Assistant	VA Room Assistant	40	FX	7/20/2013	
52008160	Library Assistant II	Assistant Circulation Manager	40	FX	6/14/2014	
52008229	Librarian I	Youth Services Librarian	20	RR	3/22/2014	
52008175	Library Aide	Circ Aide	20	CE	2/9/2013	
52008522	Library Aide	Circ Aide	20	DM	12/29/2012	
52008377	Library Aide	Circ Aide	20	KP	2/22/2013	
52008538	Library Aide	Circ Aide	20	OK	1/29/2013	
52008378	Library Aide	Circ Aide	20	SH	4/4/2013	
52008612	Library Aide	Circ Aide	20	BC	6/26/2013	
52008178	Library Aide	Circ Aide	20	DM	4/30/2014	
52008178	Library Aide	Circ Aide	20	DM	7/26/2013	
52008434	Library Aide	Circ Aide	40	PO	7/30/2013	
52008256	Library Aide	Circ Aide	20	LO	11/15/2013	
52008377	Library Aide	Circ Aide	20	KP	1/10/2014	
52008618	Library Aide	Circ Aide	20	CH	9/8/2013	
52008289	Library Aide	Circ Aide	20	OK	11/30/2013	
52008169	Library Aide	Circ Aide	20	CE	2/22/2014	
52008190	Library Aide	Circ Aide	20	RR	4/18/2014	
52008379	Library Aide	Circ Aide	20	KP	5/30/2014	
52008505	Library Aide	Circ Aide	20	KN	5/30/2014	
52008213	Library Aide	Circ Aide	40	PH	6/14/2014	
52008508	Library Aide	Circ Aide	20	KN	5/31/2014	

Attachment 5

From: Quinn, Melanie E.
Sent: Friday, May 30, 2014 10:20 AM
To: Molchany, Dave
Cc: Clay III, Edwin S.; Strotman, Katie
Subject: Responses from Branch Manager's on Empty Shelving

Hi Dave.

Here are the responses from the branch manager's regarding your question. Each one interpreted the exercise a little differently, so I've snipped comments below. It bears noting, I think, that there are other factors that may be at play here in addition to the branch manager's perspective, such as the selection and acquisition of new materials has slowed considerably in order to deal with the onslaught of questions, comments, policy changes, etc. as a result of the recent focus on discards; the vacancy of the selector's position and reductions to that department that were taken in FY 2010, and finally, the impacts of floating which we are trying to assess while simultaneously dealing with the first two issues.

It seems that most empty shelves are due to shifting of materials to new locations to make room or the materials are checked out.

Shelving Situation at the Reston Regional Library, May 2014

Right now, the shelving situation at the Reston Regional Library is nearly optimal: we have about the right number of shelves for the number of volumes on hand.

We do not have any empty shelves. On average, the load factor (i.e., ratio of materials to shelf space in linear feet) is very near the two-thirds ideal.

For perspective: the profession considers a public library shelf "full" when it reaches two-thirds capacity. The empty third of a shelf is necessary to provide:

1. The required slack to shelve and retrieve materials within a shelf easily.
2. The required slack to shift materials between adjacent shelves when necessary.
3. Visual relief between sections in a library range, which allows patrons to scan efficiently and browse productively.
4. Opportunities for wayfinding tools (signs, markers, arrows, etc.) and for marketing areas of the collection ("face outs").

From Oakton:

Thanks, that is what I suspected. We are in the middle of shifting the JP collection.

As part of the changes required for Floating, we were directed to eliminate the HOLIDAY collection, and interfile these materials with the JPs, making the shelves very tight and customers very unhappy. Then we removed the Juv SP

collection we had at OK since opening to a newly expanded World Languages collection, also due to Floating. This photo is taken of the shelving unit which used to house this Spanish collection. Collection Services adjusted direction so that we had the option of recreating a separate HOLIDAY collection, so we were happy to do that, freeing even more JP shelves. We still have some tight spots, and the Page Dept is in the middle of shifting for more even distribution, and easier shelving and browsing.

I hope this helps.
Jerilyn

From George Mason:

I don't recall GM being mentioned at the Trustees meeting either. Staff have noted that Non-fiction is sparse, but areas of MYS and FIC are jammed. In short, I would say that our problem is that we don't have enough of the books our customers want. That's a budget issue exacerbated by the vacancy in the children's and youth selector position. The empty shelf issue is a result of years of budget cuts

From Kings Park:

We have the opposite problem, Melanie. We don't have any space to put the books, so I and the rest of the info staff spend most of our time re-shuffling the collection out.

From: Quinn, Melanie E.
Sent: Wednesday, May 21, 2014 6:24 PM
To: Ignatenko, Elena V.
Subject: RE: Questions Regarding Empty Shelving

Hi Helen.

Your branch was mentioned at the LBOT meeting last week in a testimonial from a citizen.

I believe the response you've provided that you do not have any empty shelves is just what we needed. Thanks Helen.

From: Ignatenko, Elena V.
Sent: Wednesday, May 21, 2014 3:34 PM
To: Quinn, Melanie E.; Schlekau, Linda; Polson, Jerilyn; Freund, Sandy; Rodela, Rodolfo
Cc: Rhodes, Elizabeth
Subject: RE: Questions Regarding Empty Shelving

Melanie, we do not have any empty shelves. Is there any background to this? Which Friends? To my knowledge there was only Robin Albert doing the shelf space analysis at KP recently. I have not received any inquiries from public or Friends. Or are you actually asking us why we think some places have empty shelves?

Helen
KP

From Burke Centre

20

Burke Centre staff and volunteers work tirelessly to keep the books in their place on the shelves. They shift, shelf read and make space where there is none. Perhaps some of the space is vacant at the moment, but the shelves are not "empty", they are just waiting for their residents to return.

From Richard Byrd

Due to floating, Richard Byrd Library is now a "net receiver." Our collection is growing because many items checked out at other branches are returned to this branch. most of our shelves are full allowing only a minimal number of face-outs. A minority of shelves enjoy extra space due to low demand or high percentage of items checked out.

If you need anything else please let me know. Thanks very much.

Mount Vernon At Home

Officers

President, Morrie Hoven
Vice President, Richard Hart
Treasurer, Alan Gray
Secretary, Teresa Dyer

Executive Director

Barbara Sullivan

Board of Directors

Joanna Crane
Theresa Dixon
Jeri Fields
Alvin (Al) Glazier
Paul Krizek
Thomas Lawler
Mary Peters
David Prescott
Franki Roberts
Mike Serlin
Eileen Spinella
Betsy Stephens
Nancy Urban

Attachment 6

PHONE 703-303-4060
EMAIL info@mountvernonathome.org
INTERNET mountvernonathome.org
MAIL P.O. Box 7493
Alexandria, VA 22307-7493
TAX ID NO. 77-0693566

May 12, 2014

Mr. Sam Clay, III
Director, Fairfax County Public Library
12000 Government Center Pkwy, Suite 324
Fairfax, VA 22035

Dear Mr. Clay:

Mount Vernon At Home is excited to be celebrating our fifth anniversary this year! We are grateful to you for your support of our organization.

Sherwood Regional Library office space continues to meet our needs extremely well and has allowed us to expand the scope of our organization. We currently have 138 member households and serve over 191 residents in the Mount Vernon District of Fairfax County.

Mount Vernon At Home has held multiple activities and educational opportunities for the residents of the Mount Vernon community. It is our pleasure to work with Denise Morgan and her team as we coordinate many of these activities with them. They are great supporters of our organization and we enjoy a strong working relationship with them.

Our current lease agreement, as set forth in the lease provision for the extension outlined in paragraph (2) of the Facility Short Term Use Agreement ("Agreement") dated October 22, 2009, is set to terminate on August 31, 2014. We would like to extend the term of the Agreement for another twelve (12) months if that is acceptable to the Library Board.

I look forward to hearing from you - please feel free to call or email me if you have any questions. I want to thank the Library Board for their generous agreement in our use of office space on the second floor of Sherwood Regional Library.

Sincerely,



Barbara Sullivan
Executive Director

cc: Denise Morgan
Morrie Hoven
Gerry Hyland

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Attachment 7

From:
Sent: Wednesday, May 28, 2014 12:39 AM
To: Clay III, Edwin S.
Subject: Fx Music Collection

Hi, Sam. I heard that you are seeking information on the former FX Music Collection. This is what I recall:

Scope of the collection: it existed for many years at the old FX library; it was not a true "collection" in collection development sense, but rather a hodge podge of music items, from old hymnals to fake books to sheet music of all kinds, and orchestral sets, many of which were incomplete and in bad condition. It may have been built from purchased materials at first, but in later years was added to only from donations.

FX staff expected to move the collection into the new building; we even ordered extra-deep shelves to house the materials, planning to purchase special music storage boxes with Friends money. However, in the six or so months before the move, discussions were held at Admin and Collection Development about the collection. It was decided by the management group, conveyed to me by Jane Goodwin, that the music collection should not be moved to the new building, but dispersed to other organizations where the materials could be better used. As I recall, the quality and condition of the materials, which were not cataloged, were not sufficient to become permanent parts of the FCPL collection. The low circulation, lack of bibliographic control, and lack of any kind of comprehensive coverage were not sufficient to continue to maintain the materials.

We dispersed the materials as follows:

1. A number of hardbound (including @120 copies of Handel's "Messiah") and trade paperback collections of music were cataloged and added to the FX nonfiction collection.
2. A group of hymnals were given to the Howard University School of Divinity library.
3. Orchestral and band music sets were given to the Fairfax City Symphony and Band, respectively.
4. I believe sheet music may have been given to GMU Music Department.

Prior to this action, letters were sent to the dozen or so somewhat regular customers borrowing music. There is probably a copy of this letter in the PIO files. I believe there may have been a press release about the action also.

From: Ryan, Nancy R
Sent: Thursday, May 15, 2014 12:29 PM
To: Clay III, Edwin S.
Cc: White-Williams, Patricia
Subject: FW: FW: Little Free Library Idea for Mayor Seeman Memorial
Attachments: LFL plan.pdf; LFL LOCATION PLAN.jpg; Little Library rendering.pdf

Hello Sam,

I wanted to let you know about a cool project that Patrick Henry Library is coordinating with the Town of Vienna, our Friends group, Historic Vienna, Inc., and Green Hedges School. We hope to schedule the dedication ceremony and activities to take place in September.

The project synopsis:

What is a Little Free Library?

It's a "take a book, return a book" gathering place where neighbors share their favorite literature and stories. In its most basic form, a Little Free Library is a box full of books where anyone may stop by and pick up a book (or two) and bring back another book to share. You can, too!

The idea is that someone (Green Hedges) would construct the structure and we would place it in front of the historic Vienna Library. It would provide not only free books (provided by our Friends), but also materials about programs and services at the current Patrick Henry Library – kind of a bridge between the old and the new, in honor of Jane's dedication as library volunteer and supporter.

-Nancy
Nancy Ryan
Branch Manager, Patrick Henry Library
703-938-0405

Providing Library Space to Community-Based Organizations Who Provide Services to Fairfax County 50+ Population

Background

The Fairfax County Public Libraries (FCPL) has a longstanding record of promoting library and information services to older adults. FCPL is committed to implementing the American Library Association Guidelines for Library and Information Services to Older Adults. Recently, FCPL staff assumed a very active role in the development of the updated Fairfax County Board of Supervisor 50+ plan. Specially, FCPL has agreed to lead a community engagement initiative to ensure that their programs and services meet the growing demands of the 50+ population. This initiative also entails making alternative use of library space to support services for this 50+ population. This resource is cost effective and supports the mission of the FCPL in serving as a vital tool in strengthening neighborhoods and communities.

Libraries exist in neighborhoods throughout Fairfax County and can offer accessible services and programs to 50+ adults without having to leave their community.

Criteria for selecting community-based organizations that can utilize space:

- Organization's primary mission must entail serving Older Adults (50 and over)
- Organization must be community-based or non-profit (no for profit organizations/companies will be eligible)
- Organization must meet an identified 50+ community need
- Organization must have an existing relationship with the Fairfax County
- Organization services and programs must be open to any resident in the community or service area

The 50+ community engagement initiative (Library Opportunities for 50+) led by the FCPL supports the following American Library Association Guidelines:

Make the library a focal point for information services to older adults.

4.1 Cooperate with local Area Agencies on Aging, senior nutrition programs, senior volunteer programs, and others in the aging service provider network by advertising their service and making their publications and other information more readily accessible. The library can provide an invaluable service by organizing and consolidating information about government and community programs and services available to older adults.

Target the older population in library programming.

5.6 Pursue other opportunities for cooperative programming with partners such as community and senior centers; Area Agencies on Aging and other community agencies; and educational institutions offering continuing educational programs for older adults. Cooperative efforts might involve active participation in planning and delivering programs, assistance in advertising programs, or providing book displays and booklists in conjunction with the library's programs.

Current Aging-in-Place/Village Models in the Fairfax Area

Region 1

A

Mount Vernon at Home Village | Website: www.mountvernonathome.org

Full non-profit village model with fees

Region 2

B

Lake Barcroft Village | Website: www.lakebarcroftvillage.org

Full non-profit village model with fees

Region 3

C

Herndon Village Network (HVN) | Phone: 703-582-9482

In the planning stage – will deliver volunteer rides as a first program and will align with NV Rides when it is funded.

D

McLean Community: A Village for All Ages (MCVA) | Website: www.mcva.weebly.com

Information exchange and educational events. Collaborating with The Shepherd Center of McLean for rides and telephone reassurance services.

E

Reston for a Lifetime | Website: www.restonforalifetime.org

Educational events (Note: The Reston Community Center (RCC) board just voted to begin a volunteer rides program that will align with NV Rides- for the Reston Community)

F

Reston Useful Services Exchange | www.restonuse.org

Volunteer services provided via a time bank/service exchange model

G

Mosby Woods Village | Email: mosbywoodsvillage@gmail.com

Volunteer services provided and educational/social events. This is an “add on” village to the Mosby Woods Community Association serving its residents

H

Franklin Park Village | Email: e.duggan@verizon.net

ListServ service model – neighbors send and respond to service requests via a neighborhood listserv.

Region 4

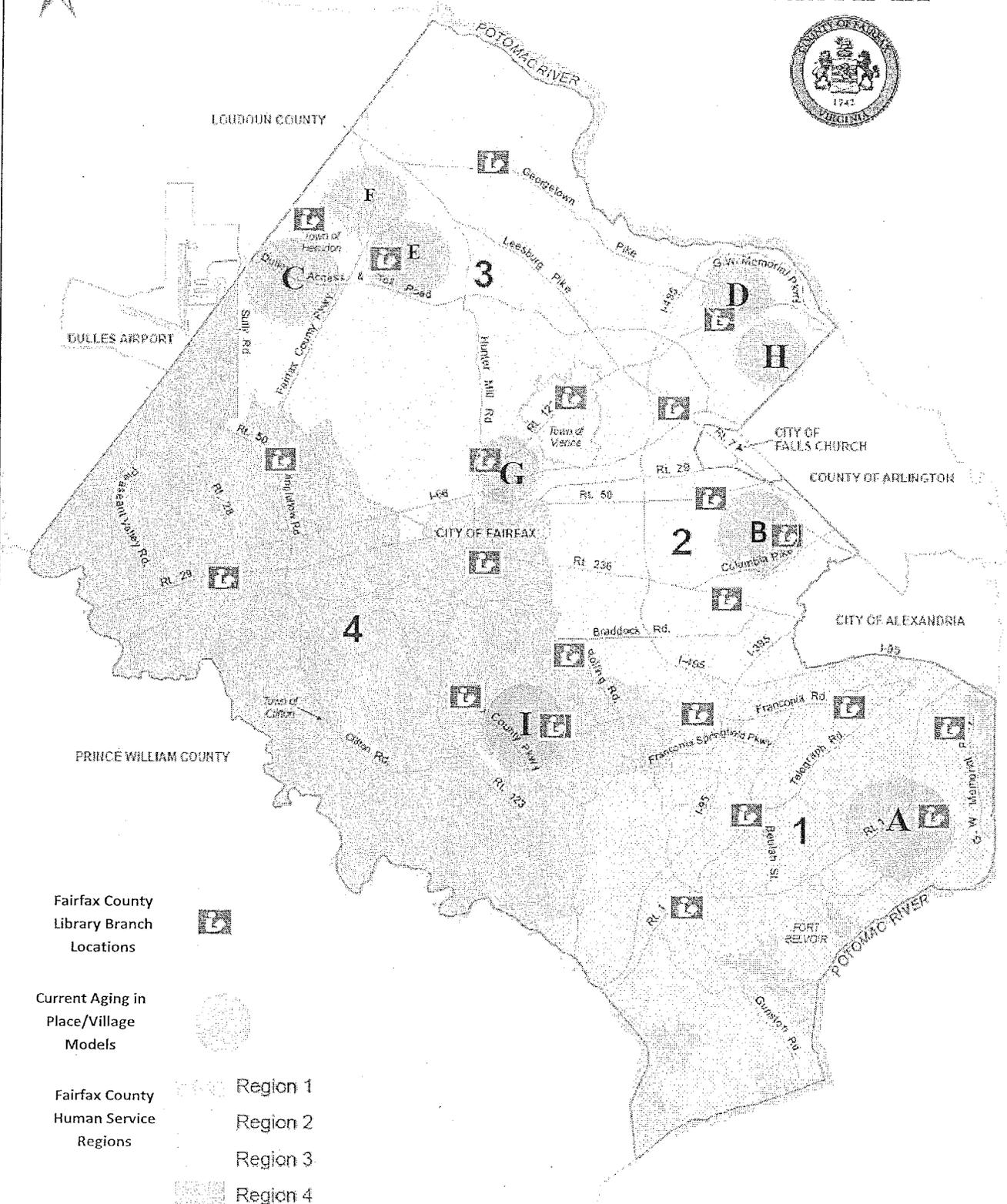
I

Braddock District Council Aging in Place Program | Email: bwallbdc@gmail.com

In the planning stage; closely tied to Sup. Cook's office – this is an umbrella group. Smaller villages are emerging in the district.. One is under-development in Crownleigh Community Association. Two others are in the exploration state – Kings Park Civic Association and Chapel Square West Community Association – both of these are going to conduct surveys.



FAIRFAX COUNTY VIRGINIA



Fairfax County
Library Branch
Locations



Current Aging in
Place/Village
Models



Fairfax County
Human Service
Regions



Region 1
Region 2
Region 3
Region 4

Map is current as of July, 2007

Note: This map is intended for reference purposes only. Fairfax County does not provide any guaranty of the accuracy or completeness regarding the map information. Courtesy of Fairfax County GIS and Mapping Services

A message from FAIRFAX COUNTY PUBLIC SCHOOLS

Dear Fairfax County Resident:

As part of our strategic planning process launched in February 2014, Fairfax County Public Schools (FCPS) is conducting a survey of stakeholders to help develop a shared future vision for the school division. We obtained your email address from the Fairfax County Public Library. As a member of the community, we invite you to take the community survey if you do not have children currently enrolled in FCPS. Please take the community survey here. Parents, students, and employees are also participating in the survey and have been sent a link separately.

The survey will be open through May 19th. All responses will remain anonymous. The results of the survey will help inform the strategic plan, which will be completed this fall.

ECRA Group Inc., an independent research firm, is conducting the survey. They will analyze responses and prepare a Strategic Plan Report for the division to share with the community. ECRA is an established leader in the areas of educational assessment, research, and strategic planning. Based in Rosemont, Illinois, ECRA has over 35 years experience in helping educational organizations across the nation better understand and document their performance, and chart a course for the future.

If you have any questions about the survey, please contact the Department of Communications and Community Outreach at 571-423-1200.

Thank you for your participation.



Fairfax County Public Library Board of Trustees

ACTION ITEM

January 7, 2014

Resubmitted on May 14, 2014

ISSUE: To establish a customer Code of Conduct for Fairfax County Public Library

RECOMMENDATION: Library staff recommends adopting a Code of Conduct for customer behavior

BACKGROUND: Fairfax County Public Library would like to establish a Code of Conduct for use in library buildings to help guide and define acceptable behaviors in our spaces. The goal is to ensure all library customers have a respectable and courteous environment as they use Fairfax County Public Library.

This document provides general guidance relating to behaviors and would be posted in public areas for customer awareness. It isn't intended to define the procedures and guidelines for dealing with unacceptable behaviors. Those guidelines are outlined in a "Problem Behavior Manual" and are part of manager training for library staff. The behaviors outlined are those that library staff see often and would find helpful to have a document to point to when the behavior is being addressed with the customer(s). Staff judgment is integral to the responses that could be required as one of the behaviors is addressed.

The idea of adopting a Code of Conduct came directly from branch staff and was developed by a committee of branch managers. The draft language has been approved by the County Attorney's Office and is similar in scope to many neighboring jurisdictions including Arlington, District of Columbia, Loudoun, Montgomery and Prince William Public Libraries.

Attached Document:

(1) Code of Conduct

Fairfax County Public Library Code of Conduct

Fairfax County Public Library welcomes customers; we expect all visitors to be respectful of our neighbors, staff and facilities and engage in activities associated with the use of the Library. In particular we prohibit:

- Damaging library materials/property or removing them without permission; rearranging the furniture
- Obstructing or monopolizing any library space
- Use of library computers/Internet access in violation of Virginia Code*
- Inappropriate use of the restrooms

- Eating
- Alcoholic beverages and illegal drugs
- Smoking and use of tobacco products

- Boisterous behavior
- Harassing, threatening or intimidating language or behavior
- Animals (except service animals)
- Soliciting or distributing literature without prior approval

A person who fails to observe these rules may be asked to leave and could have future access to Fairfax County Public Library limited or suspended. The Library works in partnership with the Fairfax County and City of Fairfax Police Departments to keep its customers, staff and facilities safe. Thank you for your cooperation.

*Virginia Code §18.2-374.1:1 (child pornography), Virginia Code §18.2-372 through §18.2-374 (obscene materials) or §18.2-377 (obscene materials)

January 2014

Subject: FW: 2014 Peep Diorama Contest

Wanted to share the link to the Washington Post's annual Peep Diorama contest semifinalists and winner for 2014.

Picture #28 is an entry from a grandmother and granddaughter in Mclean.
The diorama is on display at the Dolly Madison Library.

The title is "The Peeples Free Library" and the axe at the top is a symbol of how funding has been cut in recent years.
I was working OT at DM this past Saturday and a boy about 6-8 years old asked me what the axe was for.
I explained as best I could in simple terms hoping he would be able to grasp some what I was saying.

The creators of the diorama included a comment book for people to write in.
I thanked the grandma and granddaughter for choosing public libraries as their theme.

Thought some of you might be interested in seeing the entry.

Nancy

http://www.washingtonpost.com/lifestyle/magazine/vote-peeps-show-2014-semifinalists/2014/04/16/bc972c48-c02d-11e3-b195-dd0c1174052c_gallery.html#item46

100
100
100



Incident Report May 2014

Branch	Type of Incident	Number of Incidents
CE	Customer in Distress *	1
CH	Customer Injured	1
	Theft of Personal Property *	1
FX	Mental Illness	1
GM	Police Activity *	1
	Building Emergency *	1
PO	Customer Injured	1
	Vandalism	1
RR	Theft of Personal Property	1
SH	Disruptive Behavior	1
LO	Disruptive Behavior *	1
PH	Mental Illness *	1
RB	Police Activity	2
	Parking Lot *	1
TJ	Theft of Library Materials	1
Total Incidents May 2014		16

* Police, Fire Department, Animal Control, or FMD notified

39

JUNE 2014

HANDOUTS

Handout 1

Collection Evaluation Group

May 5th, 2014

12:30-3pm Technical Operations

Minutes

In attendance: *Burgard, Jill (MW), LaMarca, Chris (DM), Jackson, Marilyn (KP), Wickert, Nora (TY), Eklund, Sony (FX), Liz Rhodes (TE), Robin Albert (TE)*

The following topics were discussed:

- What collection reports are used in the branches for weeding? Most branches are using last Active and weekly collection snapshots to access activity and areas for improvement. Last activity is used for inventory and transfer purposes. It will be helpful to have future reports that help identify possible bad condition (from high usage) materials. CollectionHQ does have a report to help with that. CSD can also generate reports of high use.
- Guidance for low demand & incomplete materials would be helpful to branch staff.
- Future training needs to include all staff (Information and Circulation). Everyone needs to know what the guidelines are and how the process works.
- Returning leased materials sooner will help alleviate excessive duplicate/overstock. Reviewed new test guidelines for that process.
- Branches still struggle with the concept of duplicate titles. In the past this meant that demand had been met. In a Floating environment, duplicate titles also indicate that demand is high. What new guidelines do we need to help with this? Or will it always be a case-by-case basis? A report can show copies, but not all the trends (future local school assignment, staff reader's advisory pick, etc.). Further study is needed on this.
- How is the New Book timeline working? Should we lower the timeframe spent in the "new" location? It is currently 12 months. Would 6-8 months be better? Should it be different for non-fiction? Children's?

Action Items:

- Committee members will test new lease return guidelines at their branch & evaluate results by July 2014.
- Instead of our regular meeting on June 2nd, Committee Members will join Liz in the TE Open House Q&A sessions. It is very helpful to hear staff questions, and that information will be used to identify future training needs.

Handout 2

Transfer Focus Group

May 12th, 2014

12:30-3 p.m. Technical Operations

MINUTES

In attendance: *Neet, Mandy (GM), Raymond, Laura (HE), Jarmon, Katherine (LO), Leach, Jean (FX), Major, Matt (TJ), Rhodes, Liz (TE), Albert, Robin (TE), Carolyn La Chance (PO)*

The following topics were discussed:

- Compiled & discussed branch transfer survey results. A common theme is that transfer procedures need to be simple and consistent.
- Returning leased materials sooner will help alleviate excessive duplicate/overstock.
- Low demand materials are a challenge. When is it low demand for the branch vs. for the system? More study is needed on this.
- We would like to present improved transfer procedures/guidelines at the July 15th system Collection Meeting (C-Team).

Action Items:

- Committee members will test new lease return guidelines at their branch & evaluate results by July 2014.
- Continue to compile & analyze branch transfer survey results.

Handout 3

Report from the Ad Hoc Floating and Discards Committee Meeting

June 4, 2014

The Ad Hoc Committee for Floating and Discards met at George Mason Regional Library, June 4, for a working meeting to discuss progress on the recommendations of the Committee. The F&D report was submitted to and approved by the Library Board of Trustees, November 9, 2013. The timeline was submitted to the County Board of Supervisors, January 14, 2014.

Using the time line for a framework-agenda, the Committee queried the Collection Services Coordinator, Elizabeth Rhodes, as to how Technical Operations was responding to our recommendations and discussed the process. Public comment was welcomed.

Floating Collection

(Recommendations in the summary chart, 1,2,4) It is evident that the floating process is a work in progress. The FCPL collection is now, with few exceptions, one collection, rather than collections "owned" by each branch." A chart previously shared with the Library Board comparing February 2014, with April 2013, showed that several Regional branches have significantly fewer books on the shelves than before, and the collections of several smaller Community branches have gained. A Transfer Focus group composed of representatives of both Technical Operations staff (TechOps) and branch staff is meeting monthly to review and improve rebalancing materials. There are still some problems with transfers that need to be worked out, although the Committee has been assured the Collection HQ and the SIRSI systems "talk to each other," although not necessarily in real time as data is input on a periodic schedule. each other." Community libraries are assigned a Regional to receive books which need to be redistributed; Regionals send theirs to TechOps to be sent to rebalance collections across the system. The F&D Committee expects communication between the branches as well as with TechOps be monitored by the Transfer Focus Group. From public comments during the working meeting, it is clear that the concept and operation of the floating collection is not necessarily well understood by all segments of the public.

(6) There is a recommendation to accept and process add/swap books at the branch from donations and from TechOps. If the book is already in the catalog it seems that replacing a new copy in the branch for an old makes sense to members of the F&D committee, rather than sending it to TechOps. This should be considered as a way to get the book on the shelf as quickly as possible.

(3)The Collection Evaluation Focus Group recommended by the F&D Committee is reviewing current procedures and practices for collection development. The group, made up of representatives both from administration, TechOps and branch staff, meets monthly . The shrunken budget for library materials will continue to be a challenge to the system. This focus group will also update the Library Board at monthly meetings.

(5)A survey of in-branch use is ongoing. Branch staff is very aware of the possibility of books and other material used within the library (not checked out) may be considered “low interest” and deleted. From comments at the Committee meeting , it isn’t clear to the Committee that the public understands the purpose of the survey and complying with the request not to re-shelve books (so that their activity can be recorded by staff.). Perhaps there could be an addenda to the “Please do not re-shelve your books” signs indicating the ongoing survey.

It was suggested that branch staff consider: (1) Underserved populations (children, limited English patrons, harried library users) are not likely to place holds for items (2) Last active lists are not discard lists, but reminders to investigate, evaluate and merchandise, and (3) Last copies are not viewed as likely discards and may need special review, recalling that public libraries are not archives.

The Library Director, Sam Clay, will continue to include a monthly update on the progress of the floating collection in his monthly report to the Library Board.

Discards

(7, 8)Discard procedures for library books and other materials are also a work in progress. Both Ms. Rhodes and Branch Managers on the F&D Committee provided useful information as to how discards are handled by the branch and by TechOps. In addition, Don Heinrichs,(Mt. Vernon Library trustee), Melanie Quinn, Library Operations Director, and Elizabeth Clements (Mason Library trustee, chair) met with Cathy Muse, Director of Purchasing and Supply, June 29, 2014, for information. The recommendation of the F&D committee that the discarding process return to the branch has created another layer of required signatures (4 in total) and does not allow disposal of any deleted books at the branch. Three signatures are required: 1.staff deleting the item on SIRSI, 2.Assistant Branch Manager or Collection Manager, 3.Branch Manager. The fourth signature, the Friends, can by signing, reject the deleted books on site (if they haven’t sent a letter to FCPL that they want no books at all), or, if they sign for the books, they assume the ownership of the books for sale or discard.

Even very damaged books must be deleted and placed in a sealed bag and thrown into the branch discard bin. Then, signed off by the Branch Manager, the bin of all deleted books is sent directly to the county warehouse. At this point the discarded books and materials are no longer

FCPL's property, but belong to the Department of Purchasing and Supply Management, who may dispose of these materials as they see fit. Presently Ms. Muse, has contracted with Better World Books, a for-profit book buyer who does some charitable work, to purchase the deleted books. This has not happened yet, but the FCPL no longer discards deleted books.

There were several questions from the F&D Committee.

Why was the fourth signature (Branch Manager) at the branch when only two were required in the audit, but no signatures to sign off at TechOps.

As to a question of boxing the books for the disposition to the warehouse, Ms. Muse had assured us that boxing the books for the buyer would be done by her warehouse employees, not requiring library staff.

There were concerns for the health of the front line staff. Gloves will be provided for staff who must deal with possibly hazardous books.

A report to the Library Board after the complete process is in place would be helpful. Information to the Committee.

Other Transfers

(9) A recommendation was made that the FCPL though one of the statewide library organizations should explore opportunities to transfer usable items to other library systems in the state. Director Sam Clay plans to satisfy this recommendation by talking to other libraries at the state library association this fall.

Friends of the Library

(10) A recommendation that the FCPL's policy should reflect that the Friends groups are responsible for the disposition of books which have been donated directly to the Friends or given to the Friends by the Library. When the Policy Committee meets we will bring up the issue. Collections already has been very good about communicating with the Friends groups as to adding any of their donated books to the FCPL collection.

(11) No issues were identified with the implementation of this recommendation. Friends groups are well known for their diverse, but compatible approaches to donations to FCPL and the FCPL Foundation. The rapport with the Branch Managers and branch staff is commendable. Friends' interest and support of the Library system is essential to the future of our Library.

(12)Joining the Ad Hoc Communications and Evaluations Committee, the F&D committee strongly recommends allocating more space to the Friends in planning future libraries and renovating older ones. If the Fairfax County values the work the Friends do, it should see to it that they have room to work.

Report of the Ad Hoc Floating and Discards Committee, submitted June11, 2014

Fairfax County Board of Trustees

Elizabeth Clements, Chair, Mason District

Don Heinrichs, Mt. Vernon District

Peggy Koplitz, Providence District

Others on the committee:

Nancy Allard, John Ball, Fran Milhouser, Teresa Schlecht, Catherine Quigley

Branch Managers-- Kathy Hoffman and Barbara Peters

Fairfax County Public Library

Proposed Timeline for the Recommendations of the Ad Hoc Floating Collections and Discards Committee
December 19, 2013

Recommendations of the Ad Hoc Floating Collections and Discards Committee	Action Planned or Completed	Lead	Status
1. Recommend forming a Transfer Focus Group with front-line branch staff to review and improve the rebalancing mechanisms of the library's collection. The Transfer Focus Group should identify branch needs not met by the Collections IQ software and FCPL should address those needs.	Form Transfer Focus group. Transfer Focus group meets monthly. Minutes should be made available to branch managers and members of the Library Board of Trustees.	Elizabeth Rhodes, Collection Services Coordinator	December 2013 Begin January 2014, then ongoing
2. Recommend that the Transfer Focus Group provide an interim report and one-year status report.	Provide interim report. Provide one-year status report.	Elizabeth Rhodes, Collection Services Coordinator	February 2014 June 2014
3. Recommend an in-branch user survey to evaluate what and how materials are used within a branch.	Introduce new procedures to track in-house use of materials using integrated library system (Sirsi). Beginning in FY 2015, include in-house use of materials in system monthly statistics report.	Robert Harvey, Assistant Systems Manager Doug Miller, Strategic Planner and Customer Research Manager	Test at a few branches beginning December 2013 Progress report March 2014 July 2014
4. Recommend the Library Director report on the current activities and findings of the Transfer Focus Group at the Board of Trustees' monthly meetings.	Include report in Director's monthly report to the Library Board of Trustees.	Sam Clay, Library Director	Begin January 2014, then ongoing

Recommendations of the Ad Hoc Floating Collections and Discards Committee	Action Planned or Completed	Lead	Status
<p>5. Recommend forming a Collection Evaluation Focus Group of branch and central collection staff to review current procedures and practices for collection development and that the library director report on the current activities and findings of this group at the Board of Trustees monthly meetings.</p>	<p>Appoint Collection Evaluation Focus Group, reflecting demographics. Collection Evaluation Focus Group meets. Report on current activities at Board of Trustees monthly meetings.</p>	<p>Elizabeth Rhodes, Collection Services Coordinator Sam Clay, Library Director</p>	<p>December 2013 Begin January 2014, then ongoing Begin January 2014, then ongoing</p>
<p>6. Recommend the library immediately begin accepting add/swap books to its collections from donations at both the branch and technical operations levels.</p>	<p>Procedures implemented in November 2013.</p>	<p>Elizabeth Rhodes, Collection Services Coordinator</p>	<p>Completed Policy updated and provided to the Library Board of Trustees</p>
<p>7. Recommend the decision to centralize the discard process be reversed and the discard process be assigned to the branches as soon as possible but no later than January 31, 2014.</p>	<p>New procedures in development to be tested at several branches. New procedures to be implemented system wide</p>	<p>Elizabeth Rhodes, Collection Services Coordinator</p>	<p>December 2013 January 31, 2014</p>
<p>8. Recommend that usable books withdrawn from the library system must first be offered to Friends Groups through a documented process. If the Friends do not want them the library must send them to the County Purchasing and Supply Management department as Items Deemed Surplus.</p>	<p>Procedures in development. Send usable items not wanted by Friends to the Department of Purchasing and Supply Management.</p>	<p>Melanie Quinn, Operations Director</p>	<p>January 2014</p>

Recommendations of the Ad Hoc Floating Collections and Discards Committee	Action Planned or Completed	Lead	Status
9. Recommend the library explore possibilities to transfer usable items to library systems in other areas of the state.	The FCPL, through one or more of the statewide library associations, should explore opportunities to transfer usable items to library systems in other parts of the state.	Sam Clay Library Director	September 2014
10. Recommend that the library's policies should reflect that the Friends groups are responsible for the disposition (including disposal) of books which have been donated directly to the Friends or given to the Friends by the library.	Refer to Library Board Policy Committee for discussion. Collections should communicate with Friends groups as to adding books from Friends' donations to the FCPL collection.	Library Board of Trustees Elizabeth Rhodes Collection Services Coordinator	January 2014 Ongoing
11. Recommend maintaining and expanding the diverse but compatible approaches to donations by staff and Friends and their contributions to library programs.	Branch Manager communicates regularly with Friends group regarding library discards, donations and branch programs and services. See communication and Evaluation recommendation #11	Branch Managers	Ongoing Friends Forum in March
12. Recommend allocating more room for the Friends in future renovated or new libraries.	See Communication and Evaluation recommendation #19.	Sam Clay, Library Director	March 2014

Handout 4

Personnel Committee Report

Meeting : May 27 at Kings Park Library 7:00

The Personnel Committee is charged with monitoring personnel issues in a time of change and making recommendations as appropriate to the Library Board of Trustees and the Library Director

Over 20 staff members were present at the meeting as well as committee members Peggy Koplitz and Elizabeth Clements. Sam Clay, Katie Strom and Karen Gates were present from Administration.

The meeting was primarily an open format with staff invited to share their concerns.

"Burning issues"

*Understaffing in branches. (many are over 70 hours short per week and one as high as 180 hours)

Open Circ Aide positions need a priority

*Delays in filling positions. (See Board packet attachment #4)

Lateral transfers (?)

The unfilled Youth Services Materials Selector position is having an impact on the collection.

*Staffing

Need more full time positions. (Many qualified librarians can not afford to take part time jobs)

Why can't the personnel in the previous CSA positions continue to help on the circulation desk after July?

"Smoldering issues"

*Staff morale

*Succession planning (Why do we wait until a position is vacant to begin the process of interviewing? When a retirement date is announced, why does it take so long to hire a replacement?)

*New procedures are labor intensive

Memorandum

June 5, 2014

To: Library Management Staff

From: Doug Miller, SP&CRS
Martha Sue Hess, SP&CRS

Subject: Monthly Circulation Report, May 2014
Monthly Internet Sign-Up Report, May 2014
Monthly Subscription Database Usage Report, April 2014
Monthly Customer & Staff Usage of the Library's Internet Sites, May 2014
Monthly Program & Attendance Report, April 2014

The May Circulation, Internet Sign-Up, and Customer & Staff Usage of the Library's Internet Sites reports – along with the April Subscription Database, and Program & Attendance reports – are provided for your information.

- All regional branches were closed Sunday, May 25, for Memorial Day holiday weekend.
- All libraries and offices were closed on Monday, May 26, in observance of Memorial Day.
- GM opened two hours late on Tuesday, May 20, due to a sulphur smell in the staff area.
- Circulation for FY2014 is 1% below FY2013 levels.
- Library visits for FY2014 are 4% below FY2013 levels.
- Job Seekers Portal was not available at the time of this printing.
- Several branches experienced power outages, phone problems, computer problems and issues regarding Pharos during the month.

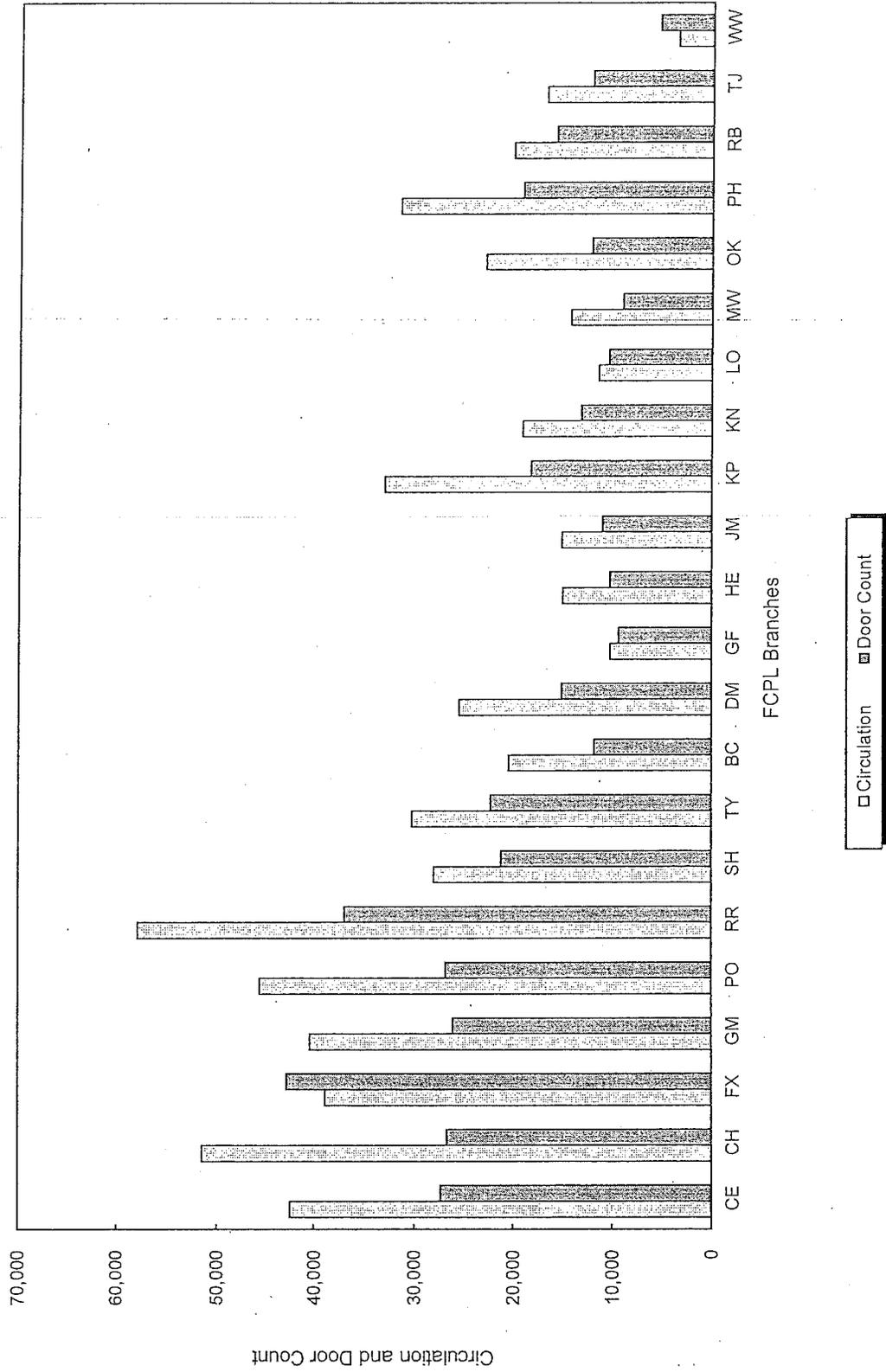
Please call Strategic Planning and Customer Research Services if you have any questions.

Monthly Statistical Report May 2014

Site	Circulation			Door Count			Site
	May 2014	% Change from 5/13	Cumulative FY2014	May 2014	% Change from 5/13	Cumulative FY2014	
CE	42,468	-9%	529,150	27,352	-5%	312,611	-2%
CH	51,513	-2%	638,052	26,693	-6%	300,377	-9%
FX	38,884	-13%	479,144	42,840	-19%	516,852	-0.3%
GM	40,408	-9%	500,703	26,110	11%	293,438	-7%
PO	45,579	-7%	562,049	26,843	-1%	315,522	-1%
RR	57,804	-7%	709,877	36,898	0.1%	404,151	-4%
SH	28,018	-11%	347,270	21,256	-1%	254,084	4%
TY	30,232	-14%	379,464	22,330	-0.1%	242,322	-2%
BC	20,448	-11%	246,420	11,820	-7%	127,796	-11%
DM	25,470	-1%	299,737	15,082	-2%	170,287	-13%
GF	10,223	-16%	128,402	9,401	-7%	100,392	-3%
HE	14,978	-6%	179,324	10,241	-7%	131,097	16%
JM	15,053	-12%	181,188	11,001	-9%	113,993	-4%
KP	32,968	-5%	388,460	18,275	-4%	201,076	3%
KN	19,138	-3%	227,259	13,145	4%	148,327	-4%
LO	11,424	-10%	141,606	10,390	25%	104,276	11%
MW	14,215	-4%	167,671	9,042	-3%	102,325	-0.1%
OK	22,877	-6%	272,784	12,149	-5%	143,307	-1%
PH	31,497	-2%	381,447	19,118	5%	205,534	1%
RB	20,109	-5%	234,001	15,727	-9%	170,601	-7%
TJ	16,741	-10%	218,301	12,168	-2%	140,772	-1%
WW	3,530	-64%	45,318	5,414	-59%	59,056	-55%
ADI/AS	7,577	-5%	93,125	1,006	2%	9,832	-6%
OVD	71,374	23%	733,766				
TO	245	-42%	3,545				
PhoneR	8,674	21%	96,545				
iPhone	6,146	-4%	69,851				
WEBR	312,354	3%	3,541,271				
FCPL	999,947	-3%	11,795,730	404,299	-5%	4,568,026	-4%
							FCPL

* Door Count is an estimate
(OVD = Overdrive)

May 2014
Circulation and Door Count



□ Circulation ■ Door Count

FY2014 Branch Internet Use Number of Individual Sign-Ups

Branch	May Number of Sessions
CE	3,031
CH	2,408
FX	4,080
GM	3,816
PO	2,320
RR	3,424
SH	2,533
TY	2,119
BC	961
DM	1,390
GF	472
HE	1,140
JM	1,336
KP	1,242
KN	1,687
LO	1,657
MW	1,446
OK	1,210
PH	1,576
RB	2,355
TJ	2,239
WW	1,050
AS	45
FCPL	43,537

Tech Lab Sign-ups	
SH	898

Branch	Year-to-Date Number of Sessions
CE	35,029
CH	27,335
FX	45,026
GM	42,438
PO	24,890
RR	38,308
SH	27,117
TY	22,617
BC	9,783
DM	13,485
GF	5,550
HE	12,368
JM	14,423
KP	14,066
KN	18,376
LO	18,673
MW	16,322
OK	14,268
PH	16,197
RB	25,022
TJ	27,194
WW	11,728
AS	455
FCPL	480,670

Lab Sign-ups Y-T-D	
SH	11,681

Branch	Number of Internet Workstations
CE	16
CH	18
FX	48
GM	20
PO	17
RR	18
SH	17
TY	14
BC	12
DM	19
GF	8
HE	8
JM	12
KP	12
KN	19
LO	12
MW	19
OK	18
PH	12
RB	18
TJ	18
WW	10
AS	1
FCPL	366

Branch	Number of Sessions p/Workstation
CE	189
CH	134
FX	85
GM	191
PO	136
RR	190
SH	149
TY	151
BC	80
DM	73
GF	59
HE	143
JM	111
KP	104
KN	89
LO	138
MW	76
OK	67
PH	131
RB	131
TJ	124
WW	105
AS	45
FCPL	119

Subscription Database Usage FY2014

FCPL Subscriptions	April Number of Views	FY2014 Number of Views
Accessible Archives	21	2,212
Ancestry Library Edition	18132	178,171
Consumers' Checkbook*	148	1,475
CQ Researcher	141	1,526
Current Biography	267	2,040
Ebsco eBook Collection	1,567	16,724
Ebscohost	4,478	47,396
Europa World Yearbook	182	3,266
FCPL Gale	9,181	71,248
Grolier	1,915	25,776
Heritage Quest	7,830	94,763
Learning Express*	84	3,757
Mango Languages	1,312	11,786
Morningstar Online	7,796	147,492
Oxford Dictionary of National Biography	43	503
Oxford English Dictionary	N/A	2,436
Oxford Islamic Studies Online	N/A	12
Proquest	5,384	56,097
Ref USA	2,440	24,768
Standard and Poors	1,654	19,906
ValueLine Research Center	N/A	424,107
LVA Subscriptions		
eLibrary	607	5,094
Firstsearch *	1,731	15,658
LVA Gale/Infotrac	28,206	128,850
Totals	93,119	1,285,063

* Views unavailable: Consumers' Checkbook uses the number of log-ins while Firstsearch uses the number of searches.

Public Customers' Usage of Services Via the Library's Internet Sites FY2014

Usage of Individual Services		Total Services Usage	
FCPL Websites	May	May	FY14 YTD
Library Homepage			
Visits	271,731	291,213	3,463,858
Views	376,937	483,143	5,821,682
Catalog			
Logins	797,253	6,424	6,424
Overdrive			
Visits	0	2,748	19,966
Views	0	0	0
Mobile App			
Downloads	0	797,253	9,527,856
Holds	25,660	1,580,781	18,839,786
Renewals	69,851		
Job Seekers Portal			
Visits	9,809		
Views	21,501		
Evanced *(calendar)			
Visits	19,482		
Views	100,013		
Blogs			
Book Reviews	0		
About Books	2,748		
Teens	0		
Facebook.com			
Views	0		
Fans **	4,476		
Flickr.com (lib & Found)			
Views	5,094		
Contacts **	0		
Twitter			
Followers **	1,821		
Podcasts			
Downloads	0		
YouTube.com			
Views	16,247		
Subscribers **	127		

Total Services Usage	
May	FY14 YTD
Visits	3,463,858
Views	5,821,682
Contacts **	6,424
Podcasts & Blogs	19,966
iPhone App Downloads	0
Catalog Logins	9,527,856
Total Customer Usage	18,839,786

Overdrive visits and views are currently not available

iPhone downloads are no longer available.

May's Job Seekers Portal not available at time of printing.

Facebook has changed the way they report statistics and the number of views is no longer available.

Flickr's number of contacts is unavailable.

Podcasts numbers are currently unavailable.

* Evanced includes customer side of calendar of events and meeting rooms.
 ** YTD indicates the largest number of Fans, Contacts, Friends, Subscribers and Followers. Combined we're calling these "Contacts".
 Note: Database Usage is reported monthly in its own report and is not reflected here.
 Mobile App Renewals are also included in the monthly circulation report.

Staff Usage of Services Via the Library's Info Web Sites FY2014

Usage of InfoWeb

FCPL InfoWeb Site	May Usage	FY2014 YTD
Entire Site		
Visits	0	75,571
Pageviews	0	325,123
Evanced*		
Visits	5,912	70,642
Pageviews	57,766	759,503

Data not available at time of printing

Usage of FairfaxNet

FCPL FairfaxNet Site	May Usage	FY2014 YTD
Library County		
Daily Unique Visitors	1,476	16,664
Pageviews	8,150	133,371
Blogs		
FCPL in the News		
Daily Unique Visitors	313	5,562
Pageviews	1,342	26,245
Library Articles of Interest		
Daily Unique Visitors	220	5,294
Pageviews	630	19,978
What are you Reading		
Daily Unique Visitors	204	3,557
Pageviews	844	13,524
Library Internal		
Daily Unique Visitors	6,138	60,171
Pageviews	194,297	2,384,143
All Sites		
Daily Unique Visitors	8,351	91,248
Pageviews	205,263	2,577,261

* Evanced includes staff side of calendar of events and meeting rooms

FY2014 Program & Attendance Report

Branch	April #	April Programming Attendance	FY2014 #	FY2014 Year-to-Date Programming Attendance	April One-on-One Tutorials	Year-to-Date One-on-One Tutorials
CE	26	623	239	5,880	8	107
CH	68	1,510	690	16,510	87	927
FX	31	716	245	5,948	93	829
GM	24	600	204	4,692	19	266
PO	25	508	180	4,202	35	378
RR	84	957	518	7,752	133	1,162
SH	30	221	323	3,386	33	233
TY	23	763	195	4,582	51	330
BC	19	343	164	3,269	0	76
DM	24	631	163	4,164	0	49
GF	44	1,009	256	5,722	42	186
HE	13	690	100	3,326	4	27
JM	23	295	205	3,298	8	117
KP	35	792	260	5,211	12	206
KN	21	316	193	3,487	16	251
LO	19	256	129	2,013	9	81
MW	16	233	135	2,869	5	67
OK	17	189	128	2,003	29	219
PH	29	660	282	7,175	34	266
RB	30	513	207	4,234	76	555
TJ	33	387	235	2,923	97	931
WW	0	0	15	549	0	19
AD/CFB	8	182	63	3,533		
AS	6	115	33	477		
Early Lit	100	1,979	728	13,374		
Expert Express			0	0		
Archives	0	0	0	0		
Totals	748	14,488	5,890	120,579	791	7,282

JUNE 2014

HANDOUTS

Handout 1

Collection Evaluation Group

May 5th, 2014

12:30-3pm Technical Operations

Minutes

In attendance: *Burgard, Jill (MW), LaMarca, Chris (DM), Jackson, Marilyn (KP), Wickert, Nora (TY), Eklund, Sony (FX), Liz Rhodes (TE), Robin Albert (TE)*

The following topics were discussed:

- What collection reports are used in the branches for weeding? Most branches are using last Active and weekly collection snapshots to access activity and areas for improvement. Last activity is used for inventory and transfer purposes. It will be helpful to have future reports that help identify possible bad condition (from high usage) materials. CollectionHQ does have a report to help with that. CSD can also generate reports of high use.
- Guidance for low demand & incomplete materials would be helpful to branch staff.
- Future training needs to include all staff (Information and Circulation). Everyone needs to know what the guidelines are and how the process works.
- Returning leased materials sooner will help alleviate excessive duplicate/overstock. Reviewed new test guidelines for that process.
- Branches still struggle with the concept of duplicate titles. In the past this meant that demand had been met. In a Floating environment, duplicate titles also indicate that demand is high. What new guidelines do we need to help with this? Or will it always be a case-by-case basis? A report can show copies, but not all the trends (future local school assignment, staff reader's advisory pick, etc.). Further study is needed on this.
- How is the New Book timeline working? Should we lower the timeframe spent in the "new" location? It is currently 12 months. Would 6-8 months be better? Should it be different for non-fiction? Children's?

Action Items:

- Committee members will test new lease return guidelines at their branch & evaluate results by July 2014.
- Instead of our regular meeting on June 2nd, Committee Members will join Liz in the TE Open House Q&A sessions. It is very helpful to hear staff questions, and that information will be used to identify future training needs.

Handout 2

Transfer Focus Group

May 12th, 2014

12:30-3 p.m. Technical Operations

MINUTES

In attendance: *Neet, Mandy (GM), Raymond, Laura (HE), Jarmon, Katherine (LO), Leach, Jean (FX), Major, Matt (TJ), Rhodes, Liz (TE), Albert, Robin (TE), Carolyn La Chance (PO)*

The following topics were discussed:

- Compiled & discussed branch transfer survey results. A common theme is that transfer procedures need to be simple and consistent.
- Returning leased materials sooner will help alleviate excessive duplicate/overstock.
- Low demand materials are a challenge. When is it low demand for the branch vs. for the system? More study is needed on this.
- We would like to present improved transfer procedures/guidelines at the July 15th system Collection Meeting (C-Team).

Action Items:

- Committee members will test new lease return guidelines at their branch & evaluate results by July 2014.
- Continue to compile & analyze branch transfer survey results.

Handout 3

Report from the Ad Hoc Floating and Discards Committee Meeting

June 4, 2014

The Ad Hoc Committee for Floating and Discards met at George Mason Regional Library, June 4, for a working meeting to discuss progress on the recommendations of the Committee. The F&D report was submitted to and approved by the Library Board of Trustees, November 9, 2013. The timeline was submitted to the County Board of Supervisors, January 14, 2014.

Using the time line for a framework-agenda, the Committee queried the Collection Services Coordinator, Elizabeth Rhodes, as to how Technical Operations was responding to our recommendations and discussed the process. Public comment was welcomed.

Floating Collection

(Recommendations in the summary chart, 1,2,4) It is evident that the floating process is a work in progress. The FCPL collection is now, with few exceptions, one collection, rather than collections "owned" by each branch." A chart previously shared with the Library Board comparing February 2014, with April 2013, showed that several Regional branches have significantly fewer books on the shelves than before, and the collections of several smaller Community branches have gained. A Transfer Focus group composed of representatives of both Technical Operations staff (TechOps) and branch staff is meeting monthly to review and improve rebalancing materials. There are still some problems with transfers that need to be worked out, although the Committee has been assured the Collection HQ and the SIRSI systems "talk to each other," although not necessarily in real time as data is input on a periodic schedule. each other." Community libraries are assigned a Regional to receive books which need to be redistributed; Regionals send theirs to TechOps to be sent to rebalance collections across the system. The F&D Committee expects communication between the branches as well as with TechOps be monitored by the Transfer Focus Group. From public comments during the working meeting, it is clear that the concept and operation of the floating collection is not necessarily well understood by all segments of the public.

(6) There is a recommendation to accept and process add/swap books at the branch from donations and from TechOps. If the book is already in the catalog it seems that replacing a new copy in the branch for an old makes sense to members of the F&D committee, rather than sending it to TechOps. This should be considered as a way to get the book on the shelf as quickly as possible.

(3)The Collection Evaluation Focus Group recommended by the F&D Committee is reviewing current procedures and practices for collection development. The group, made up of representatives both from administration, TechOps and branch staff, meets monthly . The shrunken budget for library materials will continue to be a challenge to the system. This focus group will also update the Library Board at monthly meetings.

(5)A survey of in-branch use is ongoing. Branch staff is very aware of the possibility of books and other material used within the library (not checked out) may be considered “low interest” and deleted. From comments at the Committee meeting , it isn’t clear to the Committee that the public understands the purpose of the survey and complying with the request not to re-shelve books (so that their activity can be recorded by staff.). Perhaps there could be an addenda to the “Please do not re-shelve your books” signs indicating the ongoing survey.

It was suggested that branch staff consider: (1) Underserved populations (children, limited English patrons, harried library users) are not likely to place holds for items (2) Last active lists are not discard lists, but reminders to investigate, evaluate and merchandise, and (3) Last copies are not viewed as likely discards and may need special review, recalling that public libraries are not archives.

The Library Director, Sam Clay, will continue to include a monthly update on the progress of the floating collection in his monthly report to the Library Board.

Discards

(7, 8)Discard procedures for library books and other materials are also a work in progress. Both Ms. Rhodes and Branch Managers on the F&D Committee provided useful information as to how discards are handled by the branch and by TechOps. In addition, Don Heinrichs,(Mt. Vernon Library trustee), Melanie Quinn, Library Operations Director, and Elizabeth Clements (Mason Library trustee, chair) met with Cathy Muse, Director of Purchasing and Supply, June 29, 2014, for information. The recommendation of the F&D committee that the discarding process return to the branch has created another layer of required signatures (4 in total) and does not allow disposal of any deleted books at the branch. Three signatures are required: 1.staff deleting the item on SIRSI, 2.Assistant Branch Manager or Collection Manager, 3.Branch Manager. The fourth signature, the Friends, can by signing, reject the deleted books on site (if they haven’t sent a letter to FCPL that they want no books at all), or, if they sign for the books, they assume the ownership of the books for sale or discard.

Even very damaged books must be deleted and placed in a sealed bag and thrown into the branch discard bin. Then, signed off by the Branch Manager, the bin of all deleted books is sent directly to the county warehouse. At this point the discarded books and materials are no longer

FCPL's property, but belong to the Department of Purchasing and Supply Management, who may dispose of these materials as they see fit. Presently Ms. Muse, has contracted with Better World Books, a for-profit book buyer who does some charitable work, to purchase the deleted books. This has not happened yet, but the FCPL no longer discards deleted books.

There were several questions from the F&D Committee.

Why was the fourth signature (Branch Manager) at the branch when only two were required in the audit, but no signatures to sign off at TechOps.

As to a question of boxing the books for the disposition to the warehouse, Ms. Muse had assured us that boxing the books for the buyer would be done by her warehouse employees, not requiring library staff.

There were concerns for the health of the front line staff. Gloves will be provided for staff who must deal with possibly hazardous books.

A report to the Library Board after the complete process is in place would be helpful. Information to the Committee.

Other Transfers

(9) A recommendation was made that the FCPL though one of the statewide library organizations should explore opportunities to transfer usable items to other library systems in the state. Director Sam Clay plans to satisfy this recommendation by talking to other libraries at the state library association this fall.

Friends of the Library

(10) A recommendation that the FCPL's policy should reflect that the Friends groups are responsible for the disposition of books which have been donated directly to the Friends or given to the Friends by the Library. When the Policy Committee meets we will bring up the issue. Collections already has been very good about communicating with the Friends groups as to adding any of their donated books to the FCPL collection.

(11) No issues were identified with the implementation of this recommendation. Friends groups are well known for their diverse, but compatible approaches to donations to FCPL and the FCPL Foundation. The rapport with the Branch Managers and branch staff is commendable. Friends' interest and support of the Library system is essential to the future of our Library.

(12)Joining the Ad Hoc Communications and Evaluations Committee, the F&D committee strongly recommends allocating more space to the Friends in planning future libraries and renovating older ones. If the Fairfax County values the work the Friends do, it should see to it that they have room to work.

Report of the Ad Hoc Floating and Discards Committee, submitted June11, 2014

Fairfax County Board of Trustees

Elizabeth Clements, Chair, Mason District

Don Heinrichs, Mt. Vernon District

Peggy Koplitz, Providence District

Others on the committee:

Nancy Allard, John Ball, Fran Milhouser, Teresa Schlecht, Catherine Quigley

Branch Managers-- Kathy Hoffman and Barbara Peters

Fairfax County Public Library

Proposed Timeline for the Recommendations of the Ad Hoc Floating Collections and Discards Committee
December 19, 2013

Recommendations of the Ad Hoc Floating Collections and Discards Committee	Action Planned or Completed	Lead	Status
1. Recommend forming a Transfer Focus Group with front-line branch staff to review and improve the rebalancing mechanisms of the library's collection. The Transfer Focus Group should identify branch needs not met by the Collections IQ software and FCPL should address those needs.	Form Transfer Focus group. Transfer Focus group meets monthly. Minutes should be made available to branch managers and members of the Library Board of Trustees.	Elizabeth Rhodes, Collection Services Coordinator	December 2013 Begin January 2014, then ongoing
2. Recommend that the Transfer Focus Group provide an interim report and one-year status report.	Provide interim report. Provide one-year status report.	Elizabeth Rhodes, Collection Services Coordinator	February 2014 June 2014
3. Recommend an in-branch user survey to evaluate what and how materials are used within a branch.	Introduce new procedures to track in-house use of materials using integrated library system (Sirsi). Beginning in FY 2015, include in-house use of materials in system monthly statistics report.	Robert Harvey, Assistant Systems Manager Doug Miller, Strategic Planner and Customer Research Manager	Test at a few branches beginning December 2013 Progress report March 2014 July 2014
4. Recommend the Library Director report on the current activities and findings of the Transfer Focus Group at the Board of Trustees' monthly meetings.	Include report in Director's monthly report to the Library Board of Trustees.	Sam Clay, Library Director	Begin January 2014, then ongoing

Recommendations of the Ad Hoc Floating Collections and Discards Committee	Action Planned or Completed	Lead	Status
<p>5. Recommend forming a Collection Evaluation Focus Group of branch and central collection staff to review current procedures and practices for collection development and that the library director report on the current activities and findings of this group at the Board of Trustees monthly meetings.</p>	<p>Appoint Collection Evaluation Focus Group, reflecting demographics. Collection Evaluation Focus Group meets. Report on current activities at Board of Trustees monthly meetings.</p>	<p>Elizabeth Rhodes, Collection Services Coordinator Sam Clay, Library Director</p>	<p>December 2013 Begin January 2014, then ongoing Begin January 2014, then ongoing</p>
<p>6. Recommend the library immediately begin accepting add/swap books to its collections from donations at both the branch and technical operations levels.</p>	<p>Procedures implemented in November 2013.</p>	<p>Elizabeth Rhodes, Collection Services Coordinator</p>	<p>Completed Policy updated and provided to the Library Board of Trustees</p>
<p>7. Recommend the decision to centralize the discard process be reversed and the discard process be assigned to the branches as soon as possible but no later than January 31, 2014.</p>	<p>New procedures in development to be tested at several branches. New procedures to be implemented system wide</p>	<p>Elizabeth Rhodes, Collection Services Coordinator</p>	<p>December 2013 January 31, 2014</p>
<p>8. Recommend that usable books withdrawn from the library system must first be offered to Friends Groups through a documented process. If the Friends do not want them the library must send them to the County Purchasing and Supply Management department as Items Deemed Surplus.</p>	<p>Procedures in development. Send usable items not wanted by Friends to the Department of Purchasing and Supply Management.</p>	<p>Melanie Quinn, Operations Director</p>	<p>January 2014</p>

Recommendations of the Ad Hoc Floating Collections and Discards Committee	Action Planned or Completed	Lead	Status
9. Recommend the library explore possibilities to transfer usable items to library systems in other areas of the state.	The FCPL, through one or more of the statewide library associations, should explore opportunities to transfer usable items to library systems in other parts of the state.	Sam Clay Library Director	September 2014
10. Recommend that the library's policies should reflect that the Friends groups are responsible for the disposition (including disposal) of books which have been donated directly to the Friends or given to the Friends by the library.	Refer to Library Board Policy Committee for discussion. Collections should communicate with Friends groups as to adding books from Friends' donations to the FCPL collection.	Library Board of Trustees Elizabeth Rhodes Collection Services Coordinator	January 2014 Ongoing
11. Recommend maintaining and expanding the diverse but compatible approaches to donations by staff and Friends and their contributions to library programs.	Branch Manager communicates regularly with Friends group regarding library discards, donations and branch programs and services. See communication and Evaluation recommendation #11	Branch Managers	Ongoing Friends Forum in March
12. Recommend allocating more room for the Friends in future renovated or new libraries.	See Communication and Evaluation recommendation #19.	Sam Clay, Library Director	March 2014

Handout 4

Personnel Committee Report

Meeting : May 27 at Kings Park Library 7:00

The Personnel Committee is charged with monitoring personnel issues in a time of change and making recommendations as appropriate to the Library Board of Trustees and the Library Director

Over 20 staff members were present at the meeting as well as committee members Peggy Koplitz and Elizabeth Clements. Sam Clay, Katie Strom and Karen Gates were present from Administration.

The meeting was primarily an open format with staff invited to share their concerns.

"Burning issues"

*Understaffing in branches. (many are over 70 hours short per week and one as high as 180 hours)

Open Circ Aide positions need a priority

*Delays in filling positions. (See Board packet attachment #4)

Lateral transfers (?)

The unfilled Youth Services Materials Selector position is having an impact on the collection.

*Staffing

Need more full time positions. (Many qualified librarians can not afford to take part time jobs)

Why can't the personnel in the previous CSA positions continue to help on the circulation desk after July?

"Smoldering issues"

*Staff morale

*Succession planning (Why do we wait until a position is vacant to begin the process of interviewing? When a retirement date is announced, why does it take so long to hire a replacement?)

*New procedures are labor intensive

Memorandum

June 5, 2014

To: Library Management Staff

From: Doug Miller, SP&CRS
Martha Sue Hess, SP&CRS

Subject: Monthly Circulation Report, May 2014
Monthly Internet Sign-Up Report, May 2014
Monthly Subscription Database Usage Report, April 2014
Monthly Customer & Staff Usage of the Library's Internet Sites, May 2014
Monthly Program & Attendance Report, April 2014

The May Circulation, Internet Sign-Up, and Customer & Staff Usage of the Library's Internet Sites reports – along with the April Subscription Database, and Program & Attendance reports – are provided for your information.

- All regional branches were closed Sunday, May 25, for Memorial Day holiday weekend.
- All libraries and offices were closed on Monday, May 26, in observance of Memorial Day.
- GM opened two hours late on Tuesday, May 20, due to a sulphur smell in the staff area.
- Circulation for FY2014 is 1% below FY2013 levels.
- Library visits for FY2014 are 4% below FY2013 levels.
- Job Seekers Portal was not available at the time of this printing.
- Several branches experienced power outages, phone problems, computer problems and issues regarding Pharos during the month.

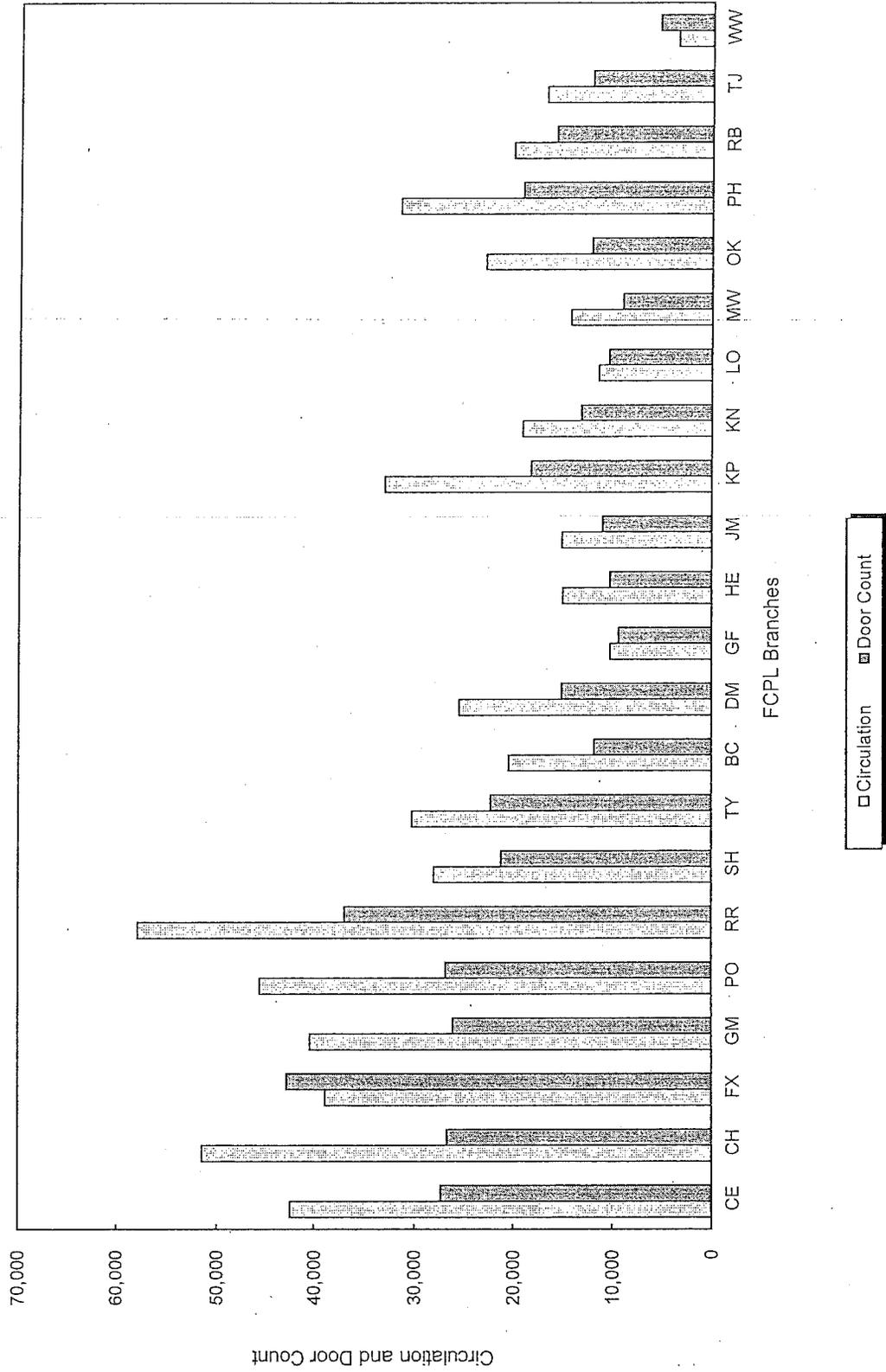
Please call Strategic Planning and Customer Research Services if you have any questions.

Monthly Statistical Report May 2014

Site	Circulation			Door Count			Site
	May 2014	% Change from 5/13	Cumulative FY2014	May 2014	% Change from 5/13	Cumulative FY2014	
CE	42,468	-9%	529,150	27,352	-5%	312,611	-2%
CH	51,513	-2%	638,052	26,693	-6%	300,377	-9%
FX	38,884	-13%	479,144	42,840	-19%	516,852	-0.3%
GM	40,408	-9%	500,703	26,110	11%	293,438	-7%
PO	45,579	-7%	562,049	26,843	-1%	315,522	-1%
RR	57,804	-7%	709,877	36,898	0.1%	404,151	-4%
SH	28,018	-11%	347,270	21,256	-1%	254,084	4%
TY	30,232	-14%	379,464	22,330	-0.1%	242,322	-2%
BC	20,448	-11%	246,420	11,820	-7%	127,796	-11%
DM	25,470	-1%	299,737	15,082	-2%	170,287	-13%
GF	10,223	-16%	128,402	9,401	-7%	100,392	-3%
HE	14,978	-6%	179,324	10,241	-7%	131,097	16%
JM	15,053	-12%	181,188	11,001	-9%	113,993	-4%
KP	32,968	-5%	388,460	18,275	-4%	201,076	3%
KN	19,138	-3%	227,259	13,145	4%	148,327	-4%
LO	11,424	-10%	141,606	10,390	25%	104,276	11%
MW	14,215	-4%	167,671	9,042	-3%	102,325	-0.1%
OK	22,877	-6%	272,784	12,149	-5%	143,307	-1%
PH	31,497	-2%	381,447	19,118	5%	205,534	1%
RB	20,109	-5%	234,001	15,727	-9%	170,601	-7%
TJ	16,741	-10%	218,301	12,168	-2%	140,772	-1%
WW	3,530	-64%	45,318	5,414	-59%	59,056	-55%
ADI/AS	7,577	-5%	93,125	1,006	2%	9,832	-6%
OVD	71,374	23%	733,766				
TO	245	-42%	3,545				
PhoneR	8,674	21%	96,545				
iPhone	6,146	-4%	69,851				
WEBR	312,354	3%	3,541,271				
FCPL	999,947	-3%	11,795,730	404,299	-5%	4,568,026	-4%
							FCPL

* Door Count is an estimate
(OVD = Overdrive)

May 2014
Circulation and Door Count



□ Circulation ■ Door Count

FY2014 Branch Internet Use Number of Individual Sign-Ups

Branch	May Number of Sessions
CE	3,031
CH	2,408
FX	4,080
GM	3,816
PO	2,320
RR	3,424
SH	2,533
TY	2,119
BC	961
DM	1,390
GF	472
HE	1,140
JM	1,336
KP	1,242
KN	1,687
LO	1,657
MW	1,446
OK	1,210
PH	1,576
RB	2,355
TJ	2,239
WW	1,050
AS	45
FCPL	43,537

Tech Lab Sign-ups	
SH	898

Branch	Year-to-Date Number of Sessions
CE	35,029
CH	27,335
FX	45,026
GM	42,438
PO	24,890
RR	38,308
SH	27,117
TY	22,617
BC	9,783
DM	13,485
GF	5,550
HE	12,368
JM	14,423
KP	14,066
KN	18,376
LO	18,673
MW	16,322
OK	14,268
PH	16,197
RB	25,022
TJ	27,194
WW	11,728
AS	455
FCPL	480,670

Lab Sign-ups Y-T-D	
SH	11,681

Branch	Number of Internet Workstations
CE	16
CH	18
FX	48
GM	20
PO	17
RR	18
SH	17
TY	14
BC	12
DM	19
GF	8
HE	8
JM	12
KP	12
KN	19
LO	12
MW	19
OK	18
PH	12
RB	18
TJ	18
WW	10
AS	1
FCPL	366

Branch	Number of Sessions p/Workstation
CE	189
CH	134
FX	85
GM	191
PO	136
RR	190
SH	149
TY	151
BC	80
DM	73
GF	59
HE	143
JM	111
KP	104
KN	89
LO	138
MW	76
OK	67
PH	131
RB	131
TJ	124
WW	105
AS	45
FCPL	119

Subscription Database Usage FY2014

FCPL Subscriptions	April Number of Views	FY2014 Number of Views
Accessible Archives	21	2,212
Ancestry Library Edition	18132	178,171
Consumers' Checkbook*	148	1,475
CQ Researcher	141	1,526
Current Biography	267	2,040
Ebsco eBook Collection	1,567	16,724
Ebscohost	4,478	47,396
Europa World Yearbook	182	3,266
FCPL Gale	9,181	71,248
Grolier	1,915	25,776
Heritage Quest	7,830	94,763
Learning Express*	84	3,757
Mango Languages	1,312	11,786
Morningstar Online	7,796	147,492
Oxford Dictionary of National Biography	43	503
Oxford English Dictionary	N/A	2,436
Oxford Islamic Studies Online	N/A	12
Proquest	5,384	56,097
Ref USA	2,440	24,768
Standard and Poors	1,654	19,906
ValueLine Research Center	N/A	424,107
LVA Subscriptions		
eLibrary	607	5,094
Firstsearch *	1,731	15,658
LVA Gale/Infotrac	28,206	128,850
Totals	93,119	1,285,063

* Views unavailable: Consumers' Checkbook uses the number of log-ins while Firstsearch uses the number of searches.

Public Customers' Usage of Services Via the Library's Internet Sites FY2014

Usage of Individual Services		Total Services Usage	
FCPL Websites	May	May	FY14 YTD
Library Homepage			
Visits	271,731	291,213	3,463,858
Views	376,937	483,143	5,821,682
Catalog			
Logins	797,253	6,424	6,424
Podcasts & Blogs		2,748	19,966
iPhone App Downloads		0	0
Catalog Logins		797,253	9,527,856
Total Customer Usage		1,580,781	18,839,786
Downloads			
Holds	2,179		
Renewals	6,146		
Job Seekers Portal			
Visits	9,809		
Views	21,501		
Evanced *(calendar)			
Visits	19,482		
Views	100,013		
Blogs			
Book Reviews	0		
About Books	2,748		
Teens	0		
Facebook.com			
Views	4,476		
Fans **			
Flickr.com (lib & Found)			
Views	5,094		
Contacts **			
Twitter			
Followers **	1,821		
Podcasts			
Downloads			
Views	1,821		
YouTube.com			
Views	1,099		
Subscribers **	127		

Total Services Usage	
May	FY14 YTD
Visits	291,213
Views	483,143
Contacts **	6,424
Podcasts & Blogs	2,748
iPhone App Downloads	0
Catalog Logins	797,253
Total Customer Usage	1,580,781
	18,839,786

Override visits and views are currently not available

iPhone downloads are no longer available.

May's Job Seekers Portal not available at time of printing.

Facebook has changed the way they report statistics and the number of views is no longer available.

Flickr's number of contacts is unavailable.

Podcasts numbers are currently unavailable.

* Evanced includes customer side of calendar of events and meeting rooms.
 ** YTD indicates the largest number of Fans, Contacts, Friends, Subscribers and Followers. Combined we're calling these "Contacts".
 Note: Database Usage is reported monthly in its own report and is not reflected here.
 Mobile App Renewals are also included in the monthly circulation report.

Staff Usage of Services Via the Library's Info Web Sites FY2014

Usage of InfoWeb

FCPL InfoWeb Site	May Usage	FY2014 YTD
Entire Site		
Visits	0	75,571
Pageviews	0	325,123
Evanced*		
Visits	5,912	70,642
Pageviews	57,766	759,503

Data not available at time of printing

Usage of FairfaxNet

FCPL FairfaxNet Site	May Usage	FY2014 YTD
Library County		
Daily Unique Visitors	1,476	16,664
Pageviews	8,150	133,371
Blogs		
FCPL in the News		
Daily Unique Visitors	313	5,562
Pageviews	1,342	26,245
Library Articles of Interest		
Daily Unique Visitors	220	5,294
Pageviews	630	19,978
What are you Reading		
Daily Unique Visitors	204	3,557
Pageviews	844	13,524
Library Internal		
Daily Unique Visitors	6,138	60,171
Pageviews	194,297	2,384,143
All Sites		
Daily Unique Visitors	8,351	91,248
Pageviews	205,263	2,577,261

* Evanced includes staff side of calendar of events and meeting rooms

FY2014 Program & Attendance Report

Branch	April #	April Programming Attendance	FY2014 #	FY2014 Year-to-Date Programming Attendance	April One-on-One Tutorials	Year-to-Date One-on-One Tutorials
CE	26	623	239	5,880	8	107
CH	68	1,510	690	16,510	87	927
FX	31	716	245	5,948	93	829
GM	24	600	204	4,692	19	266
PO	25	508	180	4,202	35	378
RR	84	957	518	7,752	133	1,162
SH	30	221	323	3,386	33	233
TY	23	763	195	4,582	51	330
BC	19	343	164	3,269	0	76
DM	24	631	163	4,164	0	49
GF	44	1,009	256	5,722	42	186
HE	13	690	100	3,326	4	27
JM	23	295	205	3,298	8	117
KP	35	792	260	5,211	12	206
KN	21	316	193	3,487	16	251
LO	19	256	129	2,013	9	81
MW	16	233	135	2,869	5	67
OK	17	189	128	2,003	29	219
PH	29	660	282	7,175	34	266
RB	30	513	207	4,234	76	555
TJ	33	387	235	2,923	97	931
WW	0	0	15	549	0	19
AD/CFB	8	182	63	3,533		
AS	6	115	33	477		
Early Lit	100	1,979	728	13,374		
Expert Express			0	0		
Archives	0	0	0	0		
Totals	748	14,488	5,890	120,579	791	7,282

