



County of Fairfax, Virginia

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

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

TIME: 7:00 P.M.

DATE: January 13, 2016

LIBRARY BOARD OF TRUSTEES MEETING AGENDA

SPECIAL PRESENTATION:

Lines of Business

Joe Mondoro, Chief Financial Officer

Dave Molchany, Deputy County Executive

- I. PUBLIC COMMENT**
 - 1. Deb Smith-Cohen, President, Fairfax County Public Library Employees' Assoc.**
- II. MINUTES – December 2015**
- III. CHAIR'S REPORT**
 - A. Opening Remarks**
- IV. COMMITTEE REPORTS**
 - A. Library Foundation – Willard Jasper**
 - B. Finance Committee – Karrie Delaney**
 - C. Ad Hoc MOU Committee – Miriam Smolen**
 - D. Planning Committee – Priscille Dando**
- V. DIRECTOR'S REPORT**
 - A. New Branch Managers at Dolley Madison and John Marshall**
- VI. EXECUTIVE SESSION**

VII. CONSIDERATION ITEMS - None

VIII. ACTION ITEM - None

IX. ROUNDTABLE

INFORMATION ITEMS

- **Monthly Statistical Snapshot - December 2015**
- **Incident Report – December 2015**

INFORMATION ITEMS

Memorandum

January 7, 2016

To: Library Management Staff
From: Doug Miller, ^{SP}SP&CRS
Martha Sue Hess, SP&CRS
Subject: Monthly Statistical Snapshot, December 2015

Attached is the monthly statistical snapshot for December 2015.

- Thursday December 24 and Friday December 25 all libraries and offices were closed in observance of Christmas.
- Thursday December 31 all libraries and offices were closed at 5pm observance of New Year's Eve.
- Monday November 23, Sherwood Regional closed at 6:00pm due to lack of heat in the building.
- Circulation for FY2016 is less than 1% above FY2015 levels.
- Library visits for FY2016 are 3% 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 December 2015

Site	Circulation	
	December	% Change Cumulative FY15 - FY16
OVD	110,397	30%
RR	52,112	-0.3%
CH	45,101	-1%
KP	39,768	30%
FX	36,290	1%
CE	34,817	-4%
GM	34,175	-5%
BC	30,970	48%
PH	27,423	2%
TY	25,747	-3%
SH	22,718	-5%
RB	21,553	19%
DM	21,043	-0.2%
OK	20,695	3%
KN	16,518	5%
TJ	15,036	-5%
HE	12,739	-5%
MW	11,963	1%
JM	11,143	-4%
LO	8,967	-3%
GF	7,649	-11%
WW	6,758	109%
AS	2,065	7%
PO		
FCPL	920,346	0.1%

Site	Door Count	
	December	% Change Cumulative FY15 - FY16
FX	35,952 *	-1%
KP	33,217 *	77%
RR	31,518	126%
CE	23,130	-5%
CH	22,029	-11%
GM	20,846 *	-12%
TY	18,150	-4%
BC	18,131	31%
SH	18,130	-6%
RB	17,542	10%
PH	15,155	-3%
DM	14,805	3%
HE	11,622 *	11%
OK	11,598	1%
KN	11,256	4%
TJ	10,271	-2%
WW	9,708	134%
JM	8,686	-4%
MW	7,894 *	-8%
LO	7,287	-9%
GF	7,098 *	-9%
AS	680	-7%
PO		
FCPL	354,705	-3%

* Door Count is an estimate

Monthly Statistical Snapshot December 2015

	December		Year-to-date	
Customers				
Program Attendance *	12,679		75,733	
Database Usage *	841,166		5,046,996	
Collection:				
Check In / Check Out	506,263	596,920	3,908,613	3,631,517
In-house Use	65,836		500,464	
Transfers In / Out	11,902	11,902	84,159	84,159
Discards by Category:	32,540		141,477	
Damage	66%		66%	
Lease	4%		6%	
Inaccurate	10%		10%	
Low Demand	8%		11%	
Magazines	12%		8%	
Phone Renewal	8,426		55,074	
Community				
Early Literacy Outreach Office:				
Number	145		701	
Attendance	2,848		13,328	
Technology				
Internet Sessions	104,797		702,562	
WiFi Usage:				
Client Count	210,885		1,368,896	
Website:				
Visits	393,986		2,437,369	
Catalog Logins	622,726		4,503,304	
Remote Renewals	303,686		1,980,481	

* Estimates, data not available at time of distribution.

Incident Report

December 2015

Branch	Type of Incident	Number of Incidents	Brief Description
CE	Suspicious Activity	1	Customer acting strangely in the stacks
CH	Building Emergency *	1	Staff reported a burning smell
FX	Substance Abuse *	1	Customer was drinking alcohol
	Mental Illness *	1	Customer appeared disoriented demanding ride to Metro
	Customer Injured	1	Child running fell and hit her head
	Trespassing *	1	Banned customer entered library
GM	Trespassing *	1	Banned customer entered library
RR	Loitering	1	Regular customer panhandling in front of library.
	Camping *	1	Evidence of a camp set up behind the library
	Customer Complaint	1	Customer complained of being bitten by bed bugs in the library
SH	Suspicious Activity *	1	Customer acting strangely as if casing the building
	Customer Complaint	1	Customer complained her email accounts were being hacked by staff
TY	Police Activity	1	Search for missing child in the neighborhood
	Building Emergency *	1	Odor of gas detected in the foyer area
	Disruptive Behavior	1	Customer sitting on the floor began yelling when asked to move
DM	Suspicious Activity	1	Man followed two girls into the bathroom
	Customer in Distress *	1	Customer requested medical assistance
GF	Suspicious Activity *	1	Man acting strangely at closing was concern for staff
HE	Staff Injured *	1	Staff member fell in garage and required stitches
JM	Disruptive Behavior	1	Two customers arguing loudly, asked to leave the building
KP	Staff Injured	1	Over stacked meeting room chairs fell on staff member
KN	Building Emergency *	1	Water leak from ceiling in the JFIC area
LO	Parking Lot *	1	Snow stakes pulled out and tossed on the ground
	Trespassing *	1	Banned customer entered library
OK	Suspicious Activity *	1	Car parked on library property with windows obscured
RB	Wildlife *	1	Dog entered the building frightening customers
	Customer Complaint	1	Customer complained that her library records had been hacked
TJ	Verbal Abuse	1	Customer shouting outside the library entrance

WW	Theft of Personal Property *	1	Customer coat, wallet and cell phone stolen from meeting room
	Disruptive Behavior *	1	Students being loud, rude and swearing
	Police Activity	1	Police investigation of a crime in the area
	Mental Illness *	1	Customer being loud and disruptive

Total Incidents December 2015 32

* Police, Fire Department, or FMD notified