



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: 6:30 P.M. (Note early start time)

DATE: December 9, 2015

LIBRARY BOARD OF TRUSTEES MEETING AGENDA

SPECIAL PRESENTATION:

Community Survey Overview

Marc Futterman, CIVIC Technologies

Planning Committee Report

Priscille Dando

I. PUBLIC COMMENT

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

II. MINUTES – October 2015

III. CHAIR'S REPORT

- A. Opening Remarks
- B. Hunter Mill Trustee update

IV. COMMITTEE REPORTS

- A. Library Foundation – Willard Jasper
- B. Finance Committee – Karrie Delaney
- C. Ad Hoc MOU Committee – Miriam Smolen

V. DIRECTOR'S REPORT

- A. Executive Summary
 - 1. Reston Town Center North Community Meeting Notes
(Attachment 1, page 1) (Table 2 Feedback in progress)
 - 2. Library Journal Star Libraries Report (Attachment 2, page 19)
 - 3. Tysons-Pimmit Regional Library Renovation Update
 - 4. Kingstowne Library Water Update (Attachment 3, page 37)

VI. EXECUTIVE SESSION – Personnel Matter

FAIRFAX COUNTY PUBLIC LIBRARY
12000 Government Center Pkwy. • Suite 324
Fairfax, VA 22035

703-324-3100 TTY: 703-324-8365 FAX: 703-222-3193
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VII. CONSIDERATION ITEM - None

VIII. ACTION ITEM – None

IX. ROUNDTABLE

INFORMATION ITEMS

- Monthly Statistical Snapshot, October 2015 (November available at meeting)
- Incident Report – October 2015 (November available at meeting)
- 2016 Holiday Schedule – County and FCPL (revised)
- Washington Post Article (11-11-15)

Reston Town Center North Community Meeting

Wednesday, November 4, 2015

Team: Jenifer and Jessica

Library Feedback

- More paper books and reference books
- Do not use Metro Center as the temporary location, possibly use Cameron Glen or Simon Center.
- Make sure the temporary/new location is in close proximity to the current location and is walkable, including bike trail access and bike racks.
- Set up a smoking area away from the entrance at temporary and new location.
- Have the temporary building in place and running before demolition of the old library.
- Look at using empty office space in Reston Town Center for the temporary location. If not, ensure it's located in greater Reston at large.
- Make sure Information Technology is up to date and available at temporary location.
- Wants a 2-story Library structure
- Wants more power outlets
- The Wi-Fi Bar and more outlets will draw teens in, instead of a separate teen area, maybe a teen café.
- Include flexible, reconfigurable space for future use, no static rooms only meant for one purpose.
- Focus on safety, especially for children. Wants County services, including wrap-around services if shelter is in close proximity. Increased concern of parking lot safety if it's located underground.
- Include temporary parking for quick book return.
- Include a loading dock for intersystem operations and an automated book return modeled after Loudon County systems.
- Outdoor non-smoking spaces
- Uninterrupted services (in regards to temporary library.)
- The 90,000 Square Footage for the proposed library is that just the floor plan or does it include air space?
- Is the County the owner of housing as well?
- What does the 39,000 square foot number mean? Will it accommodate more materials, staff, rooms, etc.? What is in the Comprehensive Plan?
- Will the future library accommodate future growth?
-

Reston Town Center North Community Meeting

Wednesday, November 4, 2015

Team: Jenifer and Jessica

Shelter Feedback

- Use Cameron Glen as temporary location
- Focus on safety
- Sufficient shower and restroom space in the new facility
- Include wrap around services with the library.
- Include youth programs.
- Consider using retail space for a thrift shop.
- Include social work staff at library for shelter residents.
- Hold focus groups with shelter residents.
- Include temporary storage for residents so they do not need to lose all their belongings.
- Have a way to address homeless with pets.
- Address transportation from Metro to RTCN to include access to shelter and library.
- Will shelter need parking?
- Will parking be free for both shelter and library?
- Will shelter have Wi-Fi or job placement, financial services?
- Who will pay for the library, where is the \$10 million bond money?
-

Overall Project Feedback

- Include affordable space for small businesses start-ups and entrepreneurs.
- Use the Reston Town Center model.
- Consider rooftop gardens on the library and other structures.
- Include incubator/maker space to be used by both professionals and schools.
- Park space should be increased.
- A need for a more specific timeline, when decisions will be made, and share on the website.
- Common set of principles for overall design (www.pps.org)
- Rezone entire property vs. just 7&8
- Central green is too small
- Can we amend guidelines to build a bigger library?
- Integrating wireless communities into the development of the design before rather than after.

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Reston Town Center North Community Meeting

Wednesday, November 4, 2015

Team: Jenifer and Jessica

- Block 4 is a Fairfax County Park/Garden, what will happen to it; will it be relocated and possibly become a community garden?
- Are there plans for an urban-type elementary school or middle school?
- Are the parcels active 7 days a week? (Concerned about areas looking like ghost towns on the weekends)
- Are the beds at the shelter based on current or projected data?
- In the comprehensive plan, are there ratios between commercial/residential?
-

Table 2 Feedback in progress

Reston North Community Meeting Notes

Date: November 3, 2015

Location: South Lakes High School

Facilitators: Katie & Vin

Topic: Libraries

What types of things are you looking for in a library?

- Library drop off (no car)
- See if we are keeping up with ideas for new libraries – other jurisdictions
- New libraries serve more than traditional groups
- Other meeting areas/uses outside the main areas into neighboring areas
- Look at university libraries
- Architectural review (independent)
- Assessment of what school libraries are missing, so this library can be complimentary
- Drop-off area off the main road so people can be dropped off (Kiss and Read)
- Computer lab off to the side for classes
- Library that works together with other organizations/companies; not a stand alone
- Temporary library – close to original location, particularly to pick up books
- Space for friends of library to do sorting/sales (year round)
- Temporary library – has enough space for kids
- Temporary library – invest in mobile library model, temporary transportation that can take books to people → kids
- Reston Library is dark; make it brighter with windows
- Be open to the idea of a two-level library
- Entrance from Town Center side – at least two entrances
- Pedestrian entrances from all sides
- Different kinds of shelving to consider – space constraints
- Wish list from friends of library staff: books, equipment, funds
- Increase supply of hard copy books
- Glassed-in quiet space (2-person spaces for tutoring)
- Larger DVD collection and books on tape
- Laboratory for multimedia AV (photo editing, sound editing, etc.)
- Separate children's section; closed off wing, so adults can read quietly
- Access so you can use meeting rooms at night

Reston North Community Meeting Notes

- Comparing ourselves to others to find best practices

Topic: Shelters

What are you looking for with the new shelter?

- Mixed/phased affordable housing throughout the entire area
- Family shelter with access to other amenities
- Ask homeless shelter residents what they need
- Ask nonprofits what is needed
- Temporary facility – Cameron Glen? Explore commercial properties
- Families integrated into community – multiple locations, not just one space – so that families can take advantage of other services/amenities throughout Reston
- Ask schools
- Adjacent services
- Need daytime space
- Daytime programming
- Expand (double) medical respite area
- Hospital beds
- Cost savings
- Outdoor area with benches with shelter
- Increased the size of the shelter
- How was the size determined? It should be bigger
- Flexible space – can grow during hypothermia season

Topic: Overall Project

- Integration with other areas, particularly transportation; very difficult to negotiate intersections (walking and biking)
- Auto traffic below ground, parking deck level (like Wiehle)
- Design the park so that residents can walk all the way through the park (one end to the other)
- Look at the shape of the park – it doesn't look integrated
- Be aware of high density – outdoor areas for kids
- Plan for small dog parks to be integrated and scattered through Reston – specific areas for dogs → walkable to get to
- Keeping track of public comments – who will be the architectural overseer of all nine RFPs?
- Transit connections

Reston North Community Meeting Notes

- Can't have rounded-off street corners; cars just roll over those and it's dangerous. Have square intersections; traffic calming designs
- Roads and parking underneath as much as possible
- Architectural goals need to be included in all RFPs so it is all consistent
- Urban planning/street scaping
- Energy conservation (solar panel, LED street lighting) needs to be considered in site planning
- Street lighting so people will walk
- Planning for public arts – work with IPAR in planning
- Make Blocks 1 and 2 more connected with the Home Depot area
- Underpass to Trader Joe's

Reston Town Center North Community Meeting

Wednesday, November 4, 2015

Team: Joan and Luis

- Provide a community garden for occupants
- Create a focus group of Reston citizens to determine shelter needs
- Temporary shelter would only meet current capacity, and should be larger
- Challenge the need for a temporary facility – why not build permanent facility only
- Use companies doing business in Fairfax County to sponsor or fund shelter
- Dovetail construction and requirements with proffers for both temporary and permanent
- Provide increased opportunities for volunteers
-

Overall Project Feedback

- Performing Arts Center should be included in development
- Performing Arts Center should provide educational opportunities
- Reston Town Center North should be connected directly to Reston Town Center (through park)
- Provide large event space that could be divisible into multiple configurations and sizes
- Provide a roof top dinner theater as a signature, destination point
- Monitor INOVA development for compatibility and consistency with County development
- No more traffic – mitigate traffic concerns with proper road design
- Create a task force of Reston citizens to determine space use and needs throughout community
- Task force of Reston citizens to review space use, study how it can be shared to avoid overlap
- Provide more community engagement\
- Town Green size may be inadequate for anticipated number of future residents
- Keep website updated with events and news, still outstanding vs. already done
- What is the architectural overall plan and is there a common set of principles
- Look at the “Project for Public Spaces” website for examples of creating public spaces
- How do blocks “knit” together?
- Are the parcels under the jurisdiction of Reston Association and the Design Review Board?
- Why do we have to rezone only Blocks 7 & 8 now – why not do all at once
- Why is the green space so small? Previous special study showed a larger space
- How many submittals were received for Part I of the RFP? Can that number be shared?
- Recognize there is no urgency in the overall timeline shown, still time to get things done
- Can we leave existing structures in place while building new, then tear down?
- Strong feeling to involve Reston citizenship
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Reston Town Center North Community Meeting
Wednesday, November 4, 2015
Team: Joan and Luis

Library Feedback

- Challenge the need for a temporary facility – why not build permanent facility only
- Question the size of the proposed library – is 39,000 SF large enough?
- Need a variety of meeting room sizes – ability to accommodate to to 100 users
- Investigate the use of proffers with developers to provide the library
- Parking (below) exclusive for library patrons
- Create a focus group of Reston citizens to determine library needs
- Provide more bathrooms
- Provide more shelving for printed (hard cover) books, less electronic books
- Partner with “Maker Space” providers for multi-purpose spaces
- Provide separate children’s area and dedicated staff for area
- Provide separate teen’s area and dedicated staff for area, and accommodate tutoring needs
- Provide dedicated work space and adequate storage space for Friends of the Library
- Recognize that Friends of the Library is truly a revenue source and should be treated that way
- Simplify/facilitate vehicle access for book sales and donations – drop-off and pick-up
- Consider a single-story facility versus a multi-story facility
- Consider another location for the library elsewhere in the acreage to the north, or off-site
- Coordinate library features and design with human services needs
- Use companies doing business in Fairfax County to sponsor or fund library
- Provide separation between library and shelter
- \$10M bond for library – by when do we have to use it, and is it encumbered
- Can Library Guidelines be increased to provide a larger library? Fairfax City is larger.
- Fairfax County is leveraging the value of the library land, should be leveraging the library value
- Do we need a separate bond to fund the balance of the library, or how will it be funded
-

Shelter Feedback

- Provide more resources and skill centers for shelter
- Provide mental health services
- Provide job training
- Adequate storage space needed for personal belongings to be accommodated in shelter
- Make sure shelter is safe and secure for occupants
- Provide children’s services within the shelter

Reston Town Center North Community Meeting
Wednesday, November 4, 2015
Team: Chris and Brenda

Library Feedback

- Review size of library square footage – with growth projected for Reston based on Silver Line, need bigger space – the size seems inadequate when considering projected future community population growth
- Need more space for book sorting of donations than space allocated in current library
- Add Maker space – a location for startups/businesses etc. (see www.Innovationlab.org)
- Increase use assumptions – sq. ft., number books, people served
- Provide more internet capability and computers for library patrons
- More dedicated children's books space
- Designated children's librarian
- Story time area
- Dedicated study space
- Any non-traditional library amenities/services should NOT replace the sq. ft. proposed for the library for books
- Add more meeting rooms – 2 is not adequate
- Enough space to house 1 million books
- Archive space (last copy storage/archival/retrieval program)
- Dedicated teen area
- Use of natural light
- Ensure free parking continues
- Library should be on ground level – hard to staff 2 levels
- If two levels, ensure adequate staff and coverage for 2 or more floors (see: San Diego CA library and statistics on utilization)
- Ensure dedicated parking is ample – not shared (standard is 7 spaces for every 1000 sq. ft?)
- Quick-park with book drop off capacity
- Automated book drop
- More individual seating
- Look at businesses and community rooms on the upper levels
- Add a café
- Provide security for any underground parking
- Do NOT develop a temporary library OR shelter (this was unanimous consensus of group)
- IF a temporary library is absolutely unavoidable:
 - it must be in Reston

Reston Town Center North Community Meeting
Wednesday, November 4, 2015
Team: Chris and Brenda

- provide space for the “Friends of Reston Library” to operate in any temporary space
- full service
- concern about books being parsed out to other libraries
- Provide examples (visuals) of other libraries – identifying size and population served - to give the community an idea of the appropriateness of the planned allotted space.
- Ensuring adequate staff and filling current vacancies in library system might allow for adequate staffing for a multi-story facility
- Concern that because the county has made some assumptions/cost constraints that both the library and the shelter will be “shortchanged”
- County staff indicated the standard size of a library at 39,000 sq. ft. was identified as part of the County’s Comprehensive Plan. What is the data source for this “standard” – we can’t find it.
- Please provide a table of services and size in a standard “urban design” library – an example is the new Silver Spring MD library
- Review Virginia space standards for libraries – is the Virginia standard 1 sq. ft. per resident?
- Please clarify the deed of covenant for the land the current library is on. Community understanding is that the land was “deeded” to the community for library use. How does this impact redevelopment?
- What is the timeframe for use of the library bond funds? Is this driving the need for a “temporary” facility?
- Community is concerned about what will happen to books in a temporary library situation. What will be the process to protect the books? Is the library circulation policy going to mean the books will be destroyed? Request for moratorium on book destruction and clarification on the proposed management of the assets of the current library while under construction.
-

Shelter Feedback

- Make additional space and provide programming for job seeking tools, including computers, phones, mini library for residents
- Increase size to include additional space for operation of year round hypothermia program (to account for emergencies, tornados, cooling center for hot days, etc.)
- Provide additional space for day programming for homeless individuals

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Reston Town Center North Community Meeting

Wednesday, November 4, 2015

Team: Chris and Brenda

- Shelter should support homeless persons currently “hanging out” at the library
- Shelter should be open to the community on 24 hour basis
- Drop in programming should be available
- Social services programs should be collocated with the shelter and/or in close proximity (walking distance)
- Expand to provide for programming and beds for persons with medical needs/work with hospitals on program design and discharges
- It is more important for the shelter to be collocated with county, health, treatment and nonprofit services than co-located with the library
- Provide more laundry space (than current site)
- More shower space (than current site)
- Additional bathrooms (than current site)
- A playground – enclosed outdoor play area
- Develop a park like playground for everybody to use – community AND shelter children – integrate into community
- Additional space for storage for residents’ belongings
- Additional space for donations storage
- Add additional freezers – commercial grade (to allow more food donations to be accepted)
- Ensure adequate electricity/maintenance and corresponding budget
- Provide additional parking
- Increase onsite health clinic space
- Location of shelter should be on a major street, not a side street. This is critical to support the appropriate public transit capacity. Bus system/access to public transit must work for residents.
- Concern that Bowman Town Drive is not wide enough to accommodate public transit.
- Make the area pedestrian friendly.
- “Simonize” the space! Make this a livable, enjoyable space for the community
- Bigger cafeteria space
- Additional meeting rooms and bigger sq. footage
- Do NOT develop a temporary library OR shelter (this was unanimous consensus of group)
- Concern that because the county has made some assumptions/cost constraints that both the library and the shelter will be “shortchanged”
- IF a temporary shelter is unavoidable:

Reston Town Center North Community Meeting
Wednesday, November 4, 2015
Team: Chris and Brenda

- full service must be maintained
- Consider temporary move to Cameron Glen if temporary shelter is a necessity
- Move shelter from parcels 7 and 8 – go to 1-6
- It is more important to build the shelter right than to meet a set schedule – don't rush development before the entire site vision is clearer
- Suggestion made to use other sites, build them first, then move facilities

Overall Project Feedback

- Concern about intensity of density. Area should not be a skyscraper canyon (i.e. Crystal City). Preserve the plaza feel, walkable useable space AROUND the library, not clumped together in one park area.
- Build these public facilities on route with easy transition points for transportation.
- Less car focused and more pedestrian focused
- Make this a cohesive development, not like Spectrum
- Ensure like services are co-located together – pay special attention to where things are located to ensure a good user/client/patron flow
- Increase the percentage of “market rate” single one bedroom units
- Concern that there is not enough affordable housing in overall redevelopment effort
- Ensure the entire project is resident focused – not “Destination Reston”.
- Expand time to allow for public input prior to release of final PPEA/RFP
- Reston Association has right to review the design
- Request for community to review/comment on RFP before it is issued as final for bidders to respond
- Please explain the process for ensuring Reston Association standards and DRB oversight will occur
- Will there be a county response to the Reston Association white paper?
- Please clarify county's assumptions regarding FAR and how many stories this would allow on these parcels. What does .9 mean in way of building height? Isn't .9 inadequate for everything planned for public facilities for blocks 7/ 8?
- Clarify where the Recreation Center and Performing Arts are
- What is the sq. ft. assumption for the residential space?
- The map identifies New Dominion as a thru street. How will this get accomplished, as it currently is not?

Reston Town Center North Community Meeting
Wednesday, November 4, 2015
Team: Chris and Brenda

- Publish a timeline for the RFP process
- Clarify the use of bond funds and how they are monitored
- What is the process for these questions to be answered?
-

Reston Town Center North Community Meeting
Wednesday, November 4, 2015
Comment Cards Submitted Separately

1. Instead of reinventing the wheel, I'd like to see the new library reflect the "best practices" of other library systems, near (Loudoun County) and far (Library of Birmingham, UK) and to provide more community events, such as performances by local school children (as B & N did). This is a great opportunity to transform the library into a vibrant, integral, and essential part of the community.
2. Why not move the shelter to be next to Human Services?
3. Suggestion:
Consider a two-phased RFP (Examples: Alexandria Carlyle Department, D.C. Center and Princeton University)

Phase I: Development Guidelines Only Including:

- Block-by-Block Land Use & Development Standards
- Streetscape
- Public Space/Place Making
- Energy Conservation
- Environment
- Connection

Phase II: Development Proposes for Each Block of Public Facility
Selection of a Development Partner

4. Shelter should be a full day facility with life skill training classes, etc. Not just an overnight facility. Relocate north adjacent to Public Health and Human Services.
5. Library currently has 150+ parking spaces, 30 reserved for staff, volunteers, and friends. There are 120+ parking spaces for patrons. Lots are often full. Will the new shared facility provide the same level of parking?
Most library patrons live within five to fifteen minutes of the current location and will not use metro to go to the library. Has this been factored into parking planning?
6. More detail re: Maker space
 - Current maker space is Nova Labs
 - Consider contracting with Nova Labs for maker space programs and support (easy to buy equipment, challenging to provide appropriate education and

Reston Town Center North Community Meeting
Wednesday, November 4, 2015
Comment Cards Submitted Separately

guidance and to appropriately maintain equipment (3D printers, woodshop equipment, CNC printers/cutters, etc.))

- Nova Labs named one of the top independent maker spaces in the county by MAKE magazine and sponsors the annual Nova Mini Maker Faire held at South Lakes High School and Langston Hughes Middle School each March.
- Recommend analysis of whether a library maker space would be redundant or if the need could be better defined and then supported by a partnership with Nova Labs
- Nova Labs has a very strong youth robotics program. Recommend review of what they already offer and analysis of need to assess if they could provide either additional programs at the library or serve as a satellite location for the library youth "maker"/youth robotics activities.

7. Vehicle access for friend sales

Committee: Library/Shelter/Finance

Shelter: Job Training

8. I realized during the discussion that a great asset in this area would be areas (indoor and outdoor) between and around developments where folks can hang out – so you can sit and read near the library, or have a cup of coffee, etc. So extending the community functions into appropriate and attractive (and open and safe) public informal spaces. Just a thought.....

Also with this new development, it is time for Reston to have a free or a dollar (\$1.00) "circulator trolley"☺.

For the Library, emphasis on BOOKS, BOOKS, BOOKS. I also second what many have said regarding:

- More small meeting rooms (for people to work together)
- Dedicated children's area (with dedicated staff, computers, and story room)
- Better/Larger/More community lecture, performance, program rooms
- Homework areas.

9. Since every block is likely to have underground parking, might these underground garages be integrated by building underground roads so the surface would be open for pedestrians? This would add open space to a high density development.

**Reston Town Center North Community Meeting
Wednesday, November 4, 2015
Comment Cards Submitted Separately**

10. Library Request: Please add a curbside drop off for book returns (i.e., like the Post Office drop box). With underground parking it will be hard to just run in and drop off a book. Thanks.
11. Can the library be larger? Reston is growing and shouldn't be limited by established size for regional libraries.
12. I would prefer it if the homeless shelter was not next to the library. Would it be possible to relocate it to block #9? I know many people do not like the loitering they see at the library. Relocating the shelter would reduce the likelihood of loitering, especially if a recreation room/lounge could be built into the shelter.
13. Community Meeting Reston Town North: Integrated planning enables much more diversity and flexibility of functions in a given complex (Brian Berry, human geographer) (*sp?*). Might the separate organizations in the overall plan coordinate their functions to offer better, more efficient and diverse offerings? For Example:
- INOVA provide medical beds for shelter under contract with the County?
 - Library adjacent to meeting rooms and coffee shops that are multipurpose?
 - General purpose room most of the year provides hypothermia shelter during severe weather.
 - If each major building employed underground parking and access turn offs from peripheral roads, then there would be no need for surface roads in the development, and the space could be open park lands and for recreational use.
14. Satellite Libraries: Lake Anne / Tall Oaks / Hunters Woods

Library Journal Index – 2015

November 2015

Background

The Library Journal Index examines just four statistics describing library service outputs per capita: circulation; visits; program attendance; and public Internet terminal uses. This is the Library Journal Index report of 2015. The index was reported in the November 1 issue and evaluates data from FY2013. The stated mission of the LJ Index is **NOT** to rate America's "best and greatest" libraries, or to imply that the data used in the Index can measure quality and excellence. Rather it is offered as another tool available to libraries to help better understand how they compare to similar library systems.

The Basics

In order to receive an Index score libraries must report data for all four statistical indicators. There are 7,663 libraries in this latest issue of the LJ Index, the most ever scored. The four measures used in the LJ Index are not weighted. Library systems are divided into nine peer comparison groups based on total library expenditures (INCLUDING BENEFITS). These groupings range from the low group of \$10K-\$49.9K in expenditures to the high group of \$30M+. FCPL falls within the \$30M+ group and will continue to do so even if the library's actual budget is below \$30M due to the inclusion of the cost of benefits. Page five details the data and index score for all library systems in the \$30M+ peer group.

With the exception of the \$30M+ peer group, the thirty highest scoring libraries in each peer group are recognized with a 'star designation' of 5, 4, or 3 stars as determined by their Index score. Only the \$30M and above expenditure category recognizes fewer than thirty 'star-libraries'. With just 51 libraries in this peer group, only the fifteen highest scoring libraries received a 'star designation'

Methodology

Libraries are evaluated on each service indicator relative to the performance of the other libraries in their peer group. The scoring compares each of the library's four indicators to the peer group average for that indicator using standard deviation. Movement up or down the rating scale is a function not only of an individual system's performance data, but also its relation to the other systems in the expenditure group. As such, impressive raw data does not necessarily translate into a higher index score.

Specifics

FCPL received an Index score of 395, up 32 points from the 2014 Index score. This places FCPL 35th among the 51 libraries in our peer group. The average Index score for all libraries in our peer group is 600, the same as for the past two Indexes.

The average Index score for the fifteen star-rated libraries in our peer group is 1,046. Scores range from a high of 1,655 and a 5-star rating for Cuyahoga County PL to a low of 713 and a 3-star rating for Indianapolis-Marion County PL in Indianapolis, Indiana. Of these fifteen 'star-rated' libraries only one serves a larger service area population than FCPL:

- King County Library System, WA 1,379,070 ★★★★★

Comparison between FCPL and the \$30M+ peer group average:

- Circulation p/Capita – above the average (11.83 compared to an average of 10.58)
- Visits p/Capita – below the average (4.72 compared to an average of 5.38)
- Program Attendance p/Capita – below the average (0.19 compared to an average of 0.32)
- Public Internet Terminal Use p/Capita – below the average (0.5 compared to an average of 1.4)

Comparison between FCPL raw data from FY2012 to FY2013:

- Circulation – increased 0.4%
- Visits – decreased 0.5%
- Program Attendance – increased 19%
- Public Internet Use – increased 0.2%

Across All Peer Groups:

- Of the 91 library systems in Virginia, all were included in this Index. Three Virginia library systems received 'star' designations:
 - Central Rappahannock Regional ★★★★★ (\$10M-\$29.9M)
 - Mary Riley Styles Public Library (Falls Church) ★★★★★ (\$1M-\$4.9M)
 - Williamsburg Regional Library ★★★ (\$5M-\$9.9M)
- Henrico County PL, a 5-star designee in 2014, did not receive a star in the 2015 version of the Library Journal Index.
- The library receiving the highest Index score was Avalon Free Public Library located along the New Jersey coast serving a population of just 1,334. They received a score of 5,099 (\$1M - \$4.9M peer group). They were also the high scorer in the 2014 Index.
- The library receiving the lowest Index score was Houston Public Library located in Texas serving a population of 2,160,821. They received a score of 89 (\$30M+).
- Ten states did not have a library that received a star designation, including the District of Columbia.
- In all but the two smallest peer groups, the 'starred' libraries include one or more systems from Ohio. Five of the top thirteen scoring libraries in the \$30M+ peer group are located in Ohio.
- Page six details data and Index score for COG area libraries.

'What if' Scenarios

In FY2013 what would it have taken to move FCPL into the 3-star designation?

- For **circulation**, it would have taken another 27,795,319 items circulated, or a 212% increase in circulation in order to increase our circulation p/capita to the minimum 36.94 p/capita needed to tie with Indianapolis-Marion County PL and give FCPL a score of 713 points. Such a large change needed in circulation is largely due to the high Circ p/capita rates of Cuyahoga County PL, and Cincinnati and Hamilton County PL.
- For **visits**, it would have taken another 8,245,417 library visits, or a 158% increase in visits in order to increase our visits p/capita to the minimum 12.17 p/capita needed to tie with Indianapolis-Marion County PL and give FCPL a score of 713 points. Such a large change needed in visits is largely due to the high Visits p/capita rates of Cuyahoga County PL, Seattle PL, and Cincinnati and Hamilton County PL.
- For **program attendance**, it would have taken another 610,858 program attendees, or a 297% increase in program attendance in order to increase our program attendance p/capita to tie with Indianapolis-Marion County PL and give FCPL a score of 713 points. Such a large change needed in program attendance is largely due to the high Program Attendance p/capita rates of East Baton Rouge Parish, Saint Louis County Library, and Cuyahoga County PL.
- For **Internet computer usage**, it would have taken another 2,882,580 users, or a 541% increase in Internet use in order to increase our Internet computer usage p/capita to the minimum 3.086 p/capita needed to tie with Indianapolis-Marion County PL and give FCPL a score of 713 points. Such a large change needed in Internet use is largely due to the high Public Internet Terminal use p/capita rates of East Baton Rouge Parish, Cleveland PL, and King County Library.

Additionally, any combination of these significant levels of increase spread among each of the four measures (circulation, visits, program attendance, Internet use) would also have led to a higher index score for FCPL.

The Hard Reality - Future LJ Indexes

Statistically speaking, FY2009 was a very good year for FCPL. Record circulation, record visits, and record public computer use indicated a library enjoying widespread popularity and record usage. However, despite record levels of use in three of the four areas rated by the LJ index, FCPL failed to receive a star designation as reported in the 2011 edition of the index. Bottom line, record use does not translate into a high index score or a five, four, or even three star rating.

Looking back at FCPL data that will be used in the coming editions of the LJ Index:

- In FY2014 - circulation p/capita, visits p/capita, and Internet use p/capita all decreased; program attendance p/capita increased.

- In FY2015 - circulation p/capita and , visits p/capita both decreased; Internet use p/capita increased substantially due to the change from Internet SignUps to Internet Sessions as managed by SAM/SmartPay; program attendance p/capita is unchanged.

Since the LJ Index score is tied to the peer group average, increasing numbers is not a guarantee that our Index score will go up. A change to any measure for any library in our peer group is likely to affect our score no matter how good our numbers may be. Peer group members also change. The addition/removal of a high or low scoring library system will affect FCPL's movement up or down the Index scale.

In the future a number of factors will continue to impact FCPL's data and therefore our Index score:

- A service area population that continues to grow.
- Economic factors affecting other library systems in our peer group will impact our LJ Index scores.
- Though our budget has been less than \$30M+ for the past few years, IMLS data includes the cost of benefits. Therefore, while our actual budget should place us in the \$10M-\$29.9M peer group where our data may translate into a higher Index score, the reality is that FCPL will remain in the \$30M+ peer group. Even dropping into the lower expenditure peer group is not guarantee of a better index score, as Charlotte Mecklenburg Library discovered. The 2012 edition of the index saw Charlotte Mecklenburg Library in the \$30M+ peer group and receiving a 3-star designation. The 2013 edition had them moved to the \$10M-\$29,9M peer group where they did not receive a star designation.

Going forward:

- Addition of three new measures:
 - o Beginning with the 2016 Index:
 - Circulation of Electronic Materials p/Capita
 - That will begin with data collected this past FY 2014
 - o Other measures to be added in the future:
 - Library Homepage Hits p/Capita
 - WiFi Usage p/Capita

It remains to be seen whether the addition of these new measures will help FCPL reach a star status or not. That outcome is as dependent on our own performance as it is on that of the other systems in our spending peer group.

\$30M+ Funding Category - Final Ratings

LJ Index 2015 Edition (based on FY2013 IMLS public library data)

Stars	Library	City	State	Score	Circulation p/Capita	Visits p/Capita	Total	Public Internet	
							Program Attendance p/Capita	Computer Uses p/Capita	
5	CUYAHOGA COUNTY PUBLIC LIBRARY	CUY. CO-PARMA	OH	1855	32.02	12.82	0.659	2.76	
5	CINCINNATI AND HAMILTON COUNTY, PL OF	CINCINNATI	OH	1247	21.72	9.28	0.618	2.26	
5	EAST BATON ROUGE PARISH	BATON ROUGE	LA	1204	5.47	5.45	0.787	4.43	
5	CLEVELAND PUBLIC LIBRARY	CLEVELAND	OH	1198	17.17	8.88	0.495	3.15	
5	SEATTLE PUBLIC LIBRARY	SEATTLE	WA	1126	16.60	10.75	0.401	2.17	
4	COLUMBUS METROPOLITAN LIBRARY	COLUMBUS	OH	1064	16.68	7.68	0.448	2.82	
4	SAINT LOUIS COUNTY LIBRARY	ST. LOUIS	MO	1044	16.75	7.43	0.671	1.68	
4	SAN FRANCISCO PUBLIC LIBRARY	SAN FRANCISCO	CA	1005	13.53	9.00	0.514	1.92	
4	KING COUNTY LIBRARY SYSTEM	ISSAQUAH	WA	986	15.96	7.19	0.361	2.89	
4	SANTA CLARA COUNTY LIBRARY	LOS GATOS	CA	967	23.20	7.78	0.405	1.47	
3	MULTNOMAH COUNTY LIBRARY	PORTLAND	OR	939	29.37	6.09	0.405	1.15	
3	DENVER PUBLIC LIBRARY	DENVER	CO	898	15.46	6.89	0.552	1.45	
3	TOLEDO-LUCAS COUNTY PUBLIC LIBRARY	TOLEDO	OH	872	13.07	6.73	0.425	2.19	
3	CONSOLIDATED LIBRARY DISTRICT NO. 3	INDEPENDENCE	MO	768	11.96	5.94	0.567	1.11	
3	INDIANAPOLIS-MARION COUNTY PUBLIC LIBRARY	INDIANAPOLIS	IN	713	18.21	4.95	0.370	1.27	
0	SALT LAKE COUNTY LIBRARY SYSTEM	SALT LAKE CITY	UT	644	18.84	5.31	0.276	0.97	
0	SNO-ISLE LIBRARIES	MARYSVILLE	WA	642	13.14	5.12	0.331	1.42	
0	SAN DIEGO COUNTY LIBRARY	SAN DIEGO	CA	635	10.59	5.32	0.500	0.78	
0	NEW YORK PUBLIC LIBRARY, THE BRANCH LIBRARIES	NEW YORK	NY	621	7.71	5.15	0.366	1.71	
0	SAN JOSE PUBLIC LIBRARY	SAN JOSE	CA	605	10.87	5.93	0.320	1.15	
0	HENNEPIN COUNTY LIBRARY	MINNETONKA	MN	595	13.34	4.44	0.185	1.99	
0	PALM BEACH COUNTY LIBRARY SYSTEM	WEST PALM BEACH	FL	584	10.47	6.58	0.252	1.12	
0	BALTIMORE COUNTY PUBLIC LIBRARY	TOWSON	MD	582	13.29	5.72	0.262	1.04	
0	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT	LAS VEGAS	NV	543	9.77	4.41	0.386	1.04	
0	OCEAN COUNTY LIBRARY	TOMS RIVER	NJ	542	7.60	5.23	0.397	0.93	
0	ORANGE COUNTY LIBRARY DISTRICT	ORLANDO	FL	511	12.50	3.89	0.320	0.98	
0	QUEENS BOROUGH PUBLIC LIBRARY	JAMAICA	NY	508	7.59	5.33	0.298	1.10	
0	BOSTON PUBLIC LIBRARY	BOSTON	MA	508	5.79	6.02	0.280	1.14	
0	PIMA COUNTY PUBLIC LIBRARY	TUCSON	AZ	504	6.00	5.80	0.223	1.44	
0	SAN DIEGO PUBLIC LIBRARY	SAN DIEGO	CA	473	5.24	4.39	0.278	1.54	
0	BROWARD COUNTY LIBRARIES DIVISION	FORT LAUDERDALE	FL	462	5.90	4.89	0.255	1.31	
0	FREE LIBRARY OF PHILADELPHIA	PHILADELPHIA	PA	447	4.31	4.01	0.418	0.91	
0	METROPOLITAN LIBRARY SYSTEM	OKLAHOMA CITY	OK	425	8.97	3.87	0.255	1.03	
0	DETROIT PUBLIC LIBRARY	DETROIT	MI	409	2.51	4.96	0.312	0.98	
0	FAIRFAX COUNTY PUBLIC LIBRARY	FAIRFAX	VA	395	11.83	4.72	0.186	0.48	
0	JACKSONVILLE PUBLIC LIBRARY	JACKSONVILLE	FL	395	8.19	4.47	0.184	1.01	
0	BROOKLYN PUBLIC LIBRARY	BROOKLYN	NY	390	6.97	4.02	0.265	0.89	
0	HILLSBOROUGH COUNTY PUBLIC LIBRARY COOPERATIVE	TAMPA	FL	357	7.99	3.43	0.204	1.02	
0	ATLANTA FULTON PUBLIC LIBRARY SYSTEM	ATLANTA	GA	346	3.46	3.46	0.215	1.40	
0	MONTGOMERY COUNTY PUBLIC LIBRARIES	ROCKVILLE	MD	321	9.26	4.72	0.112	0.55	
0	AUSTIN PUBLIC LIBRARY	AUSTIN	TX	305	6.09	3.95	0.163	0.83	
0	LOS ANGELES PUBLIC LIBRARY	LOS ANGELES	CA	290	3.88	3.65	0.118	1.30	
0	PHOENIX PUBLIC LIBRARY	PHOENIX	AZ	285	7.53	3.25	0.147	0.85	
0	SAN ANTONIO PUBLIC LIBRARY	SAN ANTONIO	TX	265	4.48	3.34	0.186	0.83	
0	ORANGE COUNTY PUBLIC LIBRARIES	SANTA ANA	CA	257	4.22	4.30	0.173	0.50	
0	HAWAII STATE PUBLIC LIBRARY SYSTEM	HONOLULU	HI	249	4.76	3.70	0.196	0.48	
0	COUNTY OF LOS ANGELES PUBLIC LIBRARY	DOWNEY	CA	244	4.59	3.53	0.151	0.74	
0	ENOCH PRATT FREE LIBRARY	BALTIMORE	MD	201	2.04	2.79	0.214	0.87	
0	SACRAMENTO PUBLIC LIBRARY	SACRAMENTO	CA	166	5.34	2.96	0.092	0.54	
0	MIAMI-DADE PUBLIC LIBRARY SYSTEM	MIAMI	FL	120	2.41	2.77	0.065	0.72	
0	HOUSTON PUBLIC LIBRARY	HOUSTON	TX	89	3.09	1.88	0.111	0.51	
Standard Deviation						6.75	2.12	0.16	0.79
Peer Group Average					600	10.58	5.38	0.32	1.35

- 1 There are 51 systems in the \$30M+ funding category
- 2 Three VA systems received stars: Central Rappahannock (4); Falls Church (4); Williamsburg Regional (3)
- 3 Three MD systems received stars: Carroll County (4); Harford County (4); Howard County (5)
- 4 FCPL FY2013 Data: Circulation 13,091,690; Visits 5,221,226; Program Attendance 205,554; Public Computer Use 533,066
- 5 The two measures that hurt our score/rating are program attendance p/capita and computer use p/capita; both are well below our peer group average

America's Star libraries
The Library Journal Index of Public Library Service 2015
COG Peer Group

Stars	Library	City	State	Service Area		Circ		Visits		Program	Public Internet	Score
				Population	p/Capita	p/Capita	p/Capita	p/Capita	Attendance	Terminal Uses		
4	MARY RILEY STYLES PUBLIC LIBRARY	FALLS CHURCH	VA	12,382	36.07	24.02	1.403	5.28	1,619			
	LOUDOUN COUNTY PUBLIC LIBRARY	LEESBURG	VA	317,035	16.28	5.12	0.631	0.79	630			
	ARLINGTON DEPARTMENT IOF LIBRARIES	ARLINGTON	VA	208,051	14.84	6.04	0.366	1.20	590			
	ALEXANDRIA LIBRARY	ALEXANDRIA	VA	140,236	9.83	5.69	0.333	0.90	503			
	FAIRFAX COUNTY PUBLIC LIBRARY	FAIRFAX	VA	1,106,999	11.83	4.72	0.186	0.48	446			
	FAUQUIER COUNTY PUBLIC LIBRARY	WARRENTON	VA	65,460	7.02	4.04	0.210	0.86	415			
	MONTGOMERY COUNTY PUBLIC LIBRARIES	ROCKVILLE	MD	999,247	9.26	4.72	0.112	0.55	405			
	PRINCE WILLIAM PUBLIC LIBRARY SYSTEM	PRINCE WILLIAM	VA	457,789	8.00	3.34	0.218	0.65	403			
	PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM	HYATTSVILLE	MD	863,420	5.35	3.63	0.122	1.16	389			
	DISTRICT OF COLUMBIA	WASHINGTON	DC									
Not Rated in 2015 Index (did not report Visits)												
COG Group Average:						13.2	6.8	0.4	1.3	600		
Standard Deviation:						9.3	6.5	0.4	1.5			

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AMERICA'S STAR LIBRARIES

The *LJ* Index of Public Library Service 2015

By Keith Curry Lance & Ray Lyons

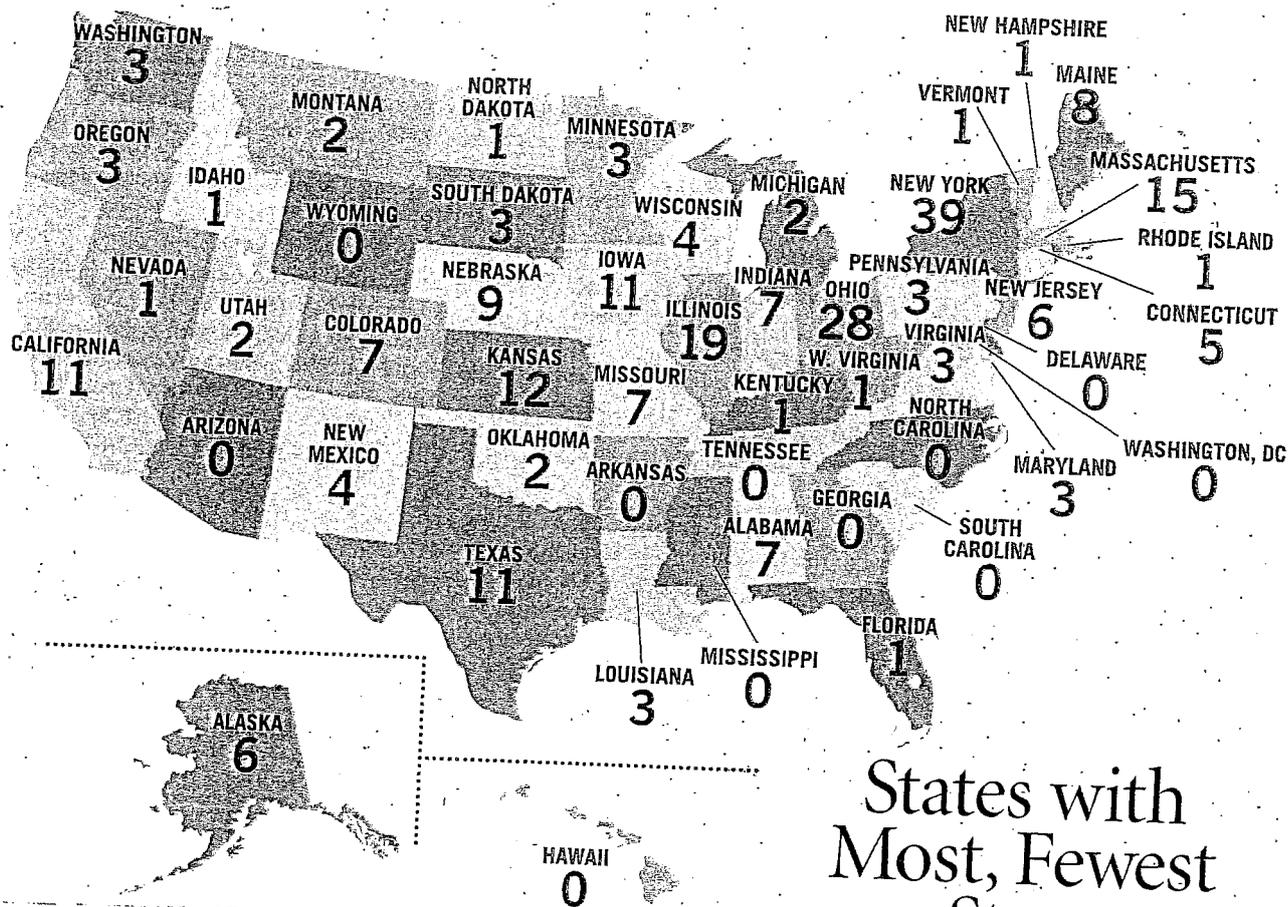
In 2015, 7,663 U.S. public libraries—more than ever before—were scored on the *LJ* Index of Public Library Service. Each year, the constellation of Star

Keith Curry Lance (keithlance@comcast.net) is an independent consultant based in suburban Denver. He also consults with the Colorado-based RSL Research Group. In both capacities, he conducts research on libraries of all types for state library agencies, state library associations, and other library-related organizations. For more information, visit www.KeithCurryLance.com. Ray Lyons (raylyons@gmail.com) works in statistical programming and medical records automation in Cleveland. His articles have also appeared in Public Library Quarterly, Library & Information Science Research, and Evidence Based Library and Information Practice. He blogs on library statistics and evaluation at libperformance.com

Libraries changes with the data reported (and not reported), the movement of public libraries from one spending peer group to another, the relative fortunes of libraries in the same peer group, and the actual fortunes of individual institutions.

As we often do, we begin this year with a rundown of the changes among the Star Libraries since last year's edition.

The 2015 *LJ* Index—the basis for the Star ratings—is derived from data recently released by the Institute of Museum and Library Services (IMLS) for FY13. Eligible libraries are grouped by total operating expenditures and, within each of those groups, rated based on their differences from the means (or averages) of four per capita statistics: library visits, circulation, program attendance, and public Internet terminal use.



States with Most, Fewest Stars

The 2015 Star Libraries are found in 41 states scattered across the country geographically. The top five states, ranked by their numbers of Star Libraries, are New York (39), Ohio (28), Illinois (19), Massachusetts (15), and Kansas (12). The top ten states are rounded out by a three-way tie for places six to eight shared by California, Iowa, and Texas (each with 11), Nebraska (9), and Maine (8). Like these top ten states, the remaining 30 Star Library states are spread across the nation and in every major geographical region.

There are no 2015 Star winners in the District of Columbia or ten states: Arkansas, Delaware, Georgia, Hawaii, Mississippi, Oklahoma, North Carolina, South Carolina, Tennessee, and Wyoming. These states have no Star Libraries for a variety of reasons. Firstly, the number of libraries scored on the LJ Index is at an all-time high, while the number of Star Libraries is relatively constant. So, the competition for Star Library status is tougher than ever. Beyond that factor, there are others: the level at which

public library service is organized (DC and Hawaii, for instance, each has a single system, while county and/or regional systems prevail in Georgia, South Carolina, and Wyoming), the relatively lower tax base of most libraries in some states (Mississippi and Oklahoma), and the relatively lower levels of adult educational attainment and therefore literacy in some states. In several of the Star-less states, particularly the Southern ones, more than one of these considerations likely apply.

New stars

This year, 207 of 2014's Star Libraries retain their Star status, though their numbers of Stars may have changed. There are also 54 new or returning Star Libraries—ones that were not Stars in last year's rating.

Among libraries spending \$30 million or more, there are two new three-Star winners: Toledo-Lucas County Public Library and Indianapolis-Marion County Public Library.

Among libraries spending \$10 million-\$29.9 million, there are three new three-Star winners: Birmingham Public Library, AL; Carnegie Library of Pittsburgh; and Stark County District Library, Canton, OH.

Among libraries spending \$5 million-\$9.9 million, there are six new Star winners, including the five-Star Westport

Public Library, CT, and two new four-Star winners: Huntington Public Library, NY, and La Crosse Public Library, WI.

Among libraries spending \$1 million-\$4.9 million, there are four new Star Libraries, led by new four-Star Homewood Public Library, AL.

Among libraries spending \$400,000-\$999,999, there are five new Star Libraries, led by two new four-Star winners: Garden City Public Library, ID, and Foley Public Library, AL.

Among libraries spending \$200,000-\$399,999, there are eight new Star Libraries, led by four-Star winners Dorcas Carey Public Library, Carey, OH, and three Massachusetts winners: Truro Public Library (North Truro), Meekins Public Library (Williamsburg), and Cotuit Library.

Among libraries spending \$100,000-\$199,999, there are five

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new three-Star Libraries, including Carrollton Public Library, MO; Walton and Tipton Township Public Library, Walton, IN; Dennis Memorial Library Association, MA; Cornwall Library Association, CT; and Kinsley Public Library, KS.

Among libraries spending \$50,000–\$99,999, there are a dozen new Star Libraries, led by two new five-Star winners: Estancia Public Library, NM, and Sand Point Community/School Library, AK.

Among libraries spending \$10,000–\$49,999, there are eight new Star Libraries, led by five-Star winner Velva Public and School Library, ND.

While the 54 new Star Libraries in 2015 represent the lowest number of additions since the Index first appeared in 2009, there was still plenty of movement among the three-, four-, and five-Star categories in 2015.

More, fewer, and lost stars

Each year, some libraries that remain in the same expenditure categories earn additional Stars compared to the previous edition. In this 2015 edition, 58 such Star Libraries moved among

the ratings. Of those 58, 27 Star winners moved up from three Stars to four, from four Stars to five, and—in one rare case—from three Stars to five: Osterville Public Library, MA (\$400K–\$999.9K).

This year, 15 of 2014's three-Star Libraries became four-Star Libraries. They are Allen County Public Library, Fort Wayne, IN (\$10K–\$29.9K); Topeka and Shawnee County Public Library, KS (\$10K–\$29.9K); Rochester Public Library, NY (\$10M–\$29.9M); Patchogue–Medford Library, NY (\$5M–\$9.9M); New Carlisle Public Library, OH (\$400K–\$999.9K); Manlius Library, NY (\$1M–\$4.9M); Mattituck–Laurel Library, Mattituck, NY (\$1M–\$4.9M); Beresford Public Library, SD (\$100K–\$199.9K); Bertha Voyer Memorial Library, Honey Grove, TX (\$100K–\$199.9K); Craig Public Library, AK (\$100K–\$199.9K); Edgerton Public Library, MN (\$50K–\$99.9K); Hubbard Public Library, IA (\$50K–\$99.9K); Fred Macaroni Library, Springer, NM (\$10K–\$49.9K); Real County Public Library, Leakey, TX (\$10K–\$49.9K); and Hughes Springs Area Public Library, TX (\$10K–\$49.9K).

Of 2014's four-Star Libraries, ten became five-Star Librar-

Do-It-Yourself Projects with LJ Index Data

In late July 2015, one of the coauthors of this article—Keith Curry Lance—participated in the inaugural Research Institute for Public Libraries (RIPL) in Colorado Springs. During an “office hours” opportunity for participants to confer with RIPL speakers, a participant from Mississippi posed an interesting question: Given that there are no Star Libraries in our state, is there any appropriate use we can make of the LJ Index scores and data? The answer to that question is an enthusiastic yes!

While the Star Library ratings tend to garner the lion's share of attention to this annual project, the LJ Index scores—which are reported online for all eligible public libraries along with the data on which they are based—can be used separately.

There is just one firm rule: the LJ Index scores are only meaningful within each of its expenditure categories. Scores from two different spending categories are not comparable, as they are based on different group averages. So while it is fair game to look at any subsets of libraries that one can identify with available data, it is never appropriate to mix libraries from different expenditure categories.

Within spending groups, however, you may opt to look at how your library ranks on its LJ Index score among a wide variety of self-selected peers: libraries with the same legal basis (city, county, district); in similar settings (urban, suburban, rural); with similar outlet structures (whether or not there is a central library, number of branches); with similar size staffs (numbers of librarians, total staff); and the like.

Such comparisons can be made most easily in Bibliostat Connect, the graphical statistical comparison software offered by Baker & Taylor, the sponsor of the LJ Index. Bibliostat Connect is the only authorized source of dynamic online access to the LJ Index scores of your library and others like it. Otherwise, you will find multiple downloadable files of LJ Index/Star Library rating data on the LJ website.

Library directors and boards need not stop at examining how their libraries rank overall based on the LJ Index score. It might be useful to consider how a library ranks on individual output measures.

Following is an example of an appropriate claim about

the LJ Index scores of libraries that are not among the national Stars.

MISSISSIPPI

Mississippi has ten public libraries that report \$1 million–\$4.9 million annually in total operating expenditures. The libraries with the top three LJ Index scores (in parentheses) in that spending peer group are Jackson/George Public Library

TOP THREE INDEX SCORES FOR MISSISSIPPI PUBLIC LIBRARIES SPENDING \$1 MILLION–\$4.9 MILLION*

LIBRARY	CIRCULATION PER CAPITA	VISITS PER CAPITA	PROGRAM ATTENDANCE PER CAPITA	PUBLIC INTERNET COMPUTER USE PER CAPITA	2015 LJ INDEX SCORE
Jackson-George Regional Library System	5.87	4.56	.26	.87	426
Hancock County Library	4.91	5.05	.17	1.08	425
Library at Hattiesburg	5.08	2.56	.12	1.60	419

*Based on FY13 Institute of Museum & Library Services (IMLS) data

in Pascagoula (426), Hancock County Library in Bay St. Louis (425), and the Library of Hattiesburg (419). While these three Mississippi public libraries are not national Star Libraries, they can claim and publicize that they are the state's top three libraries in their expenditure category on the LJ Index.

ASK THE RIGHT QUESTIONS

At whatever level LJ Index scores and associated data are examined, library directors and boards are encouraged to ask probing questions about why figures compare as they do, such as:

- How are your services, staff, facilities, and users different from ours?
- What might your library be doing differently from ours that helps to explain our statistical differences?
- How do you count outputs differently than we do? As a result, just how comparable are our figures on a particular statistic?

Understanding Star Status Shifts

A natural assumption upon learning that a library won Stars for the first time, won more or fewer Stars, or lost Star status is that that library's per capita statistics for visits, circulation, public Internet terminal use, or program attendance must have changed dramatically. However, there are three sets of factors that can affect a library's Star status, and two of them can apply even when there is no significant change in a library's own statistics.

PEERS JOIN, PEERS LEAVE Star Library ratings are based on scores on the *LJ* Index of Public Library Service. To be eligible to receive an *LJ* Index score, every library must meet three conditions: 1) have a legal service area population of at least 1,000 people, 2) spend at least \$10,000 annually in total operating expenditures, and 3) report all of the current *LJ* Index statistics. Each year, there are libraries that did not meet these three criteria the previous year but now do. Likewise, there are libraries that met the three criteria previously but no longer do. In addition, each year, some libraries move up and down among spending peer groups, changing the basis of comparison for all of the libraries in both the new and former groups. Those changes affect the composition of the spending peer group to which each library's data is compared.

PEER STATS CHANGE A second explanation for how a library's Star status can change—even if its own numbers don't—is changes in the data for other libraries to which it is being compared. The *LJ* Index scores libraries based on how their data compare to the averages on the same statistics for spending peers. If one's peer libraries report higher or lower numbers than they did the previous year, the impact on a library's Star status can be substantial.

CHANGE BEGINS AT HOME The third explanation for how a library's Star status can change is the one we first mentioned: when its own reported statistics change dramatically. Each year, libraries can change their service areas, introduce service improvements, and improve how they measure services.

OUTLIERS & ANOMALIES It is also possible, however, that the Star Library fortunes of some libraries—and their peers—can be affected in problematic ways. A truism among the federal Public Library Survey's State Data Coordinators is that statistical inconsistencies often result from key staffing changes—anyone from the director to the line staff member who actually counts something.

Another circumstance that introduces a risk of anomalous data is the introduction of new data elements or new ways of counting them. Each year, for most of the statistics in most of the nine spending peer groups, there are "outliers"—usually reporting statistics that are incredibly high compared to those of the next few libraries.

These statistics are part of IMLS's final Public Library Survey database, thus they were vetted by IMLS's contractor (for this data set, the U.S. Census Bureau) and a state library agency and confirmed (when questioned) by a local library. Nonetheless, one can be forgiven for looking at at least one of the four per capita statistics that earned a particular library Star status and thinking "this doesn't pass the giggle test." Perhaps an outlandish-looking statistic in fact does have a legitimate explanation; perhaps it doesn't. Either way, such reports affect the Star fortunes of not only the reporting library but of all libraries in their spending peer group.

ies this year. They are Cleveland Public Library (\$30M+); Mercer County Library, Lawrenceville, NJ (\$10M–\$29.9M); Haines Borough Public Library, AK (\$400K–\$999.9K); Hartington Public Library, NE (\$100K–\$199.9K); Rock Creek Public Library, OH (\$100K–\$199.9K); Tivoli Free Library, NY (\$100K–\$199.9K); Philmont Public Library, NY (\$50K–\$99.9K); Boyden Public Library, IA (\$10K–\$49.9K); Tularosa Public Library, NM (\$10K–\$49.9K); and Lettie W. Jensen Public Library, Amherst, WI (\$10K–\$49.9K).

The remaining 21 of the 58 Star Libraries that changed Star ratings have fewer Stars in 2015 than they did in 2014. Nine of 2014's five-Star Libraries won four Stars this year. Three of 2014's five-Star Libraries won three Stars this year. And ten of 2014's four-Star Libraries won three Stars this year.

Fifty-one of 2014's Star Libraries lost their Star status in 2015.

Changing constellations

Eleven libraries retained Star Library status despite moving from a lower to a higher expenditure category and, in one case, the reverse.

East Baton Rouge Parish Library, LA, moved from the

TABLE 1 U.S. PUBLIC LIBRARIES WITH *LJ* INDEX SCORES BY *LJ* INDEX & IMLS DATA YEAR

TOTAL OPERATING EXPENDITURES	NUMBER OF LIBRARIES							
	NOVEMBER 2015 (2013 DATA)	NOVEMBER 2014 (2012 DATA)	NOVEMBER 2013 (2011 DATA)	NOVEMBER 2012 (2010 DATA)	NOVEMBER 2011 (2009 DATA)	OCTOBER 2010 (2008 DATA)	NOVEMBER 2009 (2007 DATA)	FEBRUARY 2009 (2006 DATA)
\$30M +	51	47	46	44	48	45	36	31
\$10M–\$29.9M	112	113	112	114	107	106	98	88
\$5M–\$9.9M	209	209	198	191	211	186	176	159
\$1M–\$4.9M	1,397	1,381	1,367	1,349	1,307	1,282	1,209	1,125
\$400K–\$999.9K	1,446	1,394	1,395	1,373	1,377	1,333	1,278	1,247
\$200K–\$399.9K	1,209	1,208	1,174	1,170	1,129	1,087	1,113	1,089
\$100K–\$199.9K	1,257	1,237	1,251	1,258	1,236	1,204	1,191	1,173
\$50K–\$99.9K	1,088	1,122	1,111	1,126	1,145	1,128	1,152	1,115
\$10K–\$49.9K	894	875	919	945	953	1,036	1,015	1,088
TOTAL LIBRARIES RATED	7,663	7,586	7,573	7,570	7,513	7,407	7,268	7,115
LIBRARIES: REPEAT STARS (FROM PRIOR YEAR)	207	198	196	203	195	195	208	N/A
LIBRARIES: NEW STARS (NO STARS PRIOR YEAR)	54	60	67	59	67	63	50	N/A
TOTAL STARS	261	258	263	262	262	258	258	N/A

KEY: M—Millions K—Thousands

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\$10.0 million–\$29.9 million group to the \$30 million-plus group and went from being a three-Star Library to a five-Star one.

Two libraries spending \$200,000–\$999,999 retained Star Library status, despite moving up from the \$100,000–\$199,999 group. Lopez Island Library, District, WA, retained its four-Star status, while Skidompha Public Library, Damariscotta, ME, moved from five- to four-Star status.

Four libraries moved from the \$100,000–\$199,999 spending group to the \$200,000–\$399,999 one. Pueblo of Isleta Public Library, Albuquerque, NM, moved from four- to five-

Star status. Delta Community Library, Delta Junction, AK, and Central City Public Library, NE, retained their five-Star status. And Williamsport-Washington Township Public Library, IN, retained its four-Star status.

Three libraries moved from the \$50,000–\$99,999 spending group to the \$100,000–\$199,999 group. Two—Pelham Library, MA, and Rogersville Public Library, AL—moved from five to four Stars; and one—MacSherry Library, Alexandria Bay, NY—moved from four Stars to three.

One five-Star Library—Claud H. Gilmer Memorial Library, Rocksprings, TX—retained its status, despite mov-

E-Circ Not Ready for Prime Time

This 2015 edition of the *LJ* Index is its eighth. The Institute of Museum & Library Services' (IMLS) recently released FY13 Public Library Survey (PLS) data set, on which the *LJ* Index is based, contains for the first time data on circulation of electronic materials—primarily downloadable ebooks and audio and video files. We had hoped to be able to incorporate this new data into the *LJ* Index design this year, but that was not possible for several reasons. That change must be put off one more year.

As the key obstacle, nonreports will be greatly diminished in the next data release (FY14 data in 2016), and we expect to make that change next time around.

E-circulation: subset or new data?

One of the issues with the new circulation of e-materials data element is the clarity of the concept itself. Between them, the long-standing definition of total circulation and the new

excess of 25 percent of their total circulation. Trailblazers? Perhaps. But one cannot help wondering how clear the relationship between total circulation and e-circulation is to local reporters of library statistics. For the 4,703 libraries reporting something greater than zero for e-circulation, the median for e-circulation as a percentage of total circulation is only three percent.

Given the changing nature of library use, the uncertainty about the relationship between total circulation and e-circulation raises more questions about just how "total" total circulation is. While the long-standing definition of total circulation explicitly says "all library materials of all types," its note also says, "Count all materials in all formats that are charged out for use outside the library." Historically, this long-unchanged definition was not interpreted to include nonphysical information sources, and the phrase "charged out for use outside the library" seems to convey an at least implied assumption that the circulating materials being counted are physical materials housed in the library until they are borrowed. That said, it is also interesting to note what at least implicitly isn't included in e-circulation. The definition of the new data element seems to be clear in limiting this new count to downloadable materials (ebooks, audio, and video files); thus, streaming media—the latest cutting edge in collection development—appear to be excluded. Database use is explicitly excluded.

Lagging states and other nonreports

The Public Library Survey (PLS) is a partnership between IMLS and the state library agencies. The latter conduct the surveys that generate the data. Historically, for this reason, there have always been states for which the annual public library data are as much as a year older than for most other states. So we were disappointed, though not surprised, to find that ten states had not yet had the opportunity to ask their libraries to report this important new data element. Consequently, a full 20 percent of the nation's libraries did not have the opportunity to report e-circulation this time around. We were unwilling to redesign the *LJ* Index and Star Library format until there is greater reporting of these measures by a larger proportion of the nation's libraries.

TOP FIVE E-CIRCULATION PER CAPITA REPORTS BY LJ INDEX EXPENDITURE RANGE, 2015*

EXPENDITURE GROUP	#1	#2	#3	#4	#5
\$30M +	3.5	2.2	1.7	1.7	1.4
\$10M–\$29.9K	14.1	1.7	1.6	1.6	1.6
\$5M–\$9.9M	8.2	7.5	5.5	5.2	4.1
\$1M–\$4.9M	14.2	13.7	7.7	7.1	6.8
\$400K–\$999.9K	13.1	12.0	11.4	10.3	10.0
\$200K–\$399.9K	33.0	10.4	5.2	5.0	5.0
\$100K–\$199.9K	10.1	6.5	5.1	4.6	4.3
\$50K–\$99.9K	13.5	12.3	4.3	3.4	2.2
\$10K–\$49.9K	22.0	22.0	5.1	3.9	3.3

KEY: M—Millions K—Thousands

*Based on FY13 Institute of Museum & Library Services (IMLS) data

definition for circulation of electronic materials leave one wondering whether this new data element is a subset of total circulation or a new data element, counting a (relatively) new type of activity for the first time. The answer to this question remains unclear. Nineteen (19) libraries reported e-circulation equivalent to 50 percent of their total circulation, and 81 libraries reported e-circulation equal to or in

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ing down from \$100,000–\$199,999 to \$50,000–\$99,999 in annual spending.

2016: year of change

In addition to adding e-circulation to the mix [see p. 28], several other major changes in the *LJ* Index's design and structure are being considered seriously for the 2016 edition. Because e-circulation and even total circulation and reference to some extent no longer necessarily imply a physical visit to a library facility,

FIND YOUR LIBRARY

Explore the Star Libraries and look deeper into the *LJ* Index to find your library's peers via the online version of this article at libraryjournal.com/LJindex2015

the assumptions underlying the Index must change. With those alterations, there will need to be changes in the statistical rationale for the Index. A likely result of those changes will be a reconsideration of the long-standing exclusion of reference transactions per capita from the *LJ* Index. So it is likely that next year's edition will see two additions, e-circulation per capita and reference transactions per capita. Notably, as with e-circulation, virtual reference activi-

E-circ outliers

Lagging states were not the only issue with the new e-circulation statistic. When we examined the available e-circulation data for each spending peer group, we found many concerning outliers. As noted earlier, all outliers are not necessarily incorrect figures. Sometimes, especially with per capita statistics, there are known forces at work in the way a public library is organized that may give it an "edge" in the *LJ* Index calculations and explain satisfactorily large figures that would otherwise appear implausible.

As e-circulation is a new data element, new edit checks associated with it need to be developed for use by local, state, and federal personnel as they scrutinize reported figures. Two such needed checks seem especially obvious to us. First, libraries should be asked to confirm their e-circulation figures, if e-circulation is beyond a certain proportion of total circulation. In this case, 50 percent seems a lax standard to us.

Second, local confirmation should be sought whenever e-circulation per capita far exceeds national norms. For this year's Star Libraries, circulation of e-materials per capita averaged 2.76, but its median for this group was only 1.47. (For all *LJ* Index institutions, e-circulation per capita averaged 0.32, and had a median of 0.16. These norms, however, are seriously impacted by reported zeroes, which we will take up shortly.) Based on the top five reports for each expenditure range, it is probably advisable to ask local library representatives to explain or reconsider—and perhaps revise—their e-circulation figures when they reach double digits, as such high figures

DISTRIBUTION OF REPORTED ZEROES FOR CIRCULATION OF ELECTRONIC MATERIALS BY EXPENDITURE RANGE, 2015*

EXPENDITURE GROUP	NUMBER OF REPORTED ZEROES FOR E-CIRCULATION	NUMBER OF LJ INDEX LIBRARIES	PERCENT OF REPORTED ZEROES FOR E-CIRCULATION
\$30M +	—	51	0.0%
\$10M–\$29.9M	—	112	0.0%
\$5M–\$9.9M	—	209	0.0%
\$1M–\$4.9M	33	1,397	2.4%
\$400K–\$999.9K	102	1,446	7.0%
\$200K–\$399.9K	165	1,209	13.6%
\$100K–\$199.9K	233	1,257	18.5%
\$50K–\$99.9K	236	1,088	21.7%
\$10K–\$49.9K	330	894	36.9%
TOTAL/AVERAGE	1,099	7,663	14.3%

KEY: M—Millions K—Thousands

*Based on FY13 Institute of Museum & Library Services (IMLS) data

IMLS PUBLIC LIBRARY SURVEY DEFINITIONS

TOTAL CIRCULATION The total annual circulation of all library materials of all types, including renewals.

Note: Count all materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. Do not include items checked out to another library.

CIRCULATION OF ELECTRONIC MATERIALS* The total annual circulation of all electronic materials.

Electronic Materials are materials that are distributed digitally and can be accessed via a computer, the Internet, or a portable device such as an ebook reader.

*DO NOT INCLUDE DATABASES

were reported this first time only in exceedingly rare cases. If such figures do not require revision, they may indicate extraordinary levels of e-circulation activity or, perhaps, simply a continuation of the kind of outliers sometimes seen legitimately for the other four *LJ* Index statistics. Most of the time, discrepancies between legal service area populations—the basis for per capita statistics—and actual populations served explain extraordinarily high outliers.

Reported zeroes

At the other extreme from high outliers are reported zeroes. Considering what a relatively new service allowing borrowers to download ebooks, audio, and video files is for many public libraries, it is not surprising that about one out of seven libraries reported zero for such transactions as late as FY13. Not surprisingly, zeroes were more likely to be reported as library expenditures decreased. While no libraries spending \$5 million or more annually reported zero for e-circulation, more than two-thirds of those spending \$10,000–\$49,999 and more than one-fifth of those spending \$50,000–\$99,999 reported zero for e-circulation. Substantial numbers of libraries likely to be located in rural areas and less likely to have MLS-degreed librarians have not yet ventured into this new realm of service or are just beginning to at this writing.

Forthcoming data

Despite our disappointment that e-circulation could not be incorporated into the *LJ* Index this year, we expect it will happen next year. And there are at least two more new output measures in the pipeline: Wi-Fi access usage and visits to library websites. In the meantime, read on for more about this year's more-competitive-than-ever crop of America's Star Libraries.

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ties do not imply library visits. Unlike e-circulation, however, virtual reference transactions are not counted separately.

While we will begin looking at other new data to be reported for the first time next year—in 2016, the first data on Wi-Fi access usage—we assume the issues holding up the addition of e-circulation this year will also apply to that new output measure. So Wi-Fi access usage per capita can be expected to join the Index in its tenth anniversary edition in 2017.

TABLE 2 AVERAGE (MEAN) VALUES OF LJ INDEX MEASURES 2015 EDITION

EXPENDITURE GROUP	CIRCULATION PER CAPITA	VISITS PER CAPITA	PROGRAM ATTENDANCE PER CAPITA	PUBLIC INTERNET COMPUTER USE PER CAPITA
\$30M+	10.58	5.38	0.32	1.35
\$10M-\$29.9M	11.69	6.03	0.38	1.34
\$5M-\$9.9M	11.68	6.39	0.44	1.50
\$1M-\$4.9M	10.28	6.79	0.51	1.30
\$400K-\$999.9K	9.03	6.97	0.56	1.35
\$200K-\$399.9K	8.14	6.36	0.53	1.36
\$100K-\$199.9K	7.74	5.75	0.53	1.34
\$50K-\$99.9K	6.76	5.09	0.49	1.37
\$10K-\$49.9K	4.48	3.33	0.36	1.00

KEY: M—Millions K—Thousands

*Based on FY13 Institute of Museum & Library Services (IMLS) data

Keep in touch

While we monitor online media coverage of the LJ Index and its Star Library ratings, we would appreciate hearing from you if you choose to publicize your Star rating. We would especially appreciate hearing from you if you opt to make your own comparison of your library's LJ Index score with some group of self-selected peers [see "Do-It-Yourself Projects with LJ Index Data," p. 26]. We are always looking for good replicable examples of such work to share with others and may be able to help spotlight your good work in this area.

Finally, remember that we welcome your input about the LJ Index and the Star Library ratings. If you have comments about some of the changes that might be made next year, let us know. If you are doing something innovative with your library's Star Library rating or the LJ Index or its underlying data, please share it with us or in other venues, so others can learn from your work. One of the underlying beliefs that inspires our work on this project is that nothing leads to more and better data faster than everyone sticking their necks out to collect new data elements—in this case, on new service outputs—and then looking at the results in the bright light of day. Public library data will never be perfect or perfectly comparable. Yet through projects like this one, there are many opportunities to improve the data on which decisions about public libraries are made.

THE STAR LIBRARIES 2015

We are pleased to announce the results of the eighth edition of the *Library Journal* Index of Public Library Service, sponsored by Baker & Taylor's Bibliostat. The LJ Index is a measurement tool that compares U.S. public libraries with their spending peers based on four per capita output measures: circulation, library visits, program attendance, and public Internet computer use. Scores on the LJ Index are produced by measuring the relationships between each library's statistics and the averages for its expenditure category.

This year, there are 261 Star Libraries, 54 of which were not Star Libraries last year. If you are new to the LJ Index and the Star Library ratings, please consult the

FAQ [libraryjournal.com/stars-faq], which will probably answer all or most of your questions about when, why, and how the LJ Index and Star Library ratings were created; the sources and limitations of the data on which they are based; and how they do—or why they don't—address certain issues.

Also, for the first time this year, the many online-only resources associated with this published article include an expanded data file on all public libraries that received LJ Index scores. The purpose of this expanded data set is to enable those associated with non-Star Libraries do undertake their own "do-it-yourself" projects. Some ideas for such projects are included in this year's article.

EXPENDITURE RANGE \$30,000,000+

LIBRARY	STATE	POPULATION	PER CAPITA				SCORE
			CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	
★ Cuyahoga County Public Library, Parma	OH	616,527	32.0	12.8	0.7	2.8	1655
★ Public Library of Cincinnati & Hamilton County	OH	802,374	21.7	9.3	0.6	2.3	1247
★ East Baton Rouge Parish, Baton Rouge	LA	445,227	5.5	5.4	0.8	4.4	1204
★ Cleveland Public Library	OH	398,453	17.2	8.9	0.5	3.1	1198
★ Seattle Public Library	WA	626,600	18.6	10.7	0.4	2.2	1126
★ Columbus Metropolitan Library	OH	850,548	16.7	7.7	0.4	2.8	1064
★ Saint Louis County Library	MO	859,148	16.8	7.4	0.7	1.7	1044
★ San Francisco Public Library	CA	825,111	13.5	9.0	0.5	1.9	1005
★ King County Library System, Issaquah	WA	1,379,070	16.0	7.2	0.4	2.9	986
★ Santa Clara County Library, Los Gatos	CA	418,823	23.2	7.8	0.4	1.5	967
★ Multnomah County Library, Portland	OR	748,445	29.4	6.1	0.4	1.2	939
★ Denver Public Library	CO	634,619	15.5	6.9	0.6	1.5	898
★ Toledo-Lucas County Public Library	OH	441,815	13.1	6.7	0.4	2.2	872
★ Consolidated Library District No. 3, Independence	MO	762,446	12.0	5.9	0.6	1.1	768
★ Indianapolis-Marion County Public Library	IN	877,389	18.2	4.9	0.4	1.3	713

EXPENDITURE RANGE \$10,000,000-\$29,999,999

LIBRARY	STATE	POPULATION	PER CAPITA				SCORE
			CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	
Howard County Library System, Columbia	MD	287,085	25.9	11.1	0.9	5.6	1559
Skokie Public Library	IL	64,784	32.7	14.7	0.9	1.6	1394
Arlington Heights Memorial Library	IL	75,101	35.5	12.9	0.9	1.6	1352
Ann Arbor District Library	MI	163,590	54.3	10.2	0.5	1.4	1326
Santa Monica Public Library	CA	91,040	19.3	15.1	0.7	3.0	1320
Salt Lake City Public Library	UT	189,314	18.5	18.4	0.5	2.3	1280
Middle Country Public Library, Centereach	NY	62,562	18.2	8.2	1.2	2.8	1276
Mercer County Library, Lawrenceville	NJ	160,057	12.4	9.2	0.6	4.7	1219
Naperville Public Library	IL	141,853	28.0	11.6	0.6	2.4	1206
Schaumburg Township District Library	IL	126,849	19.6	12.2	0.9	1.1	1099
Topeka and Shawnee County Public Library	KS	175,043	13.1	4.5	0.5	5.2	1069
Kansas City Public Library	MO	218,765	9.1	10.8	0.7	3.2	1065
Carroll County Public Library, New Windsor	MD	167,134	25.1	6.3	0.9	1.9	1041
Central Rappahannock Regional Lib., Fredericksburg	VA	295,192	36.7	10.3	0.4	0.9	1002
Harford County Public Library, Belcamp	MD	244,826	16.8	7.7	0.8	1.7	940
Allen County Public Library, Fort Wayne	IN	355,329	30.2	7.4	0.5	1.4	936
Akron-Summit County Public Library	OH	377,588	15.1	7.4	0.7	2.1	926
San Mateo County Library	CA	273,021	13.0	8.7	0.8	1.8	918
Evansville-Vanderburgh Public Library	IN	179,703	15.3	10.3	0.4	2.3	906
Rochester Public Library	NY	210,565	6.5	8.8	0.9	1.8	889
Madison Public Library	WI	259,087	15.6	7.9	0.4	2.6	879
Douglas County Libraries, Castle Rock	CO	298,167	25.3	6.5	0.8	0.5	868
Kenton County Public Library, Ft. Mitchell	KY	161,711	13.2	5.7	0.9	1.6	853
Birmingham Public Library	AL	212,413	5.2	10.4	0.4	2.8	826
Arapahoe Library District, Englewood	CO	253,553	17.4	8.3	0.5	1.3	797
Springfield-Greene County Library District	MO	275,174	13.3	7.3	0.5	1.9	796
Somerset County Library, Bridgewater	NJ	188,378	15.8	7.2	0.7	1.2	793
Carnegie Library of Pittsburgh	PA	406,166	9.8	6.5	0.8	1.4	777
Ramsey County Library, Shoreview	MN	228,129	20.1	7.5	0.3	1.5	754
Stark County District Library, Canton	OH	240,131	14.6	5.8	0.7	1.2	751

EXPENDITURE RANGE \$5,000,000-\$9,999,999

LIBRARY	STATE	POPULATION	PER CAPITA				SCORE
			CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	
Redwood City Public Library	CA	79,074	20.6	13.7	2.6	11.6	2064
Westerville Public Library	OH	90,764	24.3	12.1	0.7	21.4	2049
Upper Arlington Public Library	OH	34,150	56.9	29.0	0.9	2.6	1923
Worthington Public Library	OH	59,689	46.2	25.8	1.2	3.1	1821
Westport Public Library	CT	27,068	29.9	16.4	2.2	1.8	1592
Cleveland Heights-University Heights Public Library	OH	57,867	31.0	18.5	1.3	5.0	1577
Plainview-Old Bethpage Public Library	NY	28,676	17.2	15.3	1.6	5.1	1421
Washington-Centerville Public Library	OH	56,628	40.9	13.1	1.4	1.6	1414
Greenwich Library	CT	62,256	22.5	11.6	0.8	7.5	1306
Ela Area Public Library District, Lake Zurich	IL	34,462	29.6	11.7	0.9	5.2	1281
Port Washington Public Library	NY	31,071	13.8	13.5	1.6	3.8	1252
Northbrook Public Library	IL	33,170	25.4	14.1	1.4	1.6	1250
Oak Park Public Library	IL	51,878	28.5	14.8	0.8	3.7	1242
Elmhurst Public Library	IL	44,121	31.8	12.8	0.7	3.4	1193
Northport Public Library	NY	36,113	16.3	13.7	0.8	4.1	1083
Patchogue-Medford Library	NY	52,929	17.3	11.0	1.0	3.7	1060
Hewlett-Woodmere Public Library	NY	20,356	17.7	10.3	1.0	2.7	998
Carmel Clay Public Library	IN	34,810	9.9	17.4	0.8	2.2	990
Champaign Public Library	IL	83,293	24.3	7.0	0.9	3.2	990
La Crosse Public Library	WI	81,055	27.6	13.0	0.5	1.8	989
Cook Memorial Public Library District, Libertyville	IL	51,600	23.3	12.4	0.6	2.2	977
Cook Memorial Public Library District, Libertyville	IL	59,842	28.4	10.4	0.6	1.2	945
Niles Public Library District	IL	57,284	19.5	7.4	1.1	2.2	934
Palo Alto City Library	CA	66,368	22.8	12.5	0.6	1.1	915
Saratoga Springs Public Library	NY	49,070	20.1	12.6	0.5	1.7	893
Williamsburg Regional Library	VA	81,670	14.6	7.2	1.3	1.2	888
Fountaindale Public Library District, Bolingbrook	IL	67,683	15.4	7.8	1.1	1.6	880
Algonquin Area Public Library District	IL	40,809	26.8	9.8	0.4	1.7	878
Newport Beach Public Library	CA	86,436	18.3	12.4	0.6	1.4	874
Glenview Public Library	IL	44,692	20.5	10.0	0.7	1.5	870
Mount Prospect Public Library	IL	54,167	20.3	9.8	0.4	2.7	857

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EXPENDITURE RANGE \$1,000,000-\$4,999,999

LIBRARY	STATE	POPULATION	PER CAPITA				SCORE
			CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	
Avalon Free Public Library	NJ	1,334	112.4	70.2	8.4	10.0	3099
Grandview Heights Public Library	OH	7,392	78.9	91.6	3.2	5.9	3829
San Miguel Library District # 1, Telluride	CO	6,044	42.0	43.6	8.3	8.7	3625
Westhampton Free Library, Westhampton Beach	NY	5,571	41.6	32.3	6.3	1.9	2483
Hudson Library and Historical Society	OH	22,262	51.9	42.0	1.6	6.7	2399
Fayetteville Free Library	NY	10,314	43.2	46.7	2.7	4.6	2392
Lakewood Public Library	OH	51,983	29.3	16.1	1.9	14.4	2375
Bernardsville Public Library	NJ	7,707	27.3	23.8	3.3	9.9	2335
Center Moriches Free Public Library	NY	7,546	25.4	34.8	5.0	2.8	2180
Darien Library	CT	21,114	33.8	19.5	2.1	7.9	1956
West Bloomfield Township Public Library	MI	71,755	39.7	15.8	0.8	10.1	1944
Lake Forest Library	IL	19,375	23.6	25.8	0.7	10.2	1904
St. Helena Public Library	CA	5,854	52.8	23.6	2.0	3.6	1884
Cutchogue New Suffolk Free Library	NY	3,684	22.6	27.1	4.0	3.2	1880
Homewood Public Library	AL	25,183	20.5	17.9	0.7	10.4	1748
Port Jefferson Free Library	NY	7,570	32.8	28.7	2.8	2.2	1728
Mary Riley Styles Public Library, Falls Church	VA	12,382	36.1	24.0	1.4	5.3	1727
Mattituck-Laurel Library	NY	5,613	13.9	52.4	0.6	3.4	1650
Manlius Library	NY	11,226	29.6	23.5	2.2	3.6	1632
Princeton Public Library	NJ	28,572	19.5	29.7	2.4	3.4	1624
Harrison Memorial Library, Carmel	CA	3,775	41.5	25.0	1.0	3.9	1616
Wickliffe Public Library	OH	12,753	38.6	15.5	2.4	3.1	1596
Ocean City Free Public Library	NJ	11,701	22.8	24.3	1.5	5.4	1591
Shaker Heights Public Library	OH	32,311	37.4	16.0	1.0	5.8	1575
City Of Commerce Public Library	CA	12,935	17.4	24.7	2.2	4.5	1574
Bronville Public Library	NY	6,323	23.1	22.0	2.9	2.7	1568
Elk Grove Village Public Library	IL	22,104	38.4	19.5	1.0	4.3	1534
Sedona Public Library	AZ	10,032	26.3	20.3	1.5	4.8	1514
Jackson Parish Library, Jonesboro	LA	16,112	11.0	7.7	2.0	8.6	1514
Twinsburg Public Library	OH	24,453	51.3	16.0	1.2	2.6	1513
Rogers Memorial Library, Southampton	NY	13,443	19.7	16.1	2.9	3.7	1502

EXPENDITURE RANGE \$400,000-\$999,999

LIBRARY	STATE	POPULATION	PER CAPITA				SCORE
			CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	
Provincetown Public Library	MA	2,942	34.2	116.3	1.0	15.3	3641
Camden Public Library	ME	4,828	56.7	46.5	4.9	12.9	3354
Island Free Library, New Shoreham	RI	1,051	35.4	54.3	5.3	10.7	3089
Osterville Village Library	MA	3,037	32.3	23.7	3.9	20.1	2994
Hampton Library in Bridgehampton	NY	1,827	45.7	42.9	7.7	3.0	2927
Quogue Library	NY	1,080	40.9	57.4	4.7	6.8	2860
Wellfleet Public Library	MA	2,750	43.2	33.5	5.7	8.9	2824
Unalaska Public Library	AK	4,737	56.5	29.3	1.4	13.7	2588
Amagansett Free Library	NY	1,366	36.4	31.7	5.6	4.6	2388
Haines Borough Public Library	AK	2,530	40.8	32.7	3.3	8.3	2350
North Kansas City Public Library	MO	4,208	44.4	45.6	1.2	8.0	2248
Smoky Valley Library District, Round Mountain	NV	1,833	41.6	30.3	2.9	2.9	1892
Garden City Public Library	ID	11,260	17.4	15.4	3.1	10.6	1887
Harbor-Topy Memorial Library, Ashtabula Harbor	OH	3,841	41.5	18.7	3.8	2.9	1854
Hodgkins Public Library District	IL	1,897	33.9	22.4	1.5	8.5	1815
Foley Public Library	AL	14,989	49.7	34.6	1.2	2.4	1768
Eldredge Public Library, Chatham	MA	5,819	22.3	30.8	2.5	5.5	1746
New Carlisle Public Library	OH	5,785	44.0	15.3	2.5	4.4	1732
Skidompha Public Library, Damariscotta	ME	5,557	16.7	30.9	2.9	5.2	1718
Lopez Island Library District	WA	2,424	40.9	29.1	1.0	5.2	1714
Dover Town Library	MA	5,589	38.2	15.6	3.1	3.1	1672
West Tisbury Free Public Library	MA	2,740	38.9	35.6	1.5	2.3	1663
Sioux Center Public Library	IA	9,692	24.3	56.2	0.7	2.3	1645
Brumback Library, Van Wert	OH	23,964	30.6	21.3	3.6	1.9	1644
Loudonville Public Library	OH	7,677	19.2	16.5	1.3	10.5	1631
Sturgis Library, Barnstable	MA	2,960	31.3	22.1	1.2	7.0	1626
Snow Library, Orleans	MA	5,890	28.8	25.9	2.5	2.6	1556
Northeast Harbor Library	ME	2,069	27.2	33.1	2.4	1.5	1550
Woodstock Public Library District	NY	5,884	14.6	37.2	2.3	3.2	1540
Shelter Island Public Library Society	NY	2,392	18.4	28.0	3.0	2.6	1539

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EXPENDITURE RANGE \$200,000-\$399,999

LIBRARY	STATE	POPULATION	PER CAPITA				SCORE
			CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	
Red Hook Public Library	NY	1,961	44.4	121.3	4.8	4.6	3927
Wagnalls Memorial Library, Lithopolis	OH	1,074	90.6	35.8	4.9	8.6	3410
Cory Public Library	PA	11,963	7.4	7.1	0.6	50.7	2927
Delta Community Library, Delta Junction	AK	1,101	40.7	41.1	3.9	15.3	2887
Julia L. Butterfield Memorial Library, Cold Spring	NY	2,641	21.5	31.2	4.7	18.9	2745
Grand Marais Public Library	MN	1,355	56.7	54.7	1.1	9.4	2610
Southwest Harbor Public Library	ME	1,776	29.0	36.8	3.8	11.1	2424
Pueblo of Isleta Public Library, Albuquerque	NM	3,537	5.0	17.1	6.5	14.2	2346
Page Public Library	AZ	7,395	35.5	21.4	1.6	19.2	2276
Central City Public Library	NE	2,915	25.9	23.7	5.3	6.1	2200
Alpine County Library/Archives, Markleeville	CA	1,087	25.6	28.9	2.0	11.0	1942
Dorcas Carey Public Library, Carey	OH	5,364	55.4	13.8	3.4	1.3	1925
Truro Public Library, North Truro	MA	2,003	31.6	24.2	3.2	3.9	1822
Meekins Public Library, Williamsburg	MA	2,482	39.6	19.9	3.2	2.3	1794
Dennis Public Library, Dennisport	MA	2,841	28.8	38.9	1.3	4.6	1726
Yoakum County/Cecil Bickley Library, Denver City	TX	4,416	11.8	7.0	5.1	6.5	1684
Williamsport-Washington Township Public Library	IN	2,298	11.5	19.0	1.3	16.0	1682
James Kennedy Public Library, Dyersville	IA	4,058	35.2	18.6	3.0	1.0	1616
Cotuit Library	MA	3,132	17.6	15.5	1.9	11.6	1615
Library District #2, Linn County, Lacygne	KS	1,683	19.2	19.8	1.8	9.6	1597
Cordova District Library	IL	1,020	27.4	16.8	2.9	2.2	1513
Morrill Public Library, Hiawatha	KS	3,133	19.4	15.5	2.5	5.6	1462
Peninsula Library & Historical Society	OH	2,572	31.2	9.9	2.4	4.2	1455
Brook-Iroquois-Washington Township Public Library	IN	1,680	34.2	13.9	1.4	4.6	1413
Henderson Memorial Public Library Assn., Jefferson	OH	5,252	27.6	21.8	1.4	3.9	1408
North Wales Area Library	PA	3,229	26.2	19.2	2.1	2.0	1377
Falls City Library and Arts Center	NE	4,300	38.2	9.8	0.8	5.7	1368
Lake Park Public Library	FL	8,403	3.2	33.3	1.1	7.6	1364
Sargent Memorial Library, Boxborough	MA	4,996	28.0	18.8	1.5	3.3	1361
Centerburg Public Library	OH	1,773	37.1	4.5	1.9	3.8	1360

EXPENDITURE RANGE \$100,000-\$199,999

LIBRARY	STATE	POPULATION	PER CAPITA				SCORE
			CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	
Whitefish Community Library	MT	6,357	11.5	30.7	0.4	36.0	3178
Floaton Public Library	AL	1,432	88.2	26.2	0.7	16.0	3158
Madison Valley Public Library, Ennis	MT	1,177	36.0	42.5	4.1	13.8	3099
Smith Memorial Library, Chautauqua	NY	1,125	25.8	61.8	2.1	14.7	3088
Falconer Public Library	NY	2,420	81.5	30.2	4.4	4.3	3037
Neligh Public Library	NE	1,569	40.2	17.5	6.4	8.4	2685
Hartington Public Library	NE	1,532	25.5	28.0	2.8	14.0	2438
La Veta Regional Library District	CO	1,286	31.2	40.3	2.2	7.2	2300
Rock Creek Public Library	OH	2,746	22.2	23.8	5.2	6.7	2256
Tivoli Free Library	NY	1,118	24.2	17.9	4.2	7.5	2059
Southworth Library Association, Dryden	NY	1,889	38.7	17.8	4.0	3.5	2012
Pelham Library	MA	1,321	30.8	13.3	4.8	2.4	1853
Atkinson Public Library	NE	1,252	25.2	23.3	2.3	7.1	1846
Rogersville Public Library	AL	1,254	36.1	19.9	2.1	5.4	1830
W.A. Rankin Memorial, Neodesha	KS	2,404	17.1	38.4	1.7	4.7	1805
Beresford Public Library	SD	2,040	29.9	24.3	1.8	5.5	1775
Wetherle Memorial Library, Castine	ME	1,366	23.3	17.0	4.0	3.6	1765
Craig Public Library	AK	1,195	26.9	17.4	3.1	3.5	1670
Bertha Voyer Memorial Library, Honey Grove	TX	1,660	20.0	19.3	3.1	4.4	1657
Haslet Public Library	TX	1,567	39.4	19.9	1.7	1.9	1603
Lindale Library	TX	5,149	26.1	18.6	1.6	4.8	1517
Carrollton Public Library	MO	3,784	12.0	9.6	4.3	3.8	1484
Port Orford Public Library	OR	2,414	16.2	14.8	0.9	9.7	1462
Library at Cedar Creek Lake, Seven Points	TX	5,695	12.0	20.6	2.8	3.2	1441
Mountain View Public Library	MO	2,719	21.7	26.8	0.3	5.0	1431
Walton & Tipton Township Public Library	IN	2,490	18.5	14.3	2.1	5.0	1405
David M. Hunt Library, Falls Village	CT	1,218	12.9	16.1	3.2	2.4	1390
Dennis Memorial Library Association	MA	2,841	26.6	19.2	0.9	3.6	1360
Maccherry Library, Alexandria Bay	NY	1,078	22.0	17.1	0.5	6.6	1355
Cornwall Library Association	CT	1,399	15.7	11.7	1.3	7.9	1355
Kinsley Public Library	KS	1,425	12.5	14.4	3.2	2.5	1350

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EXPENDITURE RANGE \$50,000-\$99,999

LIBRARY	STATE	POPULATION	PER CAPITA				SCORE
			CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	
Claud H. Gilmer Memorial Library, Rocksprings	TX	1,968	14.3	31.1	7.3	16.0	3379
Cambridge Public Library	NY	1,870	16.9	43.3	0.6	23.1	3054
Estancia Public Library	NM	1,655	37.9	14.9	0.8	17.5	2474
Powers Library Association, Moravia	NY	1,282	17.0	41.4	0.9	10.6	2301
Sand Point Community/School Library	AK	1,018	20.3	21.1	3.1	10.5	2234
Craftsbury Public Library, Craftsbury Common	VT	1,206	18.3	16.0	2.1	12.5	2035
Centerville Community Library	SD	1,521	15.5	39.5	2.0	2.4	1906
Lincoln Public Library	NH	1,662	9.6	32.5	3.2	3.0	1862
Philmont Public Library	NY	1,379	21.6	19.1	3.2	3.3	1800
Elbridge Free Library	NY	1,058	24.8	18.7	2.9	2.5	1740
Marion City Library	KS	1,878	18.4	22.0	2.2	3.9	1663
Kennedy Library of Konawa	OK	1,289	18.2	8.7	4.9	0.7	1606
Freeman Public Library	SD	1,271	24.0	15.5	0.6	7.7	1585
Bancroft Public Library	IA	1,318	16.3	23.9	1.3	4.3	1549
Fredonia Public Library	AZ	1,294	5.9	11.8	2.8	8.5	1549
Lakeside Public Library	OR	2,161	11.3	17.1	0.1	11.8	1549
Edgerton Public Library	MN	1,879	41.5	16.2	0.5	1.3	1546
Hubbard Public Library	IA	1,497	14.8	14.4	2.6	4.8	1539
Heginbotham Library, Holyoke	CO	2,287	26.8	8.0	1.7	5.7	1521
Tonto Basin Public Library	AZ	1,424	23.7	17.2	1.1	4.4	1518
Killen Public Library	AL	1,116	19.8	22.6	0.6	4.9	1508
Upton County Public Library, McCamey	TX	1,444	12.7	26.8	0.2	6.5	1505
Windham Public Library	NY	1,703	14.7	17.8	1.8	4.9	1491
Limon Memorial Library	CO	1,864	22.8	19.8	0.2	5.5	1467
Erie City Public Library	KS	1,124	7.5	10.8	1.1	11.1	1446
Springfield Memorial Library	NE	1,604	15.4	17.2	2.0	2.9	1394
Churdan Public Library	IA	1,297	20.4	5.5	3.2	2.3	1383
Bolton Free Library, Bolton Landing	NY	2,326	9.1	16.4	1.0	7.5	1380
Creighton Public Library	NE	1,132	28.3	6.1	1.2	4.5	1366
Apalachin Library Association	NY	1,131	20.6	12.9	2.6	0.5	1356
Jordan Bramley Library	NY	1,368	20.5	13.6	2.2	1.4	1353
Readlyn Community Library	IA	1,211	12.0	21.7	1.4	2.9	1344

EXPENDITURE RANGE \$10,000-\$49,999

LIBRARY	STATE	POPULATION	PER CAPITA				SCORE
			CIRCULATION	VISITS	PROGRAM ATTENDANCE	PUBLIC INTERNET COMPUTER USERS	
Ida Long Goodman Memorial Library, St. John	KS	1,265	19.4	20.3	9.3	1.3	3116
Velva Public & School Library	ND	1,084	13.9	5.1	9.2	1.8	2415
Bloomfield Public Library	NE	1,007	7.3	18.5	2.6	9.5	2306
North Freedom Public Library	WI	1,241	15.2	8.1	1.1	14.5	2279
Valley Mills Public Library	TX	1,192	11.1	6.9	2.4	8.3	1838
Nora E. Larabee Memorial Library, Stafford	KS	1,020	28.1	7.4	0.0	6.4	1768
Tri-Community Library, Prairie Lea	TX	1,336	12.2	8.2	4.9	1.4	1755
Boyden Public Library	IA	1,120	19.1	13.6	1.0	2.8	1646
Lettie W. Jensen Public Library, Amherst	WI	1,045	21.6	11.3	1.5	2.1	1642
Tularosa Public Library	NM	2,842	7.7	8.8	1.5	7.5	1615
Milbridge Public Library	ME	1,326	5.3	13.6	0.1	8.5	1581
Swea City Public Library	IA	1,560	10.8	12.7	0.5	6.3	1580
Mounds Public Library	OK	1,176	6.0	10.2	1.5	6.8	1553
Piedmont Public Library	WV	1,475	4.5	10.0	0.4	9.4	1532
Weeping Water Public Library	NE	1,042	15.1	9.2	2.1	2.5	1507
Inman Public Library	KS	1,388	23.9	7.4	0.5	2.3	1403
Fred Macaron Library, Springer	NM	1,047	12.6	11.4	0.1	4.9	1398
Hughes Springs Area Public Library	TX	1,735	11.9	7.6	2.6	1.6	1367
Real County Public Library, Leakey	TX	1,685	5.3	11.5	1.2	4.1	1326
Chetopa City Library	KS	1,108	11.7	7.7	0.2	5.8	1320
Elgin Public Library	IA	1,336	14.5	5.6	2.3	1.6	1318
De Soto Public Library	IA	1,387	14.0	7.2	1.7	2.2	1317
Lubec Memorial Library	ME	1,324	12.5	10.4	1.2	2.2	1317
Stuart Public Library	IA	1,807	9.2	12.7	0.7	3.1	1304
Krotz Springs Municipal Public Library	LA	1,210	5.6	8.3	0.2	7.0	1292
Lewiston Public Library	UT	1,774	16.7	6.9	0.9	2.6	1284
Tri-Valley Community Library, Healy	AK	1,066	15.6	7.4	1.7	0.8	1259
Peabody Memorial Library, Jonesport	ME	1,842	6.0	5.0	2.4	3.4	1226
Colonial Library, Richburg	NY	1,255	7.7	4.6	3.5	0.7	1224
Ellinwood School Community Library	KS	2,120	10.5	10.2	1.3	1.5	1218
Lallouise F. McGraw Library, Vincent	AL	2,025	24.0	3.0	0.4	2.3	1214

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Kingstowne Library Water Intrusion Procedures

Planning Ahead

- Purchase booms and plastic tarps to keep on hand
- Keep updated contact list of tenants and county/library contacts
- Create a floor plan showing tenants above library
- County leasing agent discusses concerns with shopping center owner

During Event

- Cover areas and put down booms as needed
- Contact owner, county agencies, etc.
- Library Administration and county agencies contact vendors, etc. as needed
- Assess the situation; Library Administration works with county on library opening, delays, closing, etc.
- Items in affected area are assessed; professionals check for damage, etc.
- If books are exposed to water, special vendor may need to be contacted
- Pictures are taken of area(s)

Follow Up (if applicable)

- Areas are cleaned, tested, replaced, etc.
- Insurance claim information is submitted
- Collection Management assesses collection issues

INFORMATION ITEMS

Memorandum

November 23, 2015

To: Library Management Staff

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

Subject: Monthly Statistical Snapshot, October 2015

Attached is the monthly statistical snapshot for October 2015.

- Monday October 12 all libraries and offices were closed in observance of Columbus Day.
- Circulation for FY2015 is less than 1% below FY2015 levels.
- Library visits for FY2015 are 4% below FY2015 levels.
- Several branches experienced power outages, phone problems, and computer issues during the month.

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

Monthly Statistical Snapshot October 2015

Site	Circulation	
	October	% Change Cumulative FY15 - FY16
OVD	105,772	30%
RR	55,820	-1%
CH	47,235	-2%
KP	44,268	21%
CE	39,735	-4%
FX	36,856	-1%
GM	34,606	-7%
BC	34,108	32%
PH	29,377	3%
TY	27,759	-3%
SH	25,885	-5%
RB	25,215	13%
OK	24,251	3%
DM	23,461	0%
KN	20,190	7%
TJ	16,298	-6%
HE	14,111	-6%
JM	13,597	-5%
MW	13,266	0%
LO	10,881	-5%
GF	9,001	-11%
WW	7,083	111%
AS	1,854	-1%
PO		
FCPL	989,782	-0.2%

Site	Door Count	
	October	% Change Cumulative FY15 - FY16
FX	39,243	-18%
RR	35,647	-1%
KP	34,124	55%
CH	27,190	-8%
CE	26,571	-5%
GM	26,065	-14%
TY	21,756	-6%
SH	21,683	* -5%
BC	19,560	18%
PH	18,914	-4%
RB	18,809	6%
DM	15,282	-2%
KN	13,783	5%
HE	13,462	9%
OK	13,032	* 0.03%
TJ	12,755	-1%
WW	11,626	n/a
JM	10,536	-6%
LO	9,447	-9%
MW	8,890	-9%
GF	7,786	* -12%
AS	723	-10%
PO		n/a
FCPL	406,884	-4%

* Door Count is an estimate
Pohick closed for renovation.

Monthly Statistical Snapshot October 2015

	October		Year-to-date	
Customers				
Program Attendance *	13,372		50,959	
Database Usage *	539,657		2,158,629	
Collection:				
Check In / Check Out	634,132	555,641	2,799,714	2,502,068
In-house Use	72,089		363,534	
Transfers In / Out	13,831	13,831	59,891	59,891
Discards by Category:	24,378		87,823	
Damage	72%		67%	
Lease	5%		6%	
Inaccurate	8%		10%	
Low Demand	10%		11%	
Magazines	5%		7%	
Phone Renewal	7,735		38,724	
Community				
Early Literacy Outreach Office:				
Number	163		382	
Attendance	3,126		7,226	
Technology				
Internet Sessions	117,224		493,449	
WiFi Usage:				
Client Count	225,249		948,636	
Website:				
Visits	393,464		1,684,862	
Catalog Logins	707,331		3,204,733	
Remote Renewals	328,369		1,369,537	

* Estimate

Incident Report October 2015

Branch	Type of Incident	Number of Incidents	Brief Description
CE	Parking Lot	1	Car idling for over 2hrs without a driver inside;
	Staff Injured	1	Book truck tipped over injuring branch manager;
	Theft of Personal Property *	1	County vehicle broken into;
	Theft of Library Materials	1	Empty DVD cases found.
CH	Parking Lot	1	Fender bender.
	Customer Complaint	1	Complaint that public Internet was temporarily out of service
FX	Disruptive Behavior *	2	Customer being loud and disruptive while on public PC; Customer appeared intoxicated
	Trespassing *	1	Banned customer entered library;
GM	Disruptive Behavior	1	Customer directed obscene gesture toward staff;
RR	Physically Threatening Behavior *	1	Customer altercation at the public Internet stations
	Customer in Distress *	2	Customer coughed up phlegm and blood in public area; Customer experiencing chest pain
	Mental Illness *	1	Threatening behavior;
	Vandalism	3	Someone "missed the toilet" in the women's bathroom; Feces found near the entrance; Feces again found near the entrance
SH	Customer in Distress *	1	Elderly customer fainted;
	Parking Lot *	1	Fender bender
TY	Vandalism *	1	Blood smeared on sink and mirror of men's room;
	Theft of Library Materials	1	Empty DVD case found.
	Disruptive Behavior	1	Two female customers were arguing;
	Verbal Abuse	1	Customer shouted obscenity at staff;
HE	Physically Threatening Behavior	1	Customer being confrontational with other customers;
KP	Customer in Distress *	2	Customer seemed lost and confused; Customer suffered seizure
	Pornography	1	Customer viewing pornography;
KN	Customer in Distress	1	Cold pack for young customer w/nose bleed
	Physically Threatening Behavior *	1	Armed customer subdued by police and security of KNCAA;
	Verbal Abuse	1	Customer became abusive when asked if his books had been checked out;
LO	Assault *	1	Customer assaulted in parking lot;
OK	Physically Threatening Behavior	1	Customer upset about unwanted attention from another customer
	Theft of Personal Property *	1	Customer reported item stolen from his car;
RB	Building Emergency *	2	Fire alarm went off: Fire alarm went off again
	Customer Complaint	1	Customer complained materials were infested with pests;
	Customer Injured *	1	Child injured while running
TJ	Theft of Personal Property *	1	Customer's bike stolen;
	Customer in Distress *	1	Customer fainted

WW	Parking Lot *	1	Manhole cover between mailbox and ADA parking needed repair
	Disruptive Behavior	1	Group of boys being loud and disrespectful

Total Incidents October 2015 41

* Police, Fire Department, or FMD notified



County of Fairfax, Virginia

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

FAIRFAX COUNTY PUBLIC LIBRARY CLOSINGS HOLIDAY SCHEDULE

Calendar Year 2016

<i>Holiday Observed</i>	<i>Day</i>	<i>Fairfax County Public Library</i>	<i>Fairfax County Government</i>
New Year's Day	Friday	January 1, 2016	January 1, 2016
Martin Luther King Jr.'s Day	Monday	January 18, 2016	January 18, 2016
George Washington's Day	Monday	February 15, 2016	February 15, 2016
Easter	Sunday	March 27, 2016 Branches closed	<i>(Sunday not a County holiday)</i>
Memorial Day	Monday	May, 30, 2016	May 30, 2016
Independence Day	Monday	July 4, 2016	July 4, 2016
Labor Day	Monday	September 5, 2016	September 5, 2016
Columbus Day	Monday	October 10, 2016	October 10, 2016
Veterans Day	Friday	November 11, 2016	November 11, 2016
Thanksgiving Day	Thursday	November 24, 2016	November 24, 2016
Day After Thanksgiving	Friday	November 25, 2016	November 25, 2016
Christmas Eve (full day)	Friday	December 23, 2016	December 23, 2016
Christmas Eve	Saturday	December 24, 2016 Branches closed	<i>(Saturday not a County holiday)</i>
Christmas Day	Sunday	December 25, 2016 Branches closed	<i>(Sunday not a County holiday)</i>
Christmas Day	Monday	December 26, 2016	December 26, 2016

The Washington Post

Virginia Politics

Wanted: Library director able to fix problems in Virginia's largest system

By Antonio Olivo November 11

With stellar health benefits and an annual salary of as much as \$183,665, the job overseeing Virginia's largest library system would seem easy to fill.

But several candidates being considered by Fairfax County have decided that they don't want the job — a reflection, officials and advocates say, of the challenge of finding a top-notch leader when budgets are tight, experts are in high demand and the public is divided over the extent to which libraries should embrace a more digital approach.

Initially hoping to fill the position by the end of this year, Fairfax officials have temporarily called off the nationwide search to replace Samuel Clay, the library director who is set to retire in March and has been pilloried by booklovers angry about Clay's efforts to make county libraries less about print.

A person who was offered the director's job this month declined to take it, saying the area's cost of living is too high, Fairfax officials said. Two other applicants withdrew from consideration after being interviewed, saying they didn't think they were "a good fit" for the county, said Karrie Delaney, vice-chair of the county's Library Board of Trustees.

Citing confidentiality rules, county officials declined to identify the applicants.

"We were thrilled" about getting close to hiring someone, said Charles Fegan, chair of the library board. "And, then, out of the blue, I got a telephone call or e-mail from the Human Resources Department saying that the person had rejected the offer and would not consider it under any circumstances."

Fegan notified the rest of the board last week that the search had been suspended. The hunt for qualified candidates will pick up in January, he said: "It's better to let the water settle for a minute before we jump into it again."

Many public library systems — including Fairfax's — are facing budget cuts that in some cases have forced officials to close branches or reduce their hours of operation.

Meanwhile, more library directors appear to be retiring. And their potential replacements, who have expertise in information science that has become a prerequisite for the job, are also in demand for higher-paying positions in the private sector requiring those same skills, library officials say.

Since 2011, 22 directors of Virginia public library systems have retired, and by April, three more — including Clay — are expected to step down. There are about 90 library systems in the state.

“There are more openings and fewer people with the skill sets to take on library directorships,” said Sandra G. Treadway, the state librarian. “It’s a competitive marketplace.”

In Fairfax, the next library director will take over a system whose annual budget — \$27.6 million — is 17.5 percent lower than it was in 2008. Fewer people are visiting county libraries: There were about 4.1 million last year, down 625,000 since 2011. During that same period, e-book circulation has grown from 220,000 to 1 million.

With the budget cuts have come a reduction in hours of operation, unfilled staff positions and a diminishing stockpile of books, as county librarians turn more to digital offerings and weed outdated collections from the shelves.

Since 2004, the number of volumes in Fairfax libraries has shrunk by about 440,000, to about 2.3 million, triggering the ire of library advocates who worry that a central part of life in the affluent suburb is disappearing.

Those advocates were outraged two years ago to discover that some branch libraries were throwing away old books rather than donating them or offering them for sale. A long-term plan for the system that would have reduced the number of employees and lowered the qualifications required for branch librarians also elicited strong criticism.

“The county is in desperate need of having a first-rate library director who can turn around a floundering system,” said Dennis K. Hays, head of Fairfax Library Advocates, a group of county residents pushing for more library funding.

He speculated that candidates are turning away from the top job because they have "not gotten the assurance that they will have the support that is required here."

Sharon Bulova, chairman of the County Board of Supervisors, said that libraries remain a high priority in Fairfax. But she wouldn't rule out additional funding cuts as the county struggles with expected deficits.

"We will be talking about programs in libraries," said Bulova (D). "But I do not see our doing anything that could jeopardize the quality that people can expect in our libraries."

Next month, the county will survey residents on what they want from their libraries. The task ahead for any new director will be to innovate, said Delaney. Already under consideration: creating entrepreneurship centers in libraries for people seeking to learn how to launch a business.

"If we can consider not just priorities of how to allocate money but creative ways to make the library something that everyone can see value in, I think that's where we'll be able to position ourselves to secure the funding we deserve," Delaney said.

Antonio covers government, politics and other regional issues in Fairfax County. He worked in Los Angeles, New York and Chicago before joining the Post in September of 2013.

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