



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: November 9, 2016

LIBRARY BOARD OF TRUSTEES MEETING AGENDA

6:30 P.M.-TRUSTEES EMAIL TRAINING

I. PUBLIC COMMENT

1. Deb Smith-Cohen, President, Fairfax County Public Library Employees' Assoc.

II. MINUTES – October meeting

III. CHAIR'S REPORT

IV. COMMITTEE REPORTS

- A. Library Foundation – Willard Jasper
- B. Finance Committee – Miriam Smolen
- C. Ad Hoc Planning Committee – Charles Fegan
- D. Public Relations – Fran Millhouser
- E. Ad Hoc Policy Committee – Gary Russell

V. DIRECTOR'S REPORT

- A. LOBs Phase II
- B. Virginia Library Association Conference 2016
- C. Maker Fun Day

VI. CONSIDERATION ITEMS

- A. Naming of the Great Falls Library Community Room

VII. ACTION ITEMS

- A. Division of Proceeds from Ongoing Book Sales

VIII. ROUNDTABLE

IX. INFORMATION ITEMS

- A. 2017 Holiday/Closure schedule
- B. Monthly Statistical Snapshot, October 2016 (*To be distributed at the meeting*)
- C. Incident Reports, October 2016

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

703-324-3100 TTY: 703-324-8365 FAX: 703-653-1789
www.fairfaxcounty.gov/library

 **Fairfax County Public**
Library
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MINUTES

**FAIRFAX COUNTY PUBLIC LIBRARY
MINUTES OF THE BOARD OF TRUSTEES
October 12, 2016**

Before the October meeting, the Library Board of Trustees recognized 22 Friends' group members for their dedicated service at the Friends' Choice Awards.

Chair Karrie Delaney called the meeting to order at 7:22 p.m.

I. Public Comment:

- A. Public Comment:** Deb Smith-Cohen, President, Fairfax County Public Library Employees Association (attached)

II. Minutes: A motion by Mr. Ewing to approve the September minutes was seconded by Mr. Donovan. Ms. Millhouser proposed grammar and punctuation changes only, and the motion was passed with a friendly amendment to approve the minutes.

III. Chair's Report: Chair Delaney – Ms. Delaney recognized that all members of the Board have received feedback with a variety of feelings and concerns regarding the CIVICTechnology report. She has full confidence in the process moving forward using the findings as one point of statistically relevant and viable data to help form a new Strategic Plan for the library. This process will move forward strategically with transparency and inclusiveness.

IV. Committee Reports

- A. Library Foundation:** Willard Jasper - The Library Jubilee will be held Saturday, October 15, at the Dolley Madison Library from 5:30 p.m. – 8 p.m. The theme is "A Dolley Madison Squeeze" and all are encouraged to be a sponsor or purchase tickets.
- B. Finance Committee:** Ms. Smolen was not present. Information from the sub-committee meeting will be presented in the Director's report.
- C. Ad Hoc Planning Committee:** Charles Fegan - Acceptance of the CIVICTechnologies report was not put forward as a motion at the September meeting. Mr. Fegan would like to enter it as a motion to have it in the record. A motion to accept the findings of the CIVICTechnologies report and further request that the Library Director and staff take the findings and develop a strategic plan was made by Ms. Dando, seconded by Mr. Jasper and passed by the full Board. The next meeting is planned for Friday October 14, at 1 p.m. in Room 9/10 of the Government Center.
- D. Public Relations Committee:** Fran Millhouser – Attended the Finance Committee meeting to see what the implications for the Public Relations Committee would be. Ms. Millhouser has been working with Mr. Ewing to sync the Public Relations Committee calendar with the budget process.

- E. **Ad Hoc Policy Committee:** Gary Russell – A committee meeting is scheduled for Friday October 21, at 1 p.m. at the Oakton Library. The topic of the meeting will be the policy on naming libraries.

V. DIRECTOR’S REPORT:

In addition to items A - E of the Director’s report, items F-H were added. There was further discussion on item E.

E. LOBs phase 2

Lines of Business (LOBs) is a process by which Fairfax County is reviewing its nearly 400 separate business process areas as part of a multi-year planning initiative. The Library presented its LOBs findings to the Board of Supervisors (BOS) earlier in 2016 and now all Phase I presentations have been concluded. The BOS Budget Committee met in September 2016 to discuss Phase II of the LOBs process. The Library Board of Trustees was requested to review a topic brought about during the public survey portion of the LOBs process: “Review the option for making library hours more consistent”.

Ms. Hudson requested that the Board review a policy choice regarding having consistent hours, which staff could then further investigate on the operational side. A motion to review the options for making library hours more consistent was put forth by Mr. Ewing and seconded by Ms. Millhouser. Discussion took place concerning how will these hours be funded, as the Board does not want to cut back any hours at any location. Ms. Delany recommends the staff go back and research three different options: all branches having Regional hours, Community hours, or a new set of hours. A vote was called and the motion passed.

- F. The Virginia Library Association and the Library of Virginia are working together to get a Library license place in the state. (Attached)
- G. The County has approved email for the Board. Before the November meeting, a training will be provided to each Board member.
- H. The Budget is due October 13th. A budget packet was handed out. A motion to approve the budget process was moved as presented by Mr. Ewing and seconded by Mr. Jasper. The budget was presented to the finance sub-committee. The vote passed. (Attached)

VI. CONSIDERATION ITEMS

- A. None

VII. ACTION ITEMS

- A. Division of Proceeds from Ongoing Book Sales. Ms. Delaney made a recommendation to table this action until the November meeting so more Friends groups have time to respond with their thoughts. Mr. Ewing moved and Mr. Donovan seconded that the action item be deferred. Mr. Russell asked why 100% of the money doesn’t go back to the Branches since

all the Friends' money is used for library functions. Ms. Delaney explained that the Friends' groups are separate entities (501c3). They raise funds on the library's behalf and manage their own budgets and bank accounts. The library handles the money so there is a cost for the county. Motion to defer was passed by the Board.

- B. Space agreement for Mount Vernon at Home. Library Administration recommends extending the agreement with MVAH on a month-to-month basis via a letter to MVAH from the Library Director. The agreement should be reviewed by the Library Director or her designee every two years. Motion to approve by Mr. Ewing; Mr. Fegan seconded. Motion passed by the Board.

VI. ROUNDTABLE

Ms. Delaney: She has had discussions with the Library Director and the Board of Supervisors to schedule another joint meeting of the Board of Supervisors and the Library Board and to have it on an annual basis. They are looking in January for a meeting date.

She would also like to schedule a Board retreat, with the Library of Virginia providing training. Director Hudson is getting dates for such training. Ms. Delaney would like this retreat to happen before the meeting with the Board of Supervisors if possible.

Dr. Choi: Nothing at this time.

Mr. Ewing: His neighborhood association had a retreat and it was really valuable and a good growing experience for new and old members. Has gotten feedback on the public engagement initiative from different groups.

Mr. Jasper: The John Marshall Library will be closing in March 2017. When it reopens, it will have additional meeting space and other updated spaces.

Ms. Dando: She attended the closing activity of Fall for the Book. It was an amazing author talk by Sandra Cisneros. She would like to thank everyone involved including Ted Kavich and former FCPS employee Paulette Miller.

The Richard Byrd Library had an Educator's Night and she would like to thank Chris Peterson and Judy Perry as well as all of the Friends for putting on such a wonderful event. Used books and funds for books are donated to teachers from the community to build their classroom libraries. It was attended by over one hundred teachers and several principals who were able to obtain books for their classrooms. The Springfield Chamber of Commerce was instrumental in providing a lot of materials and donated more than 2,500 books. Ms. Dando would like to express her heartfelt thanks to everyone who was involved.

Mr. Fegan: He thinks the retreat is a fabulous idea.

Mr. Donovan: Nothing at this time.

Ms. Millhouser: She received a two and a half page letter from a constituent in response to the CIVICtechnologies recommendations. The Board acknowledged that they all received the letter. The

constituent took her time in writing the letter and recommended keeping the traditional services as we consider new ones.

Woodrow Wilson, Thomas Jefferson and George Mason welcomed voter registration drives; she congratulated them on the good work.

Thanks to staff for the information on the active shooter training. She noted that one Branch Manager had Risk Management come out to help staff discover what to do at their location in the event of an active shooter.

Mr. Russell: Nothing at this time.

Ms. Janega: The Friends' forum was well attended on October 2. The first half was speeches and the second half was three breakout sessions. They discussed self-promotion (social media), book sales and governance and management.

Motion to adjourn by Mr. Ewing and seconded by Mr. Fegan.

Chair Delaney adjourned the meeting at 8:27 p.m.

Members Present

Karrie Delaney
Michael Donovan
Yearn Hong Choi
Priscille Dando
Darren Ewing
Charles Fegan
Sheila Janega
Will Jasper
Fran Millhouser
Gary Russell

Members Absent

Suzanne Levy
Miriam Smolen

Respectfully Submitted:

Approved:

Jessica Hudson
Library Director

Karrie Delaney, Chairman
FCPL, Board of Trustees

Deb Smith-Cohen
Fairfax County Public Library Employee Association President
Statement to Library Board of Trustees
October 12, 2016

Like you, staff have been trying to understand the Community Engagement Findings and Recommendations. I decided to look most closely at the surprises, because they are where I learn. Here are some of the surprises for me:

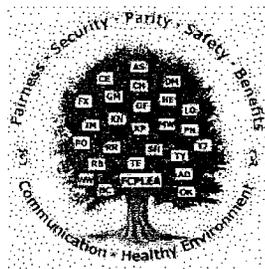
- Lack of need and lack of time were the strongest arguments for non-use: However much we want to succeed at our traditional role, we must respond to that reality. We need to fill needs not satisfied by other sources and deliver services in a time-saving way. Reinstatement of virtual reference services and options for out-of-branch holds pickup and return are needed.
- While it is often a truism that everyone wants more of everything, when our respondents had specific requests it was for both more self-service options and more personal interactions. "High tech and high touch" is clearly not dead.
- It is comforting – when an adverse policy or budget constraints or training deficits threaten our performance – to blame others around us, either above or below in the org chart. But, leadership skills must be robust and diffused throughout the organization. We all need to be more skilled and empowered at the point of service. We need to own the outcomes we create.
- We do not speak with one voice. We haven't found that voice and so we contradict and undermine our message. It is critical to find that one voice and commit to a unified message. We can't do that without hearing the needs, fears, and hopes that we and our patrons share – and then creating a strategic service model.
- IF our near-term reality is a budget much the same as the current one, how do we shift its application to respond most effectively to the changes this community engagement report requires? All of us need to look for dramatic (not trivial) efficiencies in non-customer facing processes to optimize customer-facing impact. We cannot evade that challenge.

Just yesterday, FCPLEA Delegates from each branch and department had the chance for a long, wide-ranging conversation with Jessica Hudson at Kings Park Library.

- We learned more about the various systems, branches, and service experiences Jessica has had.
- We shared concerns and hopes for maximizing our technology and collection impacts.
- We exchanged dreams for more children's space and programming, options for customizing service exceptions, and warnings about impending cold and snow (which Jessica cannot yet imagine).

At Staff Day I attended a session facilitated by a moderator from the Harwood Institute. He walked us through one brief exercise for building community understanding of local needs. Deep conversations that help us discover our common concerns and aspirations is freeing and inspiring. More of that experience is what we hope for from our Strategic Planning process.

Thank you.





County of Fairfax, Virginia

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

October 5, 2016

Summer Reading Challenge 2016 – Report for the Library Board of Trustees

The perennially successful Summer Reading Challenge (SRC) remained popular in 2016. This year, we saw a modest decrease in the number of participating children and teens and an even smaller decrease in the number of kids and teens who finished the program (came into a library branch to pick up a coupon book prize). Here is a summary:

Preschool to grade 6 starts	42,480 (down 3,003 from last year)
Preschool to grade 6 finishers	20,512 (down 1,164)
Teen starts	8,804 (down 431)
Teen finishers	3,685 (down 205)
Total starts	51,284 (down 3,434)
Total finishers	24,197 (down 1,369)

This is the first time in several years that our numbers went down, and I believe it was largely due to two branch renovations: Pohick, which was closed all summer, and Tysons-Pimmit, which was moved to a very small temporary space.

Support for the SRC came from the Friends of the George Mason Regional Library (\$50,000 for family and school age events), the Friends of the Kings Park Library (\$7,500 for teen events and materials/prizes for the Teen Cover Art Contest – see below), the Fairfax Library Foundation (\$17,000 for some family events plus coupon booklet printing) and the rest of our wonderful Friends groups.

Summer events included programs with live animals, music, dance, puppets and more. The attendance statistics are as follows:

Family programs	88 events, 6,749 attended
School age programs	82 events, 4,680 attended
Teen programs	19 events, 246 attended

This year we ran two popular contests for teens: our 8th annual “For Love of Country” essay/poetry contest and 3rd annual “Teen Cover Art Contest.”

This year also saw the start of Fairfax County Public School’s new “Book Your Summer” reading program. Book Your Summer featured a “bingo card” with various reading challenges,

(continued on page 2)

two of which encouraged kids to visit FCPL branches and join our SRC. Staff at our branches helped promote FCPS's program with posters, displays and word-of-mouth, and FCPL's Marketing Dept. included Book Your Summer information in news releases, tweets, etc.

Our SRC sponsors for this year, besides those mentioned above, included (new sponsor in *Italics*):

Bob Evans
Children's Science Center
Clay Café Studios
D.C. United
Domino's Pizza
Doodlehopper 4 Kids
Eye Level Tutoring Centers
Fairfax County Park Authority (9 different coupons)
GMU Soccer, Basketball, and Football
KinderCare
Krispy Kreme
McDonalds
Michaels Arts & Crafts
Mount Vernon Estate, Museum & Gardens
NOVA Parks (6 different coupons)
Potomac Nationals
The Rappaport Companies
Rita's Italian Ice
Shadowland Laser Adventures
Shake Shack
Six Flags
Splashdown Waterpark
Victory Comics
Yogurt City

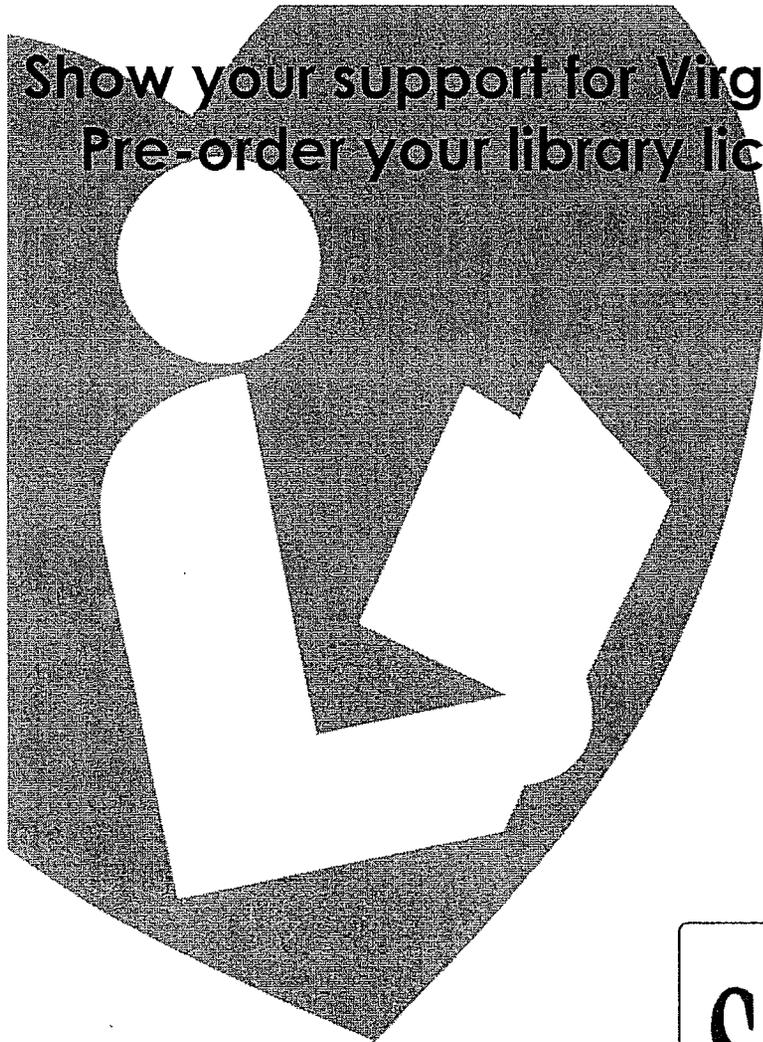
These sponsors provided valuable coupons for free and reduced price items and fun summer and fall activities.

I would like to thank the Board of Trustees for its continued support of the Summer Reading Challenge. Please contact me if you have any questions, comments, or ideas regarding the SRC.

Sincerely,

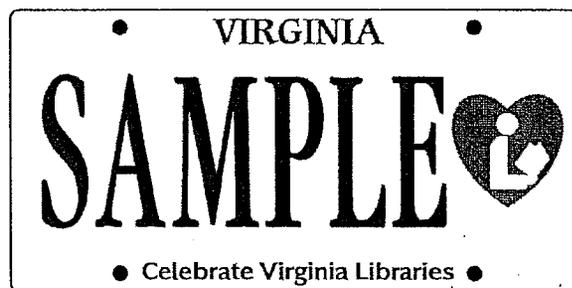
Ted Kavich
Program & Educational Services Manager
703-324-8685
ted.kavich@fairfaxcounty.gov

Show your support for Virginia libraries... Pre-order your library license plate today!



In order to raise the profile of Virginia libraries, the Virginia Library Association (VLA), in partnership with the Virginia Association for School Librarians, created a License Plate Committee to design and promote a library-themed plate for non-profit purposes.

In order to have a bill sponsored in the General Assembly in the 2017 session, we must pre-sell 450 license plates by December 31, 2016. And to do it, we need your help!



How to order:

Visit our License Plate Portal online at <http://www.vla.org/vla-library-license-plates> for forms, detailed instructions and frequently asked questions.

You may complete your order online or download the VSA 10D -VLA form to mail.

Cost: \$10 non-personalized, \$20 personalized plate*

*If paid by credit card on the VLA website, there is a transaction fee of \$.52 on non-personalized and \$.74 on a personalized plate. No fees if paid by check.

Use the hashtag #VALibraryplate to spread the word on social media!



County of Fairfax, Virginia

MEMORANDUM

DATE: October 13, 2016

TO: Joe Mondoro,
Chief Financial Officer
Department of Management and Budget

FROM: Jessica A. Hudson, Director
Fairfax County Public Library

SUBJECT: FY 2018 Budget Submission

The FY 2018 budget submission for the Fairfax County Public Library is attached for your review and consideration. Included in this documentation is a draft of the pending reorganization effort implemented in September, 2016, depicting new classification structure elements as yet to be established.

Consistent with budget direction, the Fairfax County Public Library's FY 2018 budget submission holds funding steady at the previous year's levels, totaling \$27,908,287. The Personnel Services submission is \$21,980,923 and Operating is \$5,927,364.

The John Marshall Library will close for renovation in March of 2107. To that end, library requests consideration of an allocation of \$400,000 to provide materials, technology, furnishings, and miscellaneous items funded outside of bond funds. Because the present design selections have not been made to date, this estimate is based on recent past experience of similar projects: Dolley Madison, and Woodrow Wilson, and the architect's limited drawings. An itemized list by general ledger is attached.

The Fairfax County Public Library will continue to build on the strengths of its current programs. The department requests your continued support as the library strives to meet the evolving educational and informational needs of the residents of Fairfax County by providing the appropriate resources and services.

Please call Melanie Quinn at 324-8328 if you have any questions regarding this submission.

Attachments

cc: Karrie K. Delaney, Chair, Library Board of Trustees
Miriam Smolen, Chairman, Library Board Budget Subcommittee
David J. Molchany, Deputy County Executive
Melanie E. Quinn, Director, Financial Services

Library Administration
12000 Gov't Center Pkwy., Suite 324
Fairfax, VA 22035-0059
703-324-3100 FAX: 703-222-3193
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John Marshall

10/11/2016

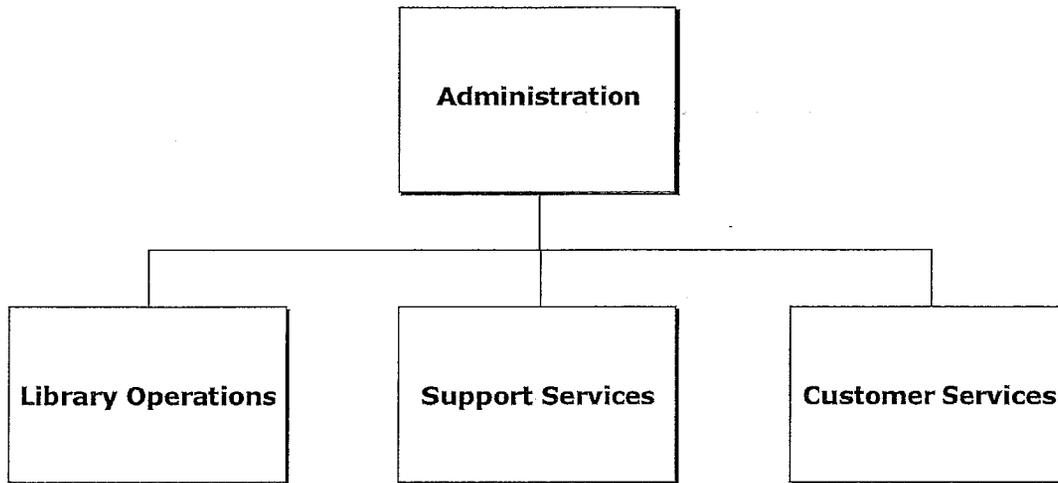
DRAFT

Summary		
GL	Amount	
510000 Office Equipment & Furn	\$150,972.06	
510020 Office Supplies	\$25,627.12	
510020 Office Supplies (Materials)	\$150,000.00	
510030 Computer Equipment	\$48,099.24	
510040 Computer Accessories and Supplies	\$12,051.79	
566125 Equipment Expense	\$4,922.00	
	\$391,672.21	

Item/Service	No	GL	Price Each	Total	Vendor/Contract	Room/Location
Staff Workroom						
Chairs, Secretary	14	510000	\$547	\$7,658.00	Haworth Inc	C5A
Table, meeting room style	1	510000	\$479	\$479.00	Hermon Miller	T3
Stools	4	510000	\$484.00	\$1,936.00	Knoll	
Book Trucks	8	510000	\$250.00	\$ 2,000.00	DEMCO	
Delivery Bins	12	510000	\$ 180.00	\$ 2,160.00	American Hotel	
				\$14,233.00		
Branch Managers Office						
Chair, Executive	1	510000	\$547.00	\$547.00	Haworth Inc	C3
Chairs, Guest	2	510000	\$ 245.03	\$490.06	Knoll	C3
				\$1,037.06		
Staff Lounge						
Table, Rectangle, 36"	2	510000	\$ 479.00	\$ 958.00	Myl Off Int	T6
Chairs,	6	510000	\$ 119.91	\$ 719.46	Myl Off Int	C6
Couch	1	510000	\$3,056.90	\$ 3,056.90	Davia/Tanis	C8B
				\$ 4,734.36		
Meeting Room						
Stackable Chairs	60	510000	\$317.90	\$19,074.00	Worden/Benton	C1
Light Tables	4	510000	\$1,053.50	\$4,214.00	Hermon Miller	T3
Chair Dolley	2	510000	\$312.63	\$625.26	American Office of Gaithersburg	
				\$23,913.26		
Community Service Office						
Chair, Executive	2	510000	\$547.00	\$1,094.00	Haworth Inc	
Chairs, Guest	2	510000	\$ 245.03	\$490.06	Knoll	
				\$1,584.06		
Conference Room X 2						
Chair, Task	12	510000	\$485.71	\$5,828.52	Haworth Inc	C4
Table, Conference	2	510000	\$1,053.50	\$2,107.00	Knoll	T1A
				\$7,935.52		
Group Room/Study						
Chair, Task	4	510000	\$202.40	\$809.60	Haworth Inc	C4
Table, Conference	1	510000	\$686.00	\$686.00	Hermon Miller	T1C
				\$1,495.60		
WiFi Bar						
Bar/6 cubes	6	510000	\$646.80	\$3,880.80	Krueger International	
Chairs	6	510000	\$60.28	\$361.68	Krueger International	C2
				\$4,242.48		
Library						
Table w/ 2 Chairs	14	510000	\$1,350.90	\$18,912.60	Knoll	T2A & T2B
	44	510000	\$245.03	\$10,781.32	Knoll	T2A & T2B
Arm Chairs	21	510000	\$1,699.68	\$35,693.28	Haworth Inc	C7A & C7B

				\$65,387.20		
<u>Quiet Study</u>						
Chairs	8	510000	\$1,192.48	\$9,539.84	Hermon Miller	C2
				\$9,539.84		
<u>Children's Area</u>						
LOVESEAT/Couch (2 People)	1	510000	\$1,718.33	\$1,718.33	National	C8A
Display	1	510000	\$1,780.55	\$1,780.55	Douron	
Rug	1	510000	\$243.00	\$243.00		
Small Tables w/ chairs (Kids)	2	510000	\$485.57	\$971.14	American Office of G	C9A-C9D, T4-T5
	8	510000	\$202.37	\$1,618.96	American Office of G	C9A-C9D, T4-T5
Stools	8	510000	\$480.60	\$3,844.80	Arcadia	C10A & C10B
Table, Round Adult size	2	510000	\$1,120.05	\$2,240.10	Knoll	C9A-C9D, T4-T5
Chairs, Adult size	4	510000	\$202.40	\$809.60	Haworth Inc	C9A-C9D, T4-T5
				\$13,226.48		
<u>Service Desk</u>						
Chair, Task	2	510000	\$202.40	\$404.80	Haworth Inc	C5 & C5B
				\$404.80		
<u>Public Computers</u>						
Chairs, Stack	16	510000	\$202.40	\$3,238.40	Haworth Inc	C6
				\$3,238.40		
Computers (Employee)	14	510030	1,145.22	\$16,033.08	Dell	
Computers (Public)	28	510030	\$1,145.22	\$32,066.16	Dell	
				\$48,099.24		
<u>Technology</u>						
wePresent Server & SharePod	1	510040	\$1,206.83	\$1,206.83	Amazon	
Optiplex All in One	4	510040	\$1,195.48	\$4,781.92	Dell	
Digital Display - large	1	510040	\$1,321.00	\$1,321.00	CDW	
OptiPlex Micro Base & Mouse/Ke	1	510040	\$927.08	\$927.08	Dell	Part of digital display
HP Laserjet Pro Printer	2	510040	\$192.53	\$385.06	CDW	Network printers
Tablets	10	510040	\$342.99	\$3,429.90	CDW	
				\$12,051.79		
<u>Additional Items</u>						
People Counter	1	510020	\$1,815.00	\$ 1,815.00	Contract	
Trash/Ash Urn	1	510020	\$294.80	\$ 294.80	DEMCO	
Markerboard	3	510020	\$411.40	\$ 1,234.20	DEMCO	
Atlas/Dictionary	2	510020	\$3,123.49	\$ 6,246.99	Hodkinson/Arcadia	
Clocks, Wall	10	510020	\$60.50	\$ 605.00	DEMCO	
Display Accessories	100	510020	\$50.00	\$ 5,000.00	Brodart	
Trash Receptical	1	510020	\$70.40	\$ 70.40	DEMCO	
TV Cart	1	510020	\$250.00	\$ 250.00		
TV, 32"	1	510020	\$325.00	\$ 325.00	CDW	
Data/Video Projector	1	510020	\$730.73	\$ 730.73	Dell	
Trash Cans - office & public	40	510020	\$20.00	\$ 800.00		
Refrigerator	1	510020	\$650.00	\$ 650.00	Home Depot/Guernsey	
Microwave	1	510020	\$275.00	\$ 275.00	Home Depot/Guernsey	
Office Supplies		510020		\$ 7,000.00		
Surge protectors	30	510020	\$11.00	\$ 330.00		
				\$25,627.12		
Lecturn - diff version	1	566125	\$4,922.00	\$ 4,922.00	DuarteK	
				\$4,922.00		

Fairfax County Public Library



Mission

The mission of the Fairfax County Public Library is to educate, enrich and empower our diverse community.

AGENCY DASHBOARD			
Key Data	FY 2014	FY 2015	FY 2016
1. Open Hours	62,655	63,381	
2. Catalog Logins (hits)	10,401,561	9,839,718	
3. Number of Library Visits	4,990,860	4,814,043	
4. Early Literacy Outreach	887	1,534	
5. Spending on Materials	\$3,254,761	\$4,235,576	
6. Registered Cardholders	473,411	456,806	
7. Materials Turnover Rate	5.70	5.00	
8. Number of Information Requests from the Public Addressed	2,185,650	2,108,216	

Focus

The Fairfax County Public Library (FCPL) operates eight regional libraries and 14 community libraries conveniently located to serve all the residents of Fairfax County and Fairfax City. FCPL also has Access Services, located at the Fairfax County Government Center, which provides unique services for residents with visual and physical disabilities. In addition to operating these 23 public service sites, the Library has developed an impressive and expanding array of library services, including: early literacy materials, e-books, and other digital material for remote users accessible through the Library's web pages on the County's website as well as on WiFi and public computers at each of the library branches. Nearly 5.0 million visits to Fairfax County libraries were made in FY 2015.

Fairfax County Public Library

A full range of library services are available to customers who visit libraries including: access to over 2.5 million items for borrowing or onsite use; professional research assistance; programs for adults and children of all ages; student homework support; electronic information resources; and public Internet access. FCPL customers borrowed over 12.0 million items in FY 2015. In addition, remote use of FCPL resources continues to increase annually as more interactive services are enabled and access to information databases is increased.

Responding to the changes occurring industrywide as well as customer expectations, FCPL seeks to become a more customer driven organization. The Library Board's public engagement process to solicit public feedback on the future direction of the library was completed in September of 2016. Library leadership will begin the process of developing a new strategic plan that will reflect this customer input during fiscal 2017.

The highly-anticipated renovation of the Woodrow Wilson Community Library (Mason District) which opened on March 21, 2015 offers multiple public meeting spaces with expanded capacity, modernized facilities, light-filled spaces and new public-use computers. A voter-approved bond referendum in Fall 2012 included funding for renovations of the Pohick Regional Library (Springfield District), which is nearing completion and is scheduled to reopen to the public in the Spring of 2017. Also included was the Tysons-Pimmit Regional

Library (Dranesville District). Renovation of the Tysons-Pimmit library began in early 2016 with a reopening scheduled in late 2017. These renovations are necessary to promote facilities that meet the technological requirements of 21st century library service. In addition, voters also approved bond funding of \$10 million towards a new Reston Regional Library.

As part of the FY 2017 Adopted Budget Plan, the Archives and Record Management function previously located in the Administration cost center in the Fairfax County Public Library is being moved to Fund 60020, Document Services, as part of a restructuring designed to enhance the synchronization of scanning and archiving the County's temporary and historical records. Document Services will be responsible for accurately and efficiently managing the storage and retrieval of County records and will be responsible for identifying and implementing opportunities to enhance safety, security, and customer service in this area.

The Fairfax County Public Library supports the following County Vision Elements:



Maintaining Safe and Caring Communities



Creating a Culture of Engagement



Connecting People and Places



Maintaining Healthy Economies



Practicing Environmental Stewardship



Building Livable Spaces



Exercising Corporate Stewardship

Fairfax County Public Library

Budget and Staff Resources

FY 2018 Funding Adjustments

The following funding adjustments from the FY 2017 Adopted Budget Plan are necessary to support the FY 2018 program.

- ◆ **Employee Compensation** \$678,214
An increase of \$678,214 in Personnel Services includes \$287,009 for a 1.33 percent market rate adjustment (MRA) for all employees and \$391,205 for performance-based and longevity increases for non-uniformed merit employees, both effective July 2016.

Changes to FY 2017 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2017 Revised Budget Plan since passage of the FY 2017 Adopted Budget Plan. Included are all adjustments made as part of the FY 2016 Carryover Review, and all other approved changes through December 31, 2016.

- ◆ *There have been no adjustments to this agency since approval of the FY 2017 Adopted Budget Plan.*
- ◆ **Carryover Adjustments** \$1,485,331
As part of the FY 2016 Carryover Review, the Board of Supervisors approved encumbered funding of \$1,127,594 primarily associated with Library materials, systems furniture and office equipment. In addition, unencumbered funding of \$357,737 includes \$250,000 to support loose furniture and equipment requirements for the renovation of the Tysons-Pimmit Regional Library and \$107,737 was approved as part of the Incentive Reinvestment Initiative that allowed agencies to identify savings and efficiencies in FY 2016 and retain a portion to reinvest in employees.

Cost Centers

The four cost centers of the Library are Library Leadership, Technical Operations, Library Operations, and Administrative Services. The cost centers work together to fulfill the mission of the Library and carry out the key initiatives for the fiscal year.

Library Leadership

The Leadership cost center develops management policy, provides Library Board of Trustee support, provides IT support and develops strategic and workforce plans, objectives, and goals for the department in order to maintain efficient and cost-effective services to Fairfax County and Fairfax City residents.

SEE ATTACHED POSITION MARK-UP

Technical Operations

The Technical Operations cost center provides access to information and materials via selecting, cataloging, and distributing to meet the needs of the citizens. Information and materials includes electronic and audio formats, as well books and reference materials.

Fairfax County Public Library

SEE ATTACHED POSITION MARK-UP

Library Operations

The Library Operations cost center provides public services to library customers including access to information, programs to meet community needs, educational support to the Fairfax County Public Schools, and building neighborhood partnerships. This cost center represents the day-to-day operation of the Libraries.

8 Librarians IV	8 Library Assistants IV	1 Administrative Assistant V
23 Librarians III	14 Library Assistants III	2 Administrative Assistants IV
31 Librarians II, 6 PT	16 Library Assistants II	3 Administrative Assistants III
43 Librarians I, 3 PT	22 Library Assistants I, 7 PT	1 Administrative Assistant II
	55 Library Info. Assistants, 21 PT	1 Administrative Assistant I
		78 Library Aides, 2 PT
TOTAL POSITIONS		
306 Positions / 286.5 FTE		
PT Denotes Part Time Positions		

Administrative Services

The Administrative Services cost center provides system-wide programming, educational services including early literacy outreach to Head Start classrooms and day care centers and Changing Lives Through Literature. It provides departmental statistical and strategic planning analysis, departmental facility coordination and administrative circulation services.

SEE ATTACHED POSITION MARK-UP

DRAFT

RECOMMENDED

Fairfax County Public Library

Key Performance Measures

Performance Measurement Results

The library's annual survey to gauge customer satisfaction and provide feedback on library services was postponed from FY 2015 to FY 2016 as part of the agency's community survey and outreach effort to update the strategic plan. Though customer satisfaction over the past few years has remained high, input from library customers as well as the community as a whole, is being sought to help FCPL focus its resources, services and staff into the future. However, nearly 5 million people came through the doors of the library in FY 2015 and the customer satisfaction rate is expected to continue to exceed the performance target of 95 percent.

Despite recent budget reductions impacting materials, in FY 2015, the library was able to achieve a circulation per capita rate of 10.6, just under the performance target. However, this is a decrease of 6.2 percent from the FY 2014 rate of 11.3 items per capita. Additional funding for materials was included in the FY 2015 Adopted Budget Plan, and when this amount is combined with funding already previously included in the baseline budget, it is expected that approximately 200,000 items will be ordered and received in FY 2016. The library continues to maintain a high reference completion rate. In FY 2015, the reference completion rate within 24 hours was 73 percent, exceeding the performance target. The contacts per capita rate was 32.7 in FY 2015 which is a decrease from the FY 2014 rate of 34.4.

Library branches continue to address customer questions in a timely manner and customer satisfaction with library resources and services remains high. The Customer Service cost center reflects a renewed commitment to the customer. The percent of documents retrieved and shipped within 24 hours was 99 percent in FY 2015. The library will continue to identify and implement opportunities to improve employee safety, security, productivity and customer service in future years.

DRAFT

Revised

DIRECTOR'S REPORT

November 9, 2016 Director's Report

A. LOBs Phase II

At the October Library Board of Trustees meeting, I shared that as part of the Lines of Business Phase II process, the Board of Supervisors requested that the library "review the option for making library hours more consistent". Staff are still working on gathering data and analyzing options. I plan to bring this back to the Trustees for review at the January 2017 meeting.

B. Virginia Library Association Conference 2016

The 2016 VLA Conference was held October 26th through October 28th at the Omni Homestead Resort in Hot Springs VA. This year's conference saw more than a dozen staff attending and participating, with total attendance of more than 500 from across the state and beyond (attendees came from as far away as New York). Staff attendance was funded through various means including the Foundation, the George Mason professional development fund, and the County. The theme of this year's conference was "Educate, Advocate, Promote, Praise, Repeat".

C. Maker Fun Day

On Saturday October 22, 2016, the Sherwood Regional Library hosted their first Maker Fun Day, organized by Salima Hassouni, Sunday Branch Manager. This event for the whole family showcased crafters from the local community, who taught patrons how to sew, quilt and use woodworking tools. Sherwood's Youth Services Manager Lori Day and the Mount Vernon Rec Center had stations for crafts for children, including a silkscreen printing station created by Sara Winston, Youth Services Librarian. The activities were popular with all ages, particularly the tech toys on the second floor, including our MakerBot Replicator 3D printer, Snap Circuits, vegetable piano and quadcopter drone. Using the Teen Advisory Board's green screen and Google Cardboards, and with the help of Library staff from across the County, visitors were transported to Hogwarts, water parks and rollercoasters.

This event, in coordination with Volunteer Fairfax's VolunteerFest 2016 and Make A Difference Day, brought 1175 people into the library that day, an increase of 42% over the average Saturday. The event was covered by local media including NBC4 and Fairfax County's Channel 16. Fairfax County Supervisor Dan Storck was among our special guests. This was a fun and successful community event and Sherwood Library looks forward to helping other branches with their own Maker Days in the future.

Special thanks to: Ellen Abramson (SH staff), Jeanne Farmer, Cathy Hosek, Frank Jessup, Cheryl Langford, Deepa Madhavan (SH staff), Sharon Okrend (FX staff), Andrew Pendergrass (PO staff), Jean Smith, Dianne Tippins, Trina Taylor, Margaret Kositch (AD staff), and Michael Whitaker (SH staff).

CONSIDERATION ITEMS

Fairfax County Public Library Board of Trustees

CONSIDERATION ITEM

November 9, 2016

ISSUE: Naming of the Great Falls Library Community Room

RECOMMENDATION: Library Administration recommends naming the Community Room at the Great Falls Library in recognition of the late Marge Gersic.

BACKGROUND: The Great Falls Citizens Association and the Great Falls Friends of the Library support the naming of the Great Falls Library Community Room in honor of the late Marge Gersic. The Great Falls Citizens Association unanimously passed a resolution to this effect at their August 2016 meeting and the Great Falls Friends of the Library voted in support of the resolution at their October 2016 meeting. Ms. Gersic was an active participant in the Great Falls community, a library lover, and a prior Library Board Trustee.

ACTION ITEMS

Fairfax County Public Library Board of Trustees

ACTION ITEM

November 9, 2016

ISSUE: Division of proceeds from ongoing book sales in FCPL branches.

RECOMMENDATION: Library staff recommends adjusting the split of ongoing book sale proceeds from 50% FCPL and 50% Friends organization selling the book to 35% FCPL and 65% Friends.

BACKGROUND: Per Policy O in the Board of Trustees Policy Manual:

If the sale is an "on-going" event, i. e., sale of donated books by the staff on a continuous basis, the proceeds are divided with 50% retained by the library system and 50% retained by the Friends organization.

The Library's Comprise software reduces branch staff involvement in ongoing book sale transactions. Before Comprise, branch staff collected money for every item purchased from an ongoing sale and entered it into a cash register.

With the Comprise system, people purchase materials from ongoing book sales using kiosks. While Financial Services and Library IT staff are still required to reconcile the proceeds and service the kiosks, branch staff's involvement is greatly reduced.

Friends of the Virginia Room
10630 North St
Fairfax, VA 22030

October 31, 2016

Dear Ms Hudson,

The Friends of the Virginia Room are opposed to returning to the 50/50 split of ongoing book sale money. At the time the original division of funds – 50% to the Administration account and 50% to the Friends was instituted, the staff of many branches assisted in displaying sale materials and in handling the funds. Today, usually, the sale materials are selected and displayed by the Friends groups and the money is collected by the kiosk. Therefore, the reduction in workload by staff became the basis for the new distribution of funds. To revert to the previous 50/50 arrangement means that the Friends are being charged a higher rent for the display space. It will also most impact the smaller branches that receive all their income from ongoing sales.

Our Board has many questions about the administration of the kiosk funds, and would like a detailed report and examination of the costs of the book sale transactions vs. other kiosk transactions. The management of the funds in the Financial Services Department should have been lessened by the kiosk. Is perhaps the reduction in revenue caused by the significant decline of in-branch usage and therefore less revenue by the Friends? Or is it the temporary impact of the closure of two regional branches for renovation? Or are patrons just ignoring the kiosk and taking book sale items for free? Could a review by the County Business Office or the Auditor refine the Finance Office procedures to produce significant savings? No for –profit firm would find this income vs. expense reasonable without full examination of all possible methods to refine and lower the costs.

I hope that the Library Board can come to an agreement to keep the 65/35 split or some reasonable accommodation and revise the policy. If not, more Friends' groups may decide that the work of an ongoing display is not worth the income, and more of Friends' income will be produced by Friends' semi-annual or annual book sales. Thereby, the income going to the Administration Fund could be significantly lessened.

Under the new administration, it will also be vital that the expenditures of the Administration Gift Fund produced by the book sale revenue both this year and in the past are detailed to the Board, staff and Friends groups. Who decides how and how much should be spent? Much distrust of the administration was incurred because the use of the funds was kept secret.

The income produced by the Friends of the Library is a vital source of library revenue that should be recognized by the Board. A significant amount of Foundation revenue was donated by Friends' groups. In addition, Friends assist in branch expenditures above those allocated in the county budget, especially in supporting book and digital resource purchases and children's programming (speakers and supplies). Is the need for an Administration Gift Fund so vital that Friends will be forced to give up more of the funds they raise?

Sincerely,

Vera Finberg, President, Friends of the Virginia Room

October 2016

A note to Jonathan Lutz concerning the division of proceeds from ongoing book sales at Fairfax Regional Library:

During the Library Board of Trustees meeting in October the action item on the division of proceeds from ongoing book sales was deferred in order to receive more input from Friends groups. This response is from the Friends of Fairfax Regional Library.

First, some background: Our ongoing shelves are maintained by Friends volunteers. The Friends do not place library discards on the ongoing shelves. Rather selections are made from the daily donations and cater to the preferences of our own library patrons. Therefore, we have appreciated the monthly Kiosk print-outs, as they are informative about what books to select.

Secondly, the issue at hand: we understand that the allocation of collected funds has shifted to favor Friends groups (65/35). In some cases a particular group has received 100%. We understand that neither of these arrangements reflects the 50/50 split cited on the FCPL website.

Our Friends group conducts two successful book sales a year in addition to our robust ongoing sale. As a result we usually have sufficient funds to support the requests of our library and can donate additional funds to the library system at large without relying exclusively on our ongoing earnings.

We realize that collected funds from the ongoing shelves ultimately go back to benefit the FCPL system in one way or another. Thus the Friends of the City of Fairfax Regional Library would go along with whatever split (50/50, 65/35) is decided upon for all libraries in the system.

Barbara Leadbetter

President, Friends of Fairfax Regional Library

Greetings Jon, the Friends of Richard Byrd Library discussed this issue at our board meeting on Friday, Oct 28. We will of course abide by whatever the Trustees decide. We believe the initiative should pay for itself and FCPL should not have to absorb any of the expenses. We would like to see the itemized cost breakdown. As a cost control measure we recommend software changes be limited to one or two times per year (if this is a significant cost driver).

Thanks for giving us the opportunity to comment.

Judy Perry

President

Friends of Richard Byrd Library

Dear Mr. Lutz,

Thank you for the opportunity to provide feedback regarding the splitting of proceeds from ongoing book sales. Our Treasurer, Fred Pitman, and I came up with some thoughts and figured we would get them to you while still fresh in our minds. We looked at an October 2014 Board package, the October 2016 Board package, the Public survey and our own numbers.

1. Based on the Public Engagement Initiative survey results (quick search on "kiosk" in the OpenEnds Appendices), there appear to be many patrons frustrated with the payment kiosks. This frustration may explain some of the system-wide decrease in on-going book sales. If this is the case, sales should increase as the community becomes more comfortable with kiosks over time. Further, making the kiosks more customer-friendly/getting people more comfortable with using them seem to be obvious action-items. Thinking a Kiosk Concierge.
2. In fairness, any list of Unquantified Costs related to the running of on-going book sales should acknowledge the many hundreds of volunteer hours provided by Friends to sort and display the books. Without this free labor, would this revenue exist at all?
3. Calculations of the split should include an estimated, prorated revenue from Pohick. Presumably, when back to normal business, the branch will be a significant contributor.
4. Based on current numbers, it seems the split could be adjusted to 60/40 to cover costs.
5. Going forward, perhaps a new policy should not specify a percentage, but adjust annually to cover costs directly attributable to ongoing book sales. Or, set a conservative percentage allocation (60/40, 55/45, ?) with year-end reconciliation payments of any excess recovery.
6. Back in the day, payments to the Friends were made quarterly, not monthly. Would there be a management cost savings if we reverted to a quarterly payment schedule?

With Best Regards,

Barbara Hippe, President

Fred Pitman, Treasurer

Friends of Oakton Library

1) How much overtime has any finances department employee been paid due to kiosks? {none -- OT not allowed}

2) How much overtime has been incurred by the person who picks up the money from the 22 kiosks that is attributable to the friend's booksales?
{should be none: all those pick ups have to be made whether or not there are any book sale monies}

3) How much monies, specifically Friends monies, have paid for items such as furniture, computers, etc over the past {pick a number -- 10 years?} get the detail. generally, a library older than five years, any furniture is paid out of friends money not county money. Also all smaller printers, paper cutters, laminators, chairs, etc.

4) How much county money versus Friends money is used to pay performers during the Summer Reading Program? {answer: none}

5) How much do the friends groups donate to programming throughout the calendar year? {they pay for ALL programs, whether adult or childrens: zero library budget for it}

6) How much do the friends groups donate to Youth Services departments for toys, bookmarks, stickers, rugs, etc {everything we get: library pays zero--just our salaries and the cost of copier ink and paper, sometimes the

cost of the laminating sheets}

7) How much do the friends group donate to training staff? {George Mason Friends have created a scholarship/tuition, max of \$500 PER EMPLOYEE PER YEAR since the library STOPPED FUNDING training for employees back in 2008 or so: our training coordinator worked for a couple of years after the funding cut off to get funding from GM Friends}.

8) Were not the Friends groups told that the reason the library took 50% of on-going book sales because library branch staff handled the monies for the book sales? {NOTHING to do with any bookkeeping done by admin employees} Is that not the reason for the new agreement brokered between the library director and the Friends, of the split with more monies going to the Friends? {check it out: negotiated between Sam Clay and KN Friends President, and it should be in Trustee minutes when Sam announced to Trustees}. NOTE: that is what library staff were told

10) From this perspective, is not the question more one of how much monies have the Friends generously donated to the county as a percentage of sales, rather than spend on the libraries, and not the obverse, inexplicably couched in terms of "loss" to the library?

INFORMATION ITEMS



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 2017

<i>Holiday Observed</i>	<i>Day</i>	<i>Fairfax County Public Library</i>	<i>Fairfax County Government</i>
New Year's Day	Sunday	January 1, 2017 Branches Closed	<i>(Sunday not a County holiday)</i>
New Year's Day	Monday	January 2, 2017	January 2, 2017
Martin Luther King Jr.'s Day	Monday	January 16, 2017	January 16, 2017
Inauguration Day	Friday	January 20, 2017	January 20, 2017
George Washington's Day	Monday	February 20, 2017	February 20, 2017
Easter	Sunday	April 16, 2017 Branches closed	<i>(Sunday not a County holiday)</i>
Memorial Day	Monday	May, 29, 2017	May 29, 2017
Independence Day	Tuesday	July 4, 2017	July 4, 2017
Labor Day	Monday	September 4, 2017	September 4, 2017
Columbus Day	Monday	October 9, 2017	October 9, 2017
Veterans Day	Friday	November 10, 2017	November 10, 2017
Thanksgiving Day	Thursday	November 23, 2017	November 23, 2017
Day After Thanksgiving	Friday	November 24, 2017	November 24, 2017
Christmas Eve (full day)	Friday	December 22, 2017	December 22, 2017
Christmas Eve	Saturday	December 23, 2017 Branches closed	<i>(Saturday not a County holiday)</i>
Christmas Day	Sunday	December 24, 2017 Branches closed	<i>(Sunday not a County holiday)</i>
Christmas Day	Monday	December 25, 2017	December 25, 2017
New Year's Day	Sunday	December 31, 2017 Branches Closed	<i>(Sunday not a County holiday)</i>

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

703-324-3100 TTY: 703-324-8365 FAX: 703-222-3193
www.fairfaxcounty.gov/library



Incident Report October 2016

Branch	Type of Incident	Number of Incidents	Brief Description
CE	Substance Abuse *	2	Men drinking on library grounds; man drinking in dumpster area.
	Building Emergency *	1	Bathroom accident in the men's restroom.
CH	Camping *	2	Items left/being kept in the dumpster area; male sleeping on bench in front of library.
	Vandalism *	1	Broken window.
	Sexual Misconduct	1	Customer harassed by man asking sexually explicit questions
	Verbal Abuse	1	Female customer yelling and argumentative.
FX	Substance Abuse *	1	Customer found passed out on floor.
GM	Verbal Abuse	1	Phone calls from a gentleman cursing and being verbally abusive.
	Customer Injured	1	Customer tripped on uneven sidewalk in front of library.
	Sexual Misconduct	1	Female customer reported a man exposing himself.
RR	Theft of Personal Property	1	Customer reported cell phone missing.
	Solicitation *	1	Several complaints of panhandling.
	Physically Threatening Behavior	1	Customer spat upon by vagrant;
	Vandalism	1	Feces found on the wall near front tree;
	Customer in Distress	1	Customer inquired about spousal abuse;
BC	Parking Lot	1	Customer's car sideswiped, hit and run.
DM	Building Emergency	1	Front doors were locked but not closed all the way.
	Mental Illness	1	Customer complaint of being hacked while on public PC.
	Staff Member in Distress *	1	Staff member not feeling well and 911 called;
	Verbal Abuse *	1	Customers being harassed outside the library;
GF	Staff Member in Distress	1	Staff member suffered medical incident on way to her car.
KN	Building Emergency *	1	Three alarms for the building's ejector pit were activated;
MW	Camping *	1	Woman found camping for second time;
PH	Stalking	1	Young female customer approached by man;
RB	Building Emergency *	1	Fire alarm went off;
	Customer Injured	1	13 month old child fell and cut lip;
TJ	Physically Threatening Behavior *	1	Customer became combative when aided at the copier;
WW	Vandalism	1	Men's restroom a mess.
Total Incidents October 2016		30	

* Police, Fire Department, or FMD notified

