I. Call to Order – Chair Porter

II. Public Comment

III. Consent Calendar
   • August Finance Report
   • Monthly Staff Reports

IV. Chair’s Report – Porter
   • Action Item: Board Meeting Calendar 2017
   • Director Search Committee Report/Update
   • WRL Priorities

V. Interim Library Director’s Report – Crowther
   • Strategic Plan Update
   • Fund Balance Plan FY 2017
   • Action Item: Fund Balance Appropriation

VI. Friends of WRL/WRL Foundation Updates
   • Task Force Update

VII. Other Business
   • Staff Recognition Breakfast October 10, 2016 Colonial Heritage

VIII. Closed Session
   • For the consideration of a personnel matter involving the contract of the Interim Library Director pursuant to § 2.2-3711(A)(1) of the Code of Virginia

IX. Adjournment

Other Enclosures:
   • FY2017 WRL/WJCC Schools Partnership Agreement
   • FY2017 AARP Partnership Agreement and FY2016 Evaluation
   • June, July, and August Statistics
   • FYI Articles/Kudo/News Items
   • June, July, and August Newsletter

Next Regular Meeting:
   October 26, 2016, 3:00 p.m., Meeting Room 128, Stryker Center

WRL Board of Trustees
Minutes of Board Meeting June 22, 2016
Meeting Room 128, Stryker Center

Attending Were: Bill Porter, Jim Axtell, Lynda Byrd-Poller, Sally Andrews, Letizia Gambrell-Boone, Wilford Kale, Natalie Miller-Moore, Jason Purse, and Jorge Rivas;

WRL Foundation President-Elect Sam Sadler and Friends President, Jim Bowers; library staff members Janet Crowther, Carrie Binsfeld, and Sarah Thompson.

Absent were Pam Franz, Vickie Herrick, and Library Director, Genevieve S. Owens.

Call to Order: Chair Porter called the meeting to order at 3:02 p.m.

Public Comment: None.

Consent Calendar: The June 22, 2016 consent calendar was approved by a unanimous vote.

Library Director’s Report:

- Action Item: By-Laws for Library Board of Trustees – In the Library Director’s absence, Finance Director, Carrie Binsfeld presented the By-Laws to the board for consideration with the following modifications:
  - Remove wording in Article 1, Section 2 and replace with: “The Williamsburg Regional Library informs, enriches, and strengthens our community. The City of Williamsburg, James City County, and York County value our work and fund the Library as a basic service for their residents.”
  - Replace the comma after “consecutive terms” in Article 2, Section 2 with a semicolon.
  - Add the phrase “and attending appropriate meetings, workshops, and conferences” after “other libraries” in Article 2, Section 5, E.
  - Replace “library staff” with “the Library Director” in Article 3, Section 4.
  - Replace “Minutes of previous meeting” with “Consent Calendar” in Article 5, Section 6, C.
  - Remove letter F in Article 5, Section 6.
  - Remove the comma after “directing” in Article 6, Section 1, D.
  - Add the phrase “James City” before “County” in Article 6, Section 1, D.

Ms. Andrews moved to approve the By-Laws for the Library Board of Trustees with the amended changes. Mr. Axtell seconded; all agreed.

Friends of WRL/WRL Foundation Updates: Mr. Bowers announced at their June 7, 2016 meeting, the Friends approved $71,700 in grants for the library. These grants included: Freegal Music Streaming license, multiple copy grant, Youth Services school author visits, the Virginia Symphony Concert series, a Williamsburg Symphony Orchestra concert, and funding for the WRL Staff Connections Committee. Mr. Kale and Mr. Bowers discussed the use of scanners at the Friends Annual Book Sale.

Mr. Sadler discussed the WRL Foundation’s first payment to the City of Williamsburg for the Stryker Center and the progress of the Foundation’s Capital Campaign. Mr. Sadler’s term as President and Louis Weeks’ term as President-Elect will begin on July 1, 2016.
Mr. Porter welcomed Mr. Sadler as President of the WRL Foundation and thanked him for all his work on the Capital Campaign.

**Nominating Committee Report:** On behalf of the Nominating Committee, Ms. Byrd-Poller officially nominated the following slate for the board’s officer positions: Mr. Porter for Chair, Mr. Axtell for Vice-Chair, and Ms. Andrews for Secretary. Mr. Axtell seconded the motion. There being no new nominations from the floor, the motion was approved by a unanimous vote. The new terms will begin July 1, 2016 and end on June 30, 2017.

**Resolution for Lynda Byrd-Poller:** A resolution was prepared to honor Lynda Byrd-Poller for her exemplary service to the Williamsburg Regional Library Board of Trustees since July 2008. Mr. Kale moved to approve the resolution. Ms. Andrews seconded and the motion was carried unanimously.

**Other Business:** Assistant Director, Janet Crowther offered suggestions to the Board Chair’s inquiry regarding scheduling a special meeting in July. After discussion, Mr. Kale moved to approve scheduling a special meeting in July 2016 so the board may go into closed session to discuss the library director’s annual evaluation. Ms. Byrd-Poller seconded the motion; the motion was approved by a unanimous vote.

Mr. Porter welcomed Mr. Purse as the new James City County governmental representative to the board. Mr. Purse will replace the unexpired term of Tara Woodruff who replaced the unexpired term of Adam Kinsman.

**Adjournment:** Mr. Kale moved to adjourn at 3:26 p.m. All agreed.

Respectfully submitted,

Sarah Thompson

Approved by __________________________________________

William Porter, Chair
WRL Board of Trustees
Minutes of Special Board Meeting July 6, 2016
Meeting Room, 101 D Mounts Bay Road

**Attending Were:** Bill Porter, Jim Axtell, Sally Andrews, Pam Franz, Vickie Herrick, Wilford Kale, Natalie Miller-Moore, Jason Purse, and Jorge Rivas;

WRL Attorney Adam Kinsman; James City County Assistant Director of Human Resources Patrick Teague.

Absent was Letizia Gambrell-Boone.

**Call to Order:** Chair Porter called the meeting to order at 4:00 p.m.

**Public Comment:** None.

**Closed Session:** Mr. Kale moved that the board go into closed session pursuant to Section 2.2-3711(A)(1) of the Code of Virginia. The motion was approved by all. The board began discussion at 4:05 p.m. and concluded at 5:15 p.m. Mr. Kale moved the board end the closed session; the motion was approved by all present at the closed session.

At the conclusion of the closed meeting, Ms. Andrews moved Certification of the Closed Meeting as follows:

Whereas, the Williamsburg Regional Library Board of Trustees has convened a closed meeting on this date pursuant to an affirmative recorded vote and in accordance with the provisions of the Code of Virginia; and

Whereas, Section 2.2-3711 (A)(1) of the Code of Virginia require a certification by this board that such closed meeting was conducted in conformity with Virginia law;

Now, therefore, be it resolved that the Williamsburg Regional Library Board of Trustees hereby certifies that to the best of each member’s knowledge, (1) only public business matters lawfully exempted from open meeting requirements by Virginia law were discussed in the closed meeting to which this certification resolution applies, and (2) only such public business matters as were identified in the motion convening the closed meeting were heard, discussed, or considered by the Williamsburg Regional Library Board of Trustees. The motion was approved with a roll call vote.

<table>
<thead>
<tr>
<th></th>
<th>AYE</th>
<th>NAY</th>
<th>ABSTAIN</th>
<th></th>
<th>AYE</th>
<th>NAY</th>
<th>ABSTAIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Porter</td>
<td>X</td>
<td></td>
<td></td>
<td>Miller-Moore</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Axtell</td>
<td>X</td>
<td></td>
<td></td>
<td>Purse</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Andrews</td>
<td>X</td>
<td></td>
<td></td>
<td>Rivas</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Franz</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Herrick</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kale</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Mr. Porter reported the board discussed only items pertinent to the evaluation of the performance of the Library Director.
**Resolution:** Ms. Franz moved to adopt the attached resolution terminating the employment agreement of the Library Director. The motion was approved by all.

**Adjournment:** Mr. Purse moved to adjourn at 5:25 p.m. All agreed.

Respectfully submitted,

Sarah Thompson

Approved by _______________________________

William Porter, Chair
RESOLUTION

TERMINATING THE EMPLOYMENT OF THE LIBRARY DIRECTOR

WHEREAS, Pursuant to an Employment Agreement dated March 1, 2014 (the “Agreement”), Genevieve S. Owens (“Ms. Owens”) was hired, employed, and appointed to the position of Library Director of the Williamsburg Regional Library (the “WRL”), subject to the terms of the Agreement; and

WHEREAS, Pursuant to Section 2 of the Agreement, Ms. Owens serves at the pleasure of the Board of Trustees (the “Board”); and

WHEREAS, Pursuant to Section 3 of the Agreement, the Board may terminate Ms. Owens’ employment for any reason, including non-compliance with the Agreement, Personnel Policies, or any policy or procedure adopted by the Board; and

WHEREAS, At a duly-advertised Special Meeting of the Board called by the Chair of the Board pursuant to Article 5, Section 3 of the WRL Bylaws and held on July 6, 2016, a majority of the Board voted to terminate Ms. Owens’ employment pursuant to Section 3 (C) of the Agreement.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Williamsburg Regional Library that Genevieve S. Owens’ employment as Library Director of the Williamsburg Regional Library is hereby terminated, effective immediately.

BE IT FURTHER RESOLVED that the Chairman of the Board of Trustees is hereby authorized and directed to execute those documents necessary to terminate the employment of Genevieve S. Owens including, but not limited to, a written Notice of Termination to be provided to Ms. Owens as required by Section 3(C) of the March 1, 2014 Employment Agreement.

William C. Porter
Chair
Williamsburg Regional Library Board of Trustees

ATTEST:

[Signature]
Vice-Chair to the Board

Adopted by the Williamsburg Regional Library Board of Trustees this 6th day of July 2016.
Attending Were: Bill Porter, Jim Axtell, Sally Andrews, Pam Franz, Wilford Kale, Natalie Miller-Moore, and Jason Purse;

WRL Attorney Adam Kinsman; James City County Assistant Director of Human Resources Patrick Teague; James City County Human Resources Specialist Jessa Guinn; library staff members Janet Crowther, Carrie Binsfeld, Barry Trott, and Sarah Thompson.

Absent were Letizia Gambrell-Boone, Vickie Herrick, and Jorge Rivas.

Call to Order: Chair Porter called the meeting to order at 3:00 p.m.

Public Comment: None.

Closed Session: Mr. Kale moved that the board go into closed session pursuant to Section 2.2-3711(A)(1) of the Code of Virginia. The motion was approved by all. The board began discussion at 3:05 p.m. and concluded at 3:23 p.m. Ms. Andrews moved the board end the closed session; the motion was approved by all present at the closed session.

At the conclusion of the closed meeting, Ms. Andrews moved Certification of the Closed Meeting as follows:

Whereas, the Williamsburg Regional Library Board of Trustees has convened a closed meeting on this date pursuant to an affirmative recorded vote and in accordance with the provisions of the Code of Virginia; and

Whereas, Section 2.2-3711 (A)(1) of the Code of Virginia require a certification by this board that such closed meeting was conducted in conformity with Virginia law;

Now, therefore, be it resolved that the Williamsburg Regional Library Board of Trustees hereby certifies that to the best of each member's knowledge, (1) only public business matters lawfully exempted from open meeting requirements by Virginia law were discussed in the closed meeting to which this certification resolution applies, and (2) only such public business matters as were identified in the motion convening the closed meeting were heard, discussed, or considered by the Williamsburg Regional Library Board of Trustees. The motion was approved with a roll call vote.

<table>
<thead>
<tr>
<th></th>
<th>AYE</th>
<th>NAY</th>
<th>ABSTAIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Porter</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Axtell</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Andrews</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Franz</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kale</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miller-Moore</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purse</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Mr. Porter reported the board discussed only items pertinent to the appointment of an Interim Library Director.

Interim Library Director Appointment:
Mr. Kale moved to approve the appointment of Janet Crowther as the library's Interim Director effective July 12, 2016. The motion was approved by all.

**Library Director Search Discussion:** Mr. Teague discussed the documents presented to the board to begin the library director search process. These documents included a position description, request to advertise, a long and short version of the advertisement, and a timeline of the process.

After discussion, the board agreed to create a five member subcommittee to review applications and bring a slate of finalists to the entire board for consideration. The subcommittee will include Mr. Axtell, Ms. Franz, Mr. Kale, Ms. Miller-Moore, and Mr. Rivas. Mr. Porter appointed Ms. Binsfeld as the WRL staff liaison to the subcommittee during the search process. Mr. Porter announced the first subcommittee meeting will be scheduled on July 27, 2016, in place of the optional board meeting. The subcommittee will meet at 3:00 p.m. in Meeting Room 128 in the Stryker Center.

Ms. Franz moved to approve a fund balance appropriation in the amount of $10,000 for costs associated with the library director search. The motion was approved by all.

Mr. Teague asked all members to have any comments, updates, or corrections on the documents presented returned to him by July 25, 2016.

**Adjournment:** Ms. Miller-Moore moved to adjourn at 4:09 p.m. All agreed.

Respectfully submitted,

Sarah Thompson

Approved by _______________________________

William Porter, Chair
WRL Board of Trustees
Minutes of Library Director Search Subcommittee Meeting July 27, 2016
Meeting Room 128, Stryker Center

Attending Were: Jim Axtell, Pam Franz, and Jorge Rivas;

James City County Assistant Director of Human Resources Patrick Teague; James City County Human Resources Specialist Jessa Guinn; library staff member Carrie Binsfeld.

Absent were Wilford Kale and Natalie Miller-Moore.

Call to Order: Vice-Chair Axtell called the meeting to order at 3:00 p.m.

Public Comment: None.

Library Director Search Discussion: Mr. Teague led the subcommittee’s discussion and review of the following documents; a position description, request to advertise, and a short and long version of the advertisement in preparation for advertising of the Library Director position. The subcommittee agreed on final changes to the documents and Ms. Guinn will update all as discussed and send final versions to the subcommittee for review via email. Ms. Binsfeld will work with Ms. Guinn and Barry Trott, WRL Special Projects Director, to develop the WRL webpage advertising the position and submitting the advertisement to other library recruitment sites, including the American Library Association, the Virginia Library Association and Library Journal. All applicants will be required to submit a James City County application via the JCC recruitment site. A tentative posting date of August 12, 2016 was set. The subcommittee will discuss the next steps in the search process, including review and evaluation of applications, at a future meeting.

Adjournment: Ms. Franz moved to adjourn at 4:40 p.m. All agreed.

Respectfully submitted,

Carrie Binsfeld

Approved by ______________________________

Jim Axtell, Vice-Chair
September 12, 2016

To: WRL Board of Trustees

From: Carrie L. Binsfeld, Finance Director

Subject: August Financial Statement Analysis

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Budget</th>
<th>Spent Encumbered</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractual Services</td>
<td>$215,000</td>
<td>$172,828</td>
<td>80.4% Annual contracts paid (HVAC &amp; Sirsi Dynix)</td>
</tr>
</tbody>
</table>

Percentage of year passed 16.67%
The Williamsburg Regional Library  
Monthly Financial Statement  
For the period ending August 31, 2016

<table>
<thead>
<tr>
<th>EXPENDITURES</th>
<th>Final Budget</th>
<th>Actual</th>
<th>Accruals</th>
<th>Encumber</th>
<th>Total</th>
<th>% Spent &amp; Encumbered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>3,001,591</td>
<td>481,394</td>
<td>(2,489)</td>
<td></td>
<td>481,394</td>
<td>16.0%</td>
</tr>
<tr>
<td>Wages</td>
<td>615,346</td>
<td>110,009</td>
<td>(32,489)</td>
<td></td>
<td>77,520</td>
<td>12.6%</td>
</tr>
<tr>
<td>FICA</td>
<td>276,699</td>
<td>43,814</td>
<td>(2,485)</td>
<td></td>
<td>41,329</td>
<td>14.9%</td>
</tr>
<tr>
<td>Virginia Retirement Systems</td>
<td>281,251</td>
<td>42,877</td>
<td></td>
<td></td>
<td>42,877</td>
<td>15.2%</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>583,050</td>
<td>86,177</td>
<td></td>
<td></td>
<td>86,177</td>
<td>14.8%</td>
</tr>
<tr>
<td>Workers Comp Insurance &amp; Unemploy</td>
<td>12,076</td>
<td>3,802</td>
<td>(57)</td>
<td></td>
<td>3,745</td>
<td>31.0%</td>
</tr>
<tr>
<td>VRS Group Life Insurance</td>
<td>39,317</td>
<td>6,106</td>
<td></td>
<td></td>
<td>6,106</td>
<td>15.5%</td>
</tr>
<tr>
<td>Fringe Benefits (RM/DCM)</td>
<td>14,882</td>
<td>3,805</td>
<td></td>
<td></td>
<td>3,805</td>
<td>25.6%</td>
</tr>
<tr>
<td>Tuition Assistance</td>
<td>3,600</td>
<td>2,400</td>
<td></td>
<td></td>
<td>2,400</td>
<td>66.7%</td>
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<tr>
<td>Benefits Total</td>
<td>1,210,875</td>
<td>188,981</td>
<td>(2,542)</td>
<td>0</td>
<td>186,438</td>
<td>15.4%</td>
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<tr>
<td>Subtotal</td>
<td>4,827,812</td>
<td>780,394</td>
<td>(35,031)</td>
<td>0</td>
<td>745,353</td>
<td>15.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collection</td>
<td>510,000</td>
<td>145,875</td>
<td>(44,883)</td>
<td>52,636</td>
<td>153,628</td>
<td>30.1%</td>
</tr>
<tr>
<td>Subtotal</td>
<td>510,000</td>
<td>145,875</td>
<td>(44,883)</td>
<td>52,636</td>
<td>153,628</td>
<td>30.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advertising</td>
<td>12,500</td>
<td>708</td>
<td>0</td>
<td></td>
<td>708</td>
<td>5.7%</td>
</tr>
<tr>
<td>Bank Fees</td>
<td>5,750</td>
<td>1,091</td>
<td>0</td>
<td></td>
<td>1,091</td>
<td>19.0%</td>
</tr>
<tr>
<td>Bindery</td>
<td>2,000</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Building Maintenance</td>
<td>30,000</td>
<td>1,172</td>
<td>(341)</td>
<td>7,734</td>
<td>8,565</td>
<td>28.6%</td>
</tr>
<tr>
<td>Communications</td>
<td>55,000</td>
<td>4,077</td>
<td>(1,385)</td>
<td></td>
<td>2,693</td>
<td>4.9%</td>
</tr>
<tr>
<td>Computer Software &amp; Supplies</td>
<td>20,000</td>
<td>9,552</td>
<td>(2,107)</td>
<td></td>
<td>7,445</td>
<td>37.2%</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>215,000</td>
<td>160,698</td>
<td>(99)</td>
<td>12,230</td>
<td>172,828</td>
<td>80.4%</td>
</tr>
<tr>
<td>Equipment - General</td>
<td>750</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Financial Services</td>
<td>21,567</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Fund Balance Appropriations</td>
<td>0</td>
<td>40,291</td>
<td>0</td>
<td>12,955</td>
<td>53,246</td>
<td>N/A</td>
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<tr>
<td>Human Resource Services</td>
<td>72,827</td>
<td>6,024</td>
<td>(6,024)</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
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<tr>
<td>Insurance</td>
<td>42,500</td>
<td>11,009</td>
<td>0</td>
<td></td>
<td>11,009</td>
<td>25.9%</td>
</tr>
<tr>
<td>Legal Services</td>
<td>6,000</td>
<td>500</td>
<td>(500)</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Library Board Expenses</td>
<td>6,000</td>
<td>208</td>
<td>0</td>
<td></td>
<td>208</td>
<td>3.5%</td>
</tr>
<tr>
<td>Library Catalog &amp; Website Services</td>
<td>57,000</td>
<td>21,363</td>
<td>0</td>
<td></td>
<td>21,363</td>
<td>37.5%</td>
</tr>
<tr>
<td>Library Programs</td>
<td>15,000</td>
<td>400</td>
<td>0</td>
<td></td>
<td>400</td>
<td>2.7%</td>
</tr>
<tr>
<td>Local Mileage</td>
<td>5,000</td>
<td>223</td>
<td>(167)</td>
<td></td>
<td>56</td>
<td>1.1%</td>
</tr>
<tr>
<td>Maintenance Supplies</td>
<td>14,500</td>
<td>1,818</td>
<td>(296)</td>
<td></td>
<td>1,522</td>
<td>10.5%</td>
</tr>
<tr>
<td>Memberships</td>
<td>8,000</td>
<td>1,016</td>
<td>0</td>
<td></td>
<td>1,016</td>
<td>12.7%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>500</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>PC Replacement Plan</td>
<td>37,500</td>
<td>777</td>
<td>0</td>
<td>727</td>
<td>1,504</td>
<td>4.0%</td>
</tr>
<tr>
<td>Postage</td>
<td>19,500</td>
<td>3,846</td>
<td>0</td>
<td></td>
<td>3,846</td>
<td>19.7%</td>
</tr>
<tr>
<td>Printing</td>
<td>3,500</td>
<td>1,230</td>
<td>0</td>
<td></td>
<td>1,230</td>
<td>35.1%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>12,150</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Supplies</td>
<td>75,000</td>
<td>15,343</td>
<td>(6,672)</td>
<td>3,146</td>
<td>11,817</td>
<td>15.8%</td>
</tr>
<tr>
<td>Travel &amp; Training</td>
<td>28,000</td>
<td>(585)</td>
<td>784</td>
<td></td>
<td>199</td>
<td>0.7%</td>
</tr>
<tr>
<td>User Refunds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Utilities</td>
<td>179,000</td>
<td>25,353</td>
<td>0</td>
<td></td>
<td>25,353</td>
<td>14.2%</td>
</tr>
<tr>
<td>Vehicle Services</td>
<td>33,000</td>
<td>1,911</td>
<td>(1,911)</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Subtotal</td>
<td>977,544</td>
<td>308,027</td>
<td>(18,717)</td>
<td>36,790</td>
<td>326,100</td>
<td>33.4%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>6,315,356</td>
<td>1,234,285</td>
<td>(98,630)</td>
<td>89,426</td>
<td>1,225,081</td>
<td>19.4%</td>
</tr>
</tbody>
</table>
The Williamsburg Regional Library
Monthly Financial Statement
For the period ending August 31, 2016

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>Budget</th>
<th>Received</th>
<th>Accruals</th>
<th>Total Received</th>
<th>% Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Williamsburg</td>
<td>841,160</td>
<td>140,193</td>
<td>140,193</td>
<td>140,193</td>
<td>16.7%</td>
</tr>
<tr>
<td>James City County</td>
<td>4,431,020</td>
<td>738,503</td>
<td>738,503</td>
<td>738,503</td>
<td>16.7%</td>
</tr>
<tr>
<td>York County</td>
<td>581,245</td>
<td>581,245</td>
<td>581,245</td>
<td>581,245</td>
<td>100.0%</td>
</tr>
<tr>
<td>State Aid</td>
<td>307,931</td>
<td>76,971</td>
<td>76,971</td>
<td>76,971</td>
<td>25.0%</td>
</tr>
<tr>
<td>Lost Books</td>
<td>11,500</td>
<td>1,933</td>
<td>1,933</td>
<td>1,933</td>
<td>16.8%</td>
</tr>
<tr>
<td>Interest</td>
<td>2,000</td>
<td>1,073</td>
<td>1,073</td>
<td>1,073</td>
<td>53.6%</td>
</tr>
<tr>
<td>Copy Machines</td>
<td>29,000</td>
<td>4,603</td>
<td>4,603</td>
<td>4,603</td>
<td>15.9%</td>
</tr>
<tr>
<td>Library Fines</td>
<td>55,000</td>
<td>9,482</td>
<td>9,482</td>
<td>9,482</td>
<td>17.2%</td>
</tr>
<tr>
<td>Set Off Recovery</td>
<td>9,500</td>
<td>385</td>
<td></td>
<td>385</td>
<td>4.1%</td>
</tr>
<tr>
<td>Other Library Revenue</td>
<td>7,000</td>
<td>435</td>
<td></td>
<td>435</td>
<td>6.2%</td>
</tr>
<tr>
<td>Meeting Room Use</td>
<td>40,000</td>
<td>8,112</td>
<td></td>
<td>8,112</td>
<td>20.3%</td>
</tr>
<tr>
<td>Transfer From Fund Balance</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>6,315,356</td>
<td>1,562,935</td>
<td>0</td>
<td>1,562,935</td>
<td>24.7%</td>
</tr>
</tbody>
</table>

**NON-BUDGETED OPERATING REPORT**

<table>
<thead>
<tr>
<th>Program</th>
<th>Revenue</th>
<th>Spent</th>
<th>Accrual</th>
<th>Encumber</th>
<th>Total Spent &amp; Encumber</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gifts &amp; Memorials</td>
<td>2,145</td>
<td>7,628</td>
<td></td>
<td></td>
<td>7,628</td>
</tr>
<tr>
<td>Friends</td>
<td>23,174</td>
<td>19,330</td>
<td>7,500</td>
<td></td>
<td>26,830</td>
</tr>
<tr>
<td>Foundation</td>
<td>10,979</td>
<td>168</td>
<td>6,090</td>
<td></td>
<td>6,258</td>
</tr>
<tr>
<td>Library Grants</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Program Services</td>
<td>2,389</td>
<td>98</td>
<td></td>
<td></td>
<td>98</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>38,687</td>
<td>27,224</td>
<td>0</td>
<td>13,590</td>
<td>40,814</td>
</tr>
</tbody>
</table>

Percentage of year past 16.67%
Payroll % of year past 16.67%
Excellence in daily operations:
• Appointed interim director on July 7. With the support of Bill Porter, Chair, WRL Board of Trustees, Patrick Teague, Assistant Director, JCC HR, and the library management team, I met with the library staff on July 12 to ask for their support and help during the transition and interim period, to thank them for their excellent service to our users, and to answer questions about the transition process.
• Met regularly throughout the month with Bill Porter, Chair to set priorities and expectations for the interim period and clarified goals and expectations for FY17.
• Met with the library’s management team to learn more about all library operations and to support and guide the work of all divisions. Scheduled monthly management team meetings. Established a schedule of weekly meetings with each of the eight library division directors and the library development officer to discuss daily operations and to ensure the smooth implementation of WRL’s new strategic plan and financial framework.
• Appointed Benjamin Goldberg as liaison to the Staff Connections Committee
• Appointed Barry Trott as chair of the WRL-WJCC Public Schools Partnership team for FY17.

Strengthening community connections and partnerships:
• Engaged with the Friends and Foundation leadership and attended the July board meetings of both support organizations as well as the Foundation’s Capital Campaign Committee.
• July 18, represented WRL at our outreach book fair for students enrolled in the WJCC Summer Schools, grades 1-8.
• Worked with the superintendent of WJCC schools to finalize the FY17 WRL-WJCC School Partnership agreement. FY17 begins the 14th year of the formal partnership between the library and the public school system.

Communicating and raising awareness:
• Was invited to join both the James City County Executive Leadership Team and City of Williamsburg’s City Manager’s Team. These teams meet twice a month and bring together senior management.
• Joined the Virginia Public Library Directors Association (VPLDA) and the Tidewater Area Library Director Consortium (TALDC).

Rethinking library spaces:
• Worked with Carrie Binsfeld, Finance and General Services Director, the WRL facilities team, and Damuth on the installation plan for upgrading the air handling valves at the Williamsburg Library.

Janet Crowther, Interim Director
Interim Director’s Report
August 2016

Excellence in daily operations:
• Worked with all library staff and supervisors to complete the annual staff performance evaluation process. This year, WRL was the first to submit completed documents to JCC HR and several days ahead of the required deadline.
• Continued to meet regularly throughout the month with Bill Porter, Chair to assure a smooth transition and to plan for the September 28 meeting of the Board of Trustees.
• Provided trustee training for new board members, Barry Marten and Jason Purse, both of whom are representing James City County.
• Continued monthly meetings with the library’s management team to discuss library operations and to support and guide the work of all divisions. Continued weekly meetings with each of the eight library division directors and the library development officer to discuss daily operations and to ensure the smooth implementation of WRL’s new strategic plan and financial framework.
• Worked with Benjamin Goldberg, Development Officer, on activities and communications related to donor recognition, the Friends, and the Foundation.
• Worked with the Staff Connections Committee to set expectations for the 2016 Staff Recognition Breakfast to be held on October 10.
• At the request of a user, I worked with JCC Buildings and Grounds staff to have trees and brush trimmed and removed at the James City County Library parking lot to improve driver sightlines.

Strengthening community connections and partnerships:
• Participated in the Foundation’s Capital Campaign Committee meeting on August 17.
• Attended the WJCC Public School’s Back to School Open House on September 2 at Matthew Whaley Elementary School to talk with parents and students about what WRL has to offer and to register people for library cards.

Communicating and raising awareness:
• Worked with Barry Trott, Special Projects Director, and the management team to craft the FY16 WRL at a Glance, our annual report, as well as an update on the implementation of the WRL Strategic Plan.
• Attended the August meetings of both the James City County Executive Leadership Team and City of Williamsburg’s City Manager’s Team.
• Attended the Tidewater Area Library Director Consortium (TALDC) meeting at Norfolk Public Library, Pretlow Anchor Branch on August 5.

Janet Crowther, Interim Director
Adult Services Division Report  
June 2016

Provide excellent service:

- Use technology where appropriate to enhance users’ experience.
  - Adult Services staff and volunteers offered 22 computer classes including Fold3 (genealogy), Freegal, Job Searching, downloadable audio, ebooks, Excel, and Word.
  - Adult Services received six requests for help through Book-a-Librarian.
- With assistance from her colleagues in Adult Services, Youth Services, MLS Outreach, Technical Services, and Circulation Services, Charlotte Burcher was able to exceed a mom’s expectations in providing reading and viewing suggestions for a family cross-country road trip.

Provide excellent collections:

- Jan Marry coordinated a display in Youth Services on “Celebrate Military Families through Books” to coincide with her all-ages storytime program on June 14 (43 attendees).

Provide excellent programs:

- Barry Trott gave a successful Talks @2 program on Virginia’s Crooked Road to a 90-person capacity crowd in the Stryker Center.
- Contemporary Fiction book discussion (six attendees), Mystery book discussion (eight attendees), Science Fiction/Fantasy book discussion (seven attendees), and History/Biography book discussion (four attendees) were held at the library this month.
- Janet Curtis coordinated a successful Butterflies of Virginia program with 71 attendees.
- Avery Hicks coordinated the Cat Warren author visit. The presentation on training cadaver-scenting dogs was entertaining and informative. Eighty people came to the James City County Library for the Saturday, June 18, program.
- Rachael Nelson coordinated a variety of Teen programs this month: Anime Club (12 participants), Anime movie (27 participants), Settlers of Catan game night (6 participants), and Mug Rug craft (8 participants).

Provide for excellence in daily operations:

- Rachael Nelson and I have been contributing weekly to WRL’s Facebook page.
- Adult Services Assistant Mary Antol began training with Admin Assistant Pam Buckley in order to back her up with receiving incoming packages at JCCL.

Provide excellent outreach services:

- Andrew Smith, Ann Marie Weissert, Avery Hicks, Barbara Jones, Charlotte Burcher, Connie Van Bourgondien, Dwight Woodward, Janet Curtis, Jan Marry, and Jesse Kelley are among the 14 case managers selecting items for Homebound clients.
- Eight WRL staffers were ridealong helpers to MLS Adult Outreach stops, including Emma Backman, Janet Curtis, Jan Marry, and me.
- Rob Haas gave his “Tale of Two Ships” Talks to Go at Brookdale to 28 attendees. Barbara Jones gave her “Pony Penning” Talks to Go at Patriot’s Colony to 23 attendees. Barbara also gave Short Talk presentations about Acadia National Park to six facilities.

Melissa Simpson, Adult Services Director
Provide excellent services:
- Use technology where appropriate to enhance users’ experience.
  - Adult Services staff and volunteers offered 20 computer classes, including a genealogy class on land and court records available through the Library of Virginia.
  - Adult Services/MLS received nine requests for help through Book-a-Librarian.
- Andrew Smith, Ann Marie Weissert, Avery Hicks, Barbara Jones, Charlotte Burcher, Connie Van Bourgondien, Dwight Woodward, Janet Curtis, Jan Marry, and Jesse Kelley are among the 13 case managers selecting items for Homebound clients.
- Seven WRL staffers were ridealong helpers to MLS Adult Outreach stops, including Barbara Riebe, Jan Marry, and me.
- Barbara Jones, Connie VanBourgondien, and Anne Marie Weissert met with three new activity directors and gave them an introduction to outreach services. Barbara Jones also mailed all of the eligible facilities the annual statement of understanding outlining available library services and our expectations of the facility for the upcoming year.

Provide excellent collections:
- Emma Backman and Barbara Riebe submitted the magazine renewal request to Technical Services.

Provide excellent programs:
- Andrew Smith led the Beautiful Swimmers book discussion for 38 participants in the Stryker Center. Guests from VIMS provided information on the current crab industry.
- Jesse Kelley coordinated a talk from the Virginia Cooperative Extension on Preserving Your Harvest (16 attendees).
- Rachael Nelson coordinated a variety of Teen programs this month including an AnimeCon (165 attendees) and Teen/Tween Knitting (12 participants). AnimeCon called on staff volunteers from all library divisions to organize and execute a variety of activities including a very popular Wii SmashBrothers tournament and various anime-themed crafts and games.
- Connie VanBourgondien presented this month’s Short Talk, Those Lazy, Hazy, Crazy Days of Summer, to 76 people at six Assisted Living/Convalescent facilities.

Provide excellent facilities:
- The external hydraulic lift on the Freightliner malfunctioned early in July. The van was taken to Crenshaw Corporation in Richmond for repairs. MLS staff used the Sprinter van while it was in the shop.

Provide excellence in daily operations:
- Avery Hicks attended a webinar on ILL; Barbara Jones attended a Public Speaking seminar sponsored by JCC Human Resources; Connie VanBourgondien attended two webinars on readers advisory topics.

Melissa Simpson, Adult Services Director
Adult Services Division Report
August 2016

Provide excellent services:
- Use technology where appropriate to enhance users’ experience.
  - Adult Services staff and volunteers offered 20 computer classes.
  - Adult Services/MLS received eight requests for help through Book-a-Librarian.
- Andrew Smith, Ann Marie Weissert, Avery Hicks, Barbara Jones, Charlotte Burcher, Connie Van Bourgondien, Dwight Woodward, Janet Curtis, Jan Marry, and Jesse Kelley are among the 13 case managers selecting items for Homebound clients.
- Seven WRL staffers were ridealong helpers to MLS Adult Outreach stops, including Barbara Riebe, Janet Curtis, and me.

Provide excellent collections:
- Barbara Riebe worked with Charlotte Burcher and Dwight Woodward to spend gift money for the art and gardening collections.

Provide excellent programs:
- Rachael Nelson coordinated the High School Open House. Several Adult Services staff members participated in the elementary, middle, and high school event.
- Adult programs included book group training (Andrew Smith – 5 participants); Community Gardens (Jesse Kelley – 14); Contemporary Fiction book discussion (5); and the History/NonFiction book discussion (5).
- Rachael Nelson coordinated a variety of teen programs this month including a Manga Drawing class (27) and Blades of Shakespeare program (70 for demonstration; 21 for teen instruction). Rachael, Charlotte Burcher, Charlotte Woods (Youth Services), and Mandy Malone (Technical Services) led a popular anime craft for about 50 middle-school-age participants of the JCC Parks & Rec summer camp at the library.
- Ann Marie Weissert gave the Short Talk programs this month on the 2016 Olympics to 66 people at six Assisted Living/Convalescent facilities. She included a trivia quiz for the activity directors to use as a follow-up activity.

Provide excellent facilities:
- The MLS Freightliner vehicle was transported to Matthews Specialty Vehicles in North Carolina to have the external hydraulic lift repaired. The vehicle was returned and is in good working order.

Provide excellence in daily operations:
- Andrew Smith moderated a book discussion of Gab Bag titles and readalikes for the August Adult Services staff meeting. He will use the reading suggestions to create reading maps to help users find other Gab Bag titles with similar appeal.
- Avery attended OCLC webinar on ILL Code; Emma Backman attended a webinar on Graphic Novels; Jesse Kelley attended a webinar on engaging the local writing community; Rachael Nelson attended webinars on upcoming YA titles and building a graphic novel collection.

Melissa Simpson, Adult Services Director
Provide excellent service:

- Throughout the month I consulted with and supported the Library Foundation Capital Campaign Committee and committee chair.
- During June I supported the consultant to the Friends and Foundation Task Force, responding to requests for data and related information.
- Attached to this report is the honorary and memorial gifts page that lists donations made to the Williamsburg Regional Library and the Library Foundation. We are responsible to ensure these funds are used as instructed by the donors. Also, recognizing our donors is an important aspect of stewarding these resources and supporters.

Provide excellent collections:

- I coordinated two Local Authors Project (LAP) donation photo opportunities.
- I posted two LAP press releases to the Daily Press online through the community contributor process and also submitted both LAP press releases to the Virginia Gazette.

Provide excellent programs:

- I anticipate sending out six to nine Fifty Hour Club membership letters recognizing library volunteers who reached the fifty hour mark during June.

Provide for excellence in daily operations:

- I attended a lunch meeting of Greater Williamsburg Association for Volunteer Administration (G.W.A.V.A.) members on June 2.
- On June 21, I participated in a LEAD meeting.
- I was on vacation from June 23 through June 27.
- On June 28, I was honored to attend Jeanette Navia’s retirement reception.

Benjamin J. Goldberg, Library Development Officer
FOUNDATION SUPPORT

Perpetual Book Funds
Pugh Family Perpetual Book Fund
- Carol and Mark Pugh

Williamsburg Regional Library Foundation Perpetual Book Fund
- Marcia and Eric Harrell (annual appeal)

HONORARY & MEMORIAL GIFTS
In memory of:
- George Diggs (Doc) Hassell from Susan L. Hassell
- James N. McCord from Amy and Benjamin Goldberg and the Middle Plantation Club

In honor of:
- Benjamin J. Goldberg from Ursula Murden
- WRL Program Services staff from Jan Brown

Given by:
- Meredith and Nathan Altshuler

Summer Reading
- Bikes Unlimited
- Bruster's Old Fashion Ice Cream
- Chick-fil-A, Mooretown Road
- Dairy Queen
- Extraordinary Cupcakes
- Tina D'Amico, LCSW Coupledom Counseling
- General Nutrition Center
- Mad About Chocolate
- Master Craftsmen Shop
- Retro's Good Eats
- Sweet Frog, Williamsburg
- Williamsburg Eye Care
- Wythe Candy and Gourmet Shop

Local Authors Project
- Danielle Carothers – Nature’s Prince and the Stolen Throne
- Ywone D. Edwards-Ingram – The Art and Soul of African American Interpretation
- Williamsburg Area Bicyclists – Williamsburg Area Bike Rides
Provide excellent service:
- Throughout the month I consulted with and supported the Library Foundation Capital Campaign Committee and committee chair.
- During July I supported the consultant to the Friends and Foundation Task Force.
- I participated in the WRL Foundation Capital Campaign Committee meeting on July 20.
- On July 26 the WRL Foundation Board met in the Stryker Center. The Board discussed campaign progress, the Friends and Foundation Task Force, and other foundation business.
- During the month I sent letters informing donors with established Perpetual Book Funds of the materials purchased through their Funds.
- Attached to this report is the honorary and memorial gifts page that lists donations made to the Williamsburg Regional Library and the Library Foundation. We are responsible to ensure these funds are used as instructed by the donors. Also, recognizing our donors is an important aspect of stewarding these resources and supporters.

Provide excellent collections:
- I coordinated three Local Authors Project (LAP) donation photo opportunities.
- I posted three LAP press releases to the Daily Press online through the community contributor process and submitted one LAP press release to the Virginia Gazette.

Provide excellent programs:
- I anticipate sending out three to five Fifty Hour Club membership letters recognizing library volunteers who reached the fifty hour mark during July.

Provide for excellence in daily operations:
- I joined the Staff Connections Committee as liaison to LEAD and the Library Director and attended the July 13 meeting. I volunteered to take minutes for the committee.
- On July 14 and 20, I participated in LEAD meetings.
- I chaired the Peninsula Agency on Aging-Williamsburg (PAA) Seniors as a Resource Committee meeting on July 22. The meeting focused on debriefing from the 7th Annual Seniors Job Fair held in June.
- I attended the PAA-Williamsburg Executive Committee meeting on July 28. Discussion focused on PAA-Williamsburg quarterly meetings in the future.

Benjamin J. Goldberg, Library Development Officer
FOUNDATION SUPPORT
- Cathey and Ed Sadowski (in honor of a milestone achieved by Linda Chelmow)

Collection Endowment Fund
- Cam Walker and Tony Esler (in memory of James N. McCord)

Perpetual Book Funds
Bernhard O. Hougen Perpetual Book Fund
- Paula Hougen

ANNUAL APPEAL
Sincere Reader (up to $249)
- Barbara Vollmer

HONORARY & MEMORIAL GIFTS
In memory of:
- Lisa Ballinger from Jacqueline and A.J. Booth, Janet Crowther, and Cela Schmidt
- James N. McCord from Susan Berg, Phyllis and Otis Haislip, and Martha and Roger Smith
- Robert McGaw from Cela Schmidt

In honor of:
- Amy Goldberg from Ursula Murden
- Beau Lendman from Ursula Murden
- Ron and Linda Logerwell’s birthdays from Harlene and Paul Barton
- Bill Murden from Ursula Murden

Summer Reading
- A Touch of Earth
- Mermaid Books
- Smallcakes Williamsburg
- Williamsburg KOA

Local Authors Project
- Vic Brown – *Vampire Resurrection*
- Cindy L. Freeman – *Diary in the Attic*
- Cindy L. Freeman – *Unrevealed*
- Mel Jones – *90: Building the Ultimate Empire*

In-Kind Materials
- Meghan and William Bryant
Development Officer Report
August 2016

Provide excellent service:
- Throughout the month I consulted with and supported the WRL Foundation Capital Campaign Committee (WRLF-CCC) and campaign chair.
- I participated in the WRLF-CCC meeting on August 17.
- In August I consulted with the executor and the attorney of a trust that named the WRL Foundation as a beneficiary.
- With staff assistance, I prepared and submitted a final report to a foundation that made a grant to the WRL Foundation.
- Attached to this report is the honorary and memorial gifts page that lists donations made to the Williamsburg Regional Library and the WRL Foundation. We are responsible to ensure these funds are used as instructed by the donors. Also, recognizing our donors is an important aspect of stewarding these resources and supporters.

Provide excellent collections:
- I coordinated two Local Authors Project (LAP) donation photo opportunities.
- I posted two LAP press releases to the Daily Press online and submitted three LAP press releases to the Virginia Gazette online.

Provide excellent programs:
- I anticipate sending out six to eight Fifty Hour Club membership letters recognizing library volunteers who reached the fifty hour mark during August.

Provide for excellence in daily operations:
- During the month I researched a potential new volunteer position to support WRL.
- I provided an orientation of the Development Office to WRL’s new Special Projects Coordinator.
- I supported the Staff Connections Committee (SCC) hosted celebration of the completed Obituary Indexing project on August 10 and attended the SCC meeting on August 18.
- I chaired the Peninsula Agency on Aging-Williamsburg (PAA) Seniors As A Resource Committee meeting on August 26. The meeting focused on a review of evaluations completed by participants of the 7th Annual Seniors Job Fair held in June. Later the same day, I attended the PAA-Williamsburg Advisory Council meeting held at the James City County Library.
- On August 30, I participated in the LEAD meeting.
- I participated in a Greater Williamsburg Association of Volunteer Administration (GWAVA) Executive Committee meeting on August 31 and attended United Way of Greater Williamsburg community campaign training later that day.

Benjamin J. Goldberg, Library Development Officer
FOUNDATION SUPPORT

Perpetual Book Funds
Walter B. Horne Perpetual Book Fund
  • Janice M. Horne

ANNUAL APPEAL
Sincere Reader (up to $249)
  • Sanford Wanner

HONORARY & MEMORIAL GIFTS
In memory of:
  • Mary Haldene Coleman from Soroptimist International of Williamsburg
  • James N. McCord from Anne and Harlan Schone
  • Jim Short from Catherine Y. Short

In honor of:
  • Nelia M. Lamoureux from Ursula J. Murden

Given by:
  • Anonymous

William H. Sigafoes Memorial Fund
  • Robert B. Sigafoes

Summer Reading
  • Chick-fil-A, Mooretown Road
  • Domino's Pizza
  • Helen's Place at Colonial Photography
  • Lokal
  • Trader Joe’s

Local Authors Project
  • Leah Beaty – She Blooms: One Woman’s Story
  • Benjamin Frisch – The Fun Family
  • Ronald Savage – The Doll Harvest

In-Kind Materials
  • Colonial Italian American Organization
  • North Carolina Marionette Theatre
IT & Technical Services Division Report
June 2016

Provide excellent service:
- Jeanette Navia, Technical Services Professional, retired after working at WRL for 35 years. Jeanette was first hired as a Page (now called Shelver), then became a typist, and eventually became the cataloger who handled authorities. Jeanette oversaw the library catalog’s conversion to RDA in late 2014, a monumental task that saw over 230,000 records updated. Though we will miss her, we wish her a wonderful retirement!
- In preparation for Jeanette’s departure, all TS staff members have picked up at least one task from her workload to add to their already full plates. Very big thanks go out each and every one of them for their professionalism, flexibility, and positive attitudes as we have navigated this big change together.
- Steve transferred Jeanette’s SQL’s and BLUEcloud Analytics reports to his scheduled tasks and for common use by the rest of Tech Services. He also installed and configured WinSQL on Sheila and Jean Marie’s workstations for their new SQL-related tasks.

Provide for excellence in daily operations:
- Brett began work on planning the reconfiguration of the WRL network required when we switch to our upcoming Internet circuit upgrade with Lumos. To help manage the additional speed the Lumos circuit will offer, Brett researched a variety of devices that purport to help manage bandwidth usage. Brett worked with a vendor engineer to evaluate the NetEqualizer appliance, recommended by the Library of Virginia and in use at other Virginia libraries.
- Jeanette worked with Steve to send out our records for their quarterly authority processing.
- Steve configured 3 new Circulation desk workstations for deployment in July and started equipment Inventory for end the month reports.
- Kraston gathered, counted, prepared and boxed close to 400 hard drives to be destroyed offsite and scheduled the pickup.
- Brett worked with Envisionware technical support on an issue that kept PC Reservations (PcRES) from loading completely on Public desktops when the Internet is down. He devised a setting on the Public desktops that allows PcRes to run when the Internet is down allowing the public to at least use Office and print during outages. Kraston implemented the adjustment to all our Public PC’s at both buildings.
- Kraston also replaced a PC in Technical Services, replaced the Reference Desk printer at JCCL, and begun preparation for the Windows 10 upgrade to public machines.
- Laura attended a Team 2 meeting on June 3rd and a LEAD meeting on June 21st.
- Laura led interviews for the Technical Services Professional position. We hope to bring on a new person later this summer.

Laura Morales, IT & Technical Services Director
Provide excellent services:

- Steve assisted Kraston in updating all the computers in eClic to Windows 10 so that our Adult Services staff can begin teaching Windows 10 classes to the public.
- Brett worked with our meeting room reservations database vendor to upgrade the server and all workstations that use this application.
- He met Lumos network engineers and fiber optic contractors at WL for a midnight hardware install for our upcoming Internet circuit upgrade (work that had to be done outside business hours).
- Kraston upgraded 64 Public PC’s to Windows 10 over one weekend using 4 different PC images and several pre-downloaded Win10 USB thumb drives. This also required upgrading our 2 Deepfreeze (software that guards our public computers from viruses or other unauthorized changes) console installations and all 76 clients so that they were compatible with Windows 10.

Provide for excellence in daily operations:

- Brett replaced a failing security camera at the Stryker Center.
- Steve continued to lead the yearly equipment inventory and updated all fiscal reports to reflect new fiscal year.
- Brett also spent extensive time working with our web filtering vendor to solve numerous longstanding issues.
- The Deepfreeze upgrade somehow managed to corrupt about a dozen PCs which caused the machines to boot to an automatic repair screen the next day. Kraston was able to manually reinstall deepfreeze on these clients to rectify the problem.
- Steve worked extensively with our ILS vendor to fix issue related to sporadic outages of DEP (Day End Processing) which creates and sends out reports related to many items including user holds and overdue notices.
- Kraston prepared our backlog of hard drives to be picked up by a vendor and shredded.
- Technical Services staff continued to meet weekly to discuss various topics including relationship designators, character guides for cataloging comic books/graphic novels, and genre headings.
- Technical services staff also met with IT&TS Director to go over orientation plans for our new staff member, Christie Burwell, who is starting August 1.

Laura Morales, IT & Technical Services Director
IT & Technical Services Division Report
August 2016

Provide excellent services:
• Brett began work deploying a combined network infrastructure while rolling out access to our new Internet Service Provider (ISP). The new design eliminates 6 firewalls. In addition, a single firewall at our network perimeter will now allow easier reporting and control of our addition bandwidth. We have had to move servers piecemeal, as transferring too much at once would make it harder for us to troubleshoot any problems that arose.
• Technical Services welcomed Christie Burwell as our new Technical Services Professional. Christie will be working on Authority records in addition to cataloging YS fiction materials. We are excited to have her on our team!

Provide for excellence in daily operations:
• TS staff cataloged 1635 records with a total of 2600 items, and received 423 serials. They also produced 263 catalog enhancements and spent a total of 22 hours on various public service desks, MLS stops, and other committee work.
• Steve, Kraiston, and Brett completed an annual inventory of IT assets.
• Kraiston installed a new catalog machine at WL by the magazine windows. Laura installed a new catalog machine at WL at the top of the ramp in the adult fiction area.
• Brett has continued to troubleshoot ongoing issues with our current ISP, as well as SPAM marking issues for gmail messages.
• Linda and Sheila mended a total of 108 items, keeping high interest items circulating for our users and reducing reordering costs.
• Kraiston also updated all public machines to fix an issue with the settings for default programs for music, video, and photo files.
• Laura investigated Office 365 as a possible candidate for updating our email access. She also completed Learn Office 365: The Basics course through Lynda.com and began the Deploying Office 365 course.
• Jean Marie, Christie, and Mandy worked on researching the possibility of uploading Marc records for Junior Library Guild items in order to get them in the system before they physically arrive at the library, while making sure our holdings are updated in OCLC. This will be helpful for both our users and the Youth Services collection development librarian.
• Laura attended the High School and Middle School, and Mandy attended the Elementary School Open House to help man the Library’s table and promote library collections, programs, and services.

Laura Morales, IT & Technical Services Director
Provide excellent programs:

- Williamsburg Contemporary Art Center “An Exhibit of Member Artists” on display in the Stryker Center exhibit space. Reception Friday evening, June 10.
- Panglossian Productions finished its 5 show run of “K of D” the weekend of June 3-5.
- The “Virginia Symphony Presents” series concluded with a Brass Quintet on June 15.
- The Annual JCC Parks & Recreation Student Art Show & Exhibit featuring artwork from the students of Anne Kushnick. With an open reception held on June 17.
- On display in the Williamsburg Library Gallery, The Colonial Lacemakers of the Williamsburg–Richmond area showcased their handmade lace, including a demonstration of the technique of bobbin lacemaking on June 4.
- Received WRL Friends’ grants the 2016-17 “Virginia Symphony Presents” series and a Williamsburg Symphony Orchestra concert in 2017.

Provide excellent services:

- Promoted library programs and services through one news release and three radio ads, as well as website updates, and other electronic distribution of publicity.

Provide excellent facilities:

- Program Services staff processed 157 room bookings during the month.
- There were 363 meeting room uses by 8,571 people at all three WRL locations during the month. Rooms are checked after each use and cleaned as necessary.
- Fielded and answered 505 reference questions.
- Installed HDMI capability in the Williamsburg Library Theatre.

Provide excellence in daily operations:

- Mike Durling joined the Program Services team as an assistant.
- I completed three FEMA online security courses (Workplace Violence and Basic Workplace Security Awareness, and Active Shooter: What You Can Do.)
- Provided program support for Youth Service’s Summer programing including Monday morning (WL) and evening (JCCL) Family movies as well as Wednesday morning (WL) and afternoon (JCCL) performances.

Robert Haas, Program Services Director
Provide excellent programs:

- Williamsburg Contemporary Art Center “An Exhibit of Member Artists” display continues in the Stryker Center exhibit space.
- Stagelights presented Alice in Wonderland, Jr. and James and the Giant Peach, Jr. performing five sold out shows. This year also marks 16 years of performing in the Williamsburg Library Theatre.
- The Annual JCC Parks & Recreation Student Art Show & Exhibit featuring artwork from the students of Anne Kushnick was on display until July 15.
- Continued planning for fall and winter programs including the Dewey Decibel Concert Series, Virginia Symphony Presents, Centuries of Art Lecture Series, and the Italian and Celtic Film Series.

Provide excellent services:

- Promoted library programs and services through three radio ads, as well as website updates, and other electronic distribution of publicity.

Provide excellent facilities:

- Program Services staff processed 209 room bookings during the month.
- There were 359 meeting room uses by 12,785 people at all three WRL locations during the month. Rooms are checked after each use and cleaned as necessary.
- Fielded and answered 555 reference questions.

Provide excellence in daily operations:

- Started the hiring process to fill vacant positions for a Security Monitor and a Program Services Assistant.
- Provided program support for Youth Service’s Summer programing including Monday morning (WL) and evening (JCCL) Family movies, as well as Wednesday morning (WL) and afternoon (JCCL) performances.
- Provided program/technical support for Monday evening Teen Movies and Anime Day on Saturday July 16.

Robert Haas, Program Services Director
Provide excellent programs:

- Williamsburg Contemporary Art Center “An Exhibit of Member Artists” display completed its run in the Stryker Center exhibit space.
- Panglossian Productions presented a production of The King’s Face over two weekends including six performances to enthusiastic attendees.
- The Peninsula Concert Band provided an evening of favorites on August 9.
- The Outside Wind Quintet made their Williamsburg Library Theatre debut with a Friday evening offering August 19.

Provide excellent services:

- Promoted library programs and services through three radio ads, as well as website updates, and other electronic distribution of publicity.

Provide excellent facilities:

- Program Services staff processed 229 room bookings during the month.
- There were 360 meeting room uses by 7,147 people at all three WRL locations during the month. Rooms are checked after each use and cleaned as necessary.
- Fielded and answered 1024 reference questions.

Provide excellence in daily operations:

- Scheduled the interviews to fill vacant positions for a Security Monitor and Program Services Assistant.
- Provided program support for Youth Service’s remaining Summer performances.

Robert Haas, Program Services Director
Provide excellent service:

- Use technology where appropriate to enhance users’ experience.
  - Continued working with Sandy Towers and Hannah Pierce in Youth Services to improve the Beanstack online summer reading tool, particularly the reports section.

Provide excellent collections:

- Expand offerings of digital content
  - WRL digital use concluded the fiscal year on a strong note. Overall digital circulation was up 20% over FY15. See attached report on digital circulation for details for each collection area.
  - Worked with the digital collection selectors to compile lists of ebook purchases to be made with end of year collection funds. We added 630 titles to the collection with these extra funds.

Provide excellent outreach services:

- Develop a comprehensive communications plan (including social media) to promote library collections, programs, and services.
  - With Janet Crowther, met with the Assistant Dean of Libraries at W&M to discuss opportunities for collaboration in a variety of areas, including library cards, promotion of WRL collections and programs, and joint programming. Discussions will continue later in the fall once Swem Library has completed a move to a new ILS.
  - Did a radio interview on WMBG to promote the June Talks@2 event. The talk itself was a success, with a capacity crowd at Stryker and several latecomers had to be told that there was no room.
  - With Rob Haas, met with advertising staff from WYDaily to plan our FY17 ad campaign based on the 2016-18 Strategic Plan. Ads will air on Tide Radio and WYDaily.
  - Worked with YS staff to create a promo card for the new online summer reading program, Beanstack.

Provide for excellence in daily operations:

- Completed the hiring process to fill the Special Projects Coordinator position, and offered the job to Elizabeth Hornsby, who has been working as a reporter at the WYDaily. Elizabeth will start work with WRL on August 1.
- Assisted with interviews for the vacant technical services professional position.
- Did a training session for MLS Youth and Neighborhood staff on updating web calendar information.
- Did an information session on LibraryAware for Adult Services staff.
- Attended the ALA Annual Conference in Orlando. Spoke with vendors about new and continuing projects and services and gave a presentation on using local data to inform readers’ advisory services.

Barry Trott, Special Projects Division Director
### Top 10 Adult Fiction ebooks
1. A Murder in Time by Julie McElwain
2. Eyes on You by Kate White
3. Make Me by Lee Child
4. Rogue Lawyer by John Grisham
5. Go Set a Watchman by Harper Lee
6. Girl in the Spider's Web by David Lagercrantz
7. The Rumor by Elin Hilderbrand
8. Small Wars by Lee Child
9. Deep Down by Lee Child
10. Tricky Twenty-Two by Janet Evanovich

### Top 10 Adult Nonfiction ebooks
1. The Wright Brothers by David McCullough
2. Between the World and Me by Ta-Nehisi Coates
3. Gulp by Mary Roach
4. Why Not Me? By Mindy Kaling
5. Food: A Love Story by Jim Gaffigan
6. The Gifts of Imperfection by Brene Brown
7. The Big Short by Michael Lewis
8. The Oregon Trail by Rinker Buck
9. Steve Jobs by Walter Isaacson
10. The Billion Dollar Spy by David E. Hoffman

### Top 10 YA ebooks
1. The Scorch Trials by James Dashner
2. The Son of Sobek by Rick Riordan
3. Shelter by Harlan Coben
4. Carry On by Rainbow Rowell
5. Manners & Mutiny by Gail Carriger
6. Silver in the Blood by Jessica Day George
7. Six of Crows by Leigh Bardugo
8. Dumplin' by Julie Murphy
9. The Fill-in Boyfriend by Kasie West
10. Happily Ever After by Kiera Cass

### Top 10 Junior ebooks
1. The Accused by John Grisham
2. The Fugitive by John Grisham
3. Here Goes Nothing by Lincoln Peirce
4. The Activist by John Grisham
5. Mr. Popularity by Lincoln Peirce
6. Welcome to My World by Lincoln Peirce
7. 101 Amazing Harry Potter Facts by Jack Goldstein
8. Phantoms of Arendelle by Landry Quinn Walker
9. Old School by Jeff Kinney
10. Memory and Magic by Disney Book Group

### Top 10 Adult Audiobooks
1. Outlander by Diana Gabaldon
2. Dragonfly in Amber by Diana Gabaldon
3. Memory Man by David Baldacci
4. Voyager by Diana Gabaldon
5. Girl on the Train by Paula Hawkins
6. Go Set a Watchman by Harper Lee
7. Game of Thrones by George R.R. Martin
8. Sycamore Row by John Grisham
9. Drums of Autumn by Diana Gabaldon
10. Gray Mountain by John Grisham

### Top 10 YA Audiobooks
1. Maze Runner by James Dashner
2. The Heir by Kiera Cass
3. Four: A Divergent Collection by Veronica Roth
4. The Scorch Trials by James Dashner
5. Eragon: Inheritance by Christopher Paolini
6. The Death Cure by James Dashner
7. Divergent by Veronica Roth
8. 20,000 Leagues Under the Sea by Jules Verne
9. The One by Kiera Cass
10. Absolutely True Diary of a Part-Time Indian by Sherman Alexie

### Top 10 Junior Audiobooks
1. Sea of Monsters by Rick Riordan
2. Lightning Thief by Rick Riordan
3. Artemis Fowl by Eoin Colfer
4. The Selection by Kiera Cass
5. Miss Holly is Too Jolly by Dan Gutman
6. Battle of the Labyrinth by Rick Riordan
7. Confessions of a Murder Suspect by James Patterson, Maxine Paetro
8. The Elite by Kiera Cass
9. Anne of Green Gables by L.M. Montgomery
10. Last Olympian by Rick Riordan
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<th>Top 10 Digital Magazines</th>
<th>Top 10 Music Genres</th>
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<tr>
<td>1. Star Magazine</td>
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<tr>
<td>2. OK! Magazine</td>
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</tr>
<tr>
<td>3. The Economist</td>
<td>3. Rock</td>
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<tr>
<td>5. Bon Appetit</td>
<td>5. Jazz</td>
</tr>
<tr>
<td>6. The New Yorker</td>
<td>6. Alternative</td>
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<tr>
<td>7. Clean Eating</td>
<td>7. Folk</td>
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<tr>
<td>8. Newsweek</td>
<td>8. Soundtracks</td>
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DIGITAL CIRCULATION FY16 OVERVIEW

Continuing strong growth in the use of digital materials, our digital circulation in FY16 topped 120,000 items checked out. This represents a 20% increase over FY15. In terms of specific collections:

- Digital audiobook circulation was up 32.8%
- Ebook circulation was up 18.4%
- Digital music circulation was up 9.2%
- Digital magazine circulation was up 27.1%

The number of users of digital content has continued to increase annually. The chart below indicates the number of registered users for our three services that require registration through FY16.
Ebooks Trends

The trend in use of ePub titles over Kindle titles continued, though Kindle use rose slightly in FY16 with 46% of checkouts being Kindle titles and 54% in ePub or Overdrive READ.

Use of mobile devices to access the WRL ebook collection rose in FY16 to 53% of ebook use. This reflects general trends towards increased use of mobile devices for all types of online interactions.
**Ebook Use by Audience**

The WRL ebook collection is most heavily used by readers of adult materials (see chart below). In FY16, we circulated 47,749 adult items, 3,290 junior items, and 5216 young adult items. In FY17 we are adding additional funds to the junior ebook budget to see if building that collection promotes increased circulation.
Special Projects Division Report
July 2016

Provide excellent service:
• Worked with vendors to update IP authentication for all of our databases to prepare for the launch of upgraded Internet service.

Provide excellent collections:
• We continue to see growth in the use of digital collections in July. Compared to the FY16 monthly average, ebook circulation was up 21%, digital audiobooks were up 10%, downloadable music was up 1%, and downloadable magazines were up 6%.
• WRL debuted a new digital collection on July 16. Freegal Streaming Music was a hit with users, with 230 WRL cardholders streaming 5473 songs (each song streamed counts as a circulation) in the second half of July.
• Overall, with the addition of streaming music, July 2016 digital circulation was up 64% over July 2015.
• Use of the WRL database collection was particularly strong in July, with overall use up 36% from July 2015. In particular, use of genealogy, literature, magazine, and investment databases were significantly higher than the previous year.

Provide excellent programs:
• Worked with Barbara Jones to redesign the Speakers Bureau brochure for 2016-17.

Provide excellence in daily operations:
• Created ads for WRL digital content and our new streaming music service to run in WYDaily and on Tide and WBACH radio.
• Sent out three press releases:
  • Freegal Streaming Music (stories in VA Gazette and WYDaily)
  • Anime Con
  • Neil Hollands appointment as columnist for Booklist
• Barry took on the role of FOIA officer for the library. Crafted a FOIA web page for WRL with the guidance of County Attorney Adam Kinsman.
• Drafted list of WRL’s FY16 accomplishments for JCC Communications staff to use in the James City County Annual Report.
• Updated library website and other media tools to reflect the change in administration.
• Prepared information on advertising library director positions for JCC HR and WRL Board.
• Developed an infographic on WRL Mobile Library Services for the August library newsletter (see attached).
• Researched potential advertising options for placing ads for the WRL library director job search.
• Updated the library website to reflect the administrative changes in July.

Barry Trott, Special Projects Division Director
WRL's Mobile Library Services

MLS serves:
- 16 neighborhoods
- 17 adult care facilities
- 24 preschools
- 8 summer camps
- 2 summer school sites
- 40+ homebound users

From July 2015 to June 2016, WRL's MLS vehicles brought library collections, programs, and services to the community, traveling 19,945 miles in the process.

That would take you 80% of the way around the world.
Provide excellent service:
- After discussions with our WJCC partnership liaison and working with Nancy Cludinski in Circulation Services, we added a section on teacher cards to the WRL website.
- In order to save server space, improve website performance, and prepare to move to a Drupal 7 site, we deleted several thousand old files from the WRL website.

Provide excellent collections:
- Addition of Freegal Streaming music through a grant from the Friends of WRL proved popular. In its first full month of use, 260 users streamed over 9,460 songs with Pop, Classical, and Rock being the top 3 genres streamed.
- Prepared information on WRL’s Lynda.com subscription for the interim director to present at the JCC executive leadership team meeting.

Provide excellence in daily operations:
- As part of the partnership with WJCC schools, we worked on several projects this month, including: developing a mechanism for promoting teacher cards to WJCC faculty, updating the wrlschool-l email list that brings WJCC media specialists and the WJCC partnership liaisons together with WRL staff; giving a presentation on the improved database access for WJCC students to the media specialists (Elizabeth created a variety of handouts promoting WRL database resources to students), and developing two handouts to use at the WJCC open house events to promote WRL online resources.
- Elizabeth wrote four press releases that were released to local and regional media: MLS summer school book giveaway; Blades of Shakespeare; MLS neighborhood book giveaway; Dewey Decibel Concert Series overview. All four resulted in coverage in local papers and online news sources.
- Working with staff from Program Services and Adult Services, Elizabeth developed and began implementing four media plans to promote recurring and one-time events, as well as designing or offering input on promotional materials for these events:
  - Dewey Decibel Concert Series (also developed a-brochure with information about concert line-up)
  - Talks@2 Series (also worked with Jesse on flyers, posters, and bookmarks)
  - Will McIntosh Author Visit
  - Centuries of Art Lecture Series
- Updated all the book cart signage in the public service and technical service divisions using magnet signs to replace worn paper signs.
- Created the WRL at a Glance document for FY16. This was posted on the WRL website and linked from the job search page.

Barry Trott, Special Projects Division Director
Get a Library Card

Anyone who resides or owns a business or property in James City County, the City of Williamsburg, or York County may obtain a library card.

To apply, please bring a picture ID and proof of your current address to any WRL building or Mobile Library Services vehicle. Children will be issued a card through their parent's information. Children MUST be present to obtain a card. Please call 757.259.7753 with any questions.

Have Fun With Your Library Card

Use your library card to access our online collections 24/7 wherever you happen to be.

- Download ebooks to your tablet, phone, or mobile device, www.wrl.org/ebooks.
- Download or stream music to your computer or mobile device, www.wrl.org/music.
- Download magazines to your computer or mobile device, www.wrl.org/zinio.
- Download audiobooks to your iPod, iPad, mp3 player, or smartphone, www.wrl.org/audiobooks.

Easy Access to WRL Resources

Don't have your library card with you?

You can use your student ID number to access WRL's online resources at home or at school. Just add the prefix wjcc to your 10-digit student ID when prompted for a library card number. Like this:

- wjcc1234567890

Williamsburg Regional Library locations:

- James City County Library, 7770 Croaker Rd.
- Stryker Center, 412 N. Boundary St.
- Williamsburg Library, 515 Scotland St.
Grades K-3

BookFlix
Pairs classic video storybooks with related nonfiction ebooks to build a love of reading and learning.
www.wrl.org/bookflix

Kids InfoBits
Students in grades K-5 will find articles on current events, science, arts, government, history, sports, and more.
www.wrl.org/infobits

National Geographic Kids
Fun and substantive, National Geographic Kids will take students on amazing adventures in science, nature, culture, and space.
www.wrl.org/natlgeo

TumbleBook Library
Animated talking books, puzzles, and quizzes, created from existing picture books. Titles are available in English, Spanish, and French.
www.wrl.org/tumblebooks

Grades 4-5

Big Chalk
Full-text magazines, newspapers, television & radio transcripts, photographs, maps and reference works.
www.wrl.org/big-chalk

Britannica Kids
Elementary and middle school students will find great resources for school projects from this classic reference source.
www.wrl.org/encyclopedias

TrueFlix
Find great ebook resources paired with films in science and social studies.
www.wrl.org/trueflix

Virtual History Library
Search ebook titles on essential history topics from the ancient world through the 20th century.
www.wrl.org/history

Grades 6-8

Literary Reference Center
Writing an English paper? Literary Reference Center brings together information from major literary encyclopedias and reference works and hundreds of literary journals.
www.wrl.org/lrc

Mango Languages
Learn a language on your computer! Featuring 44 languages from Chinese to Spanish.
www.wrl.org/languages

Magazines and Newspapers
Access thousands of articles from magazines and newspapers.
www.wrl.org/magazines

Research in Context
Middle schoolers can research cultures, geography, government, literature, people, science, social issues, and social issues, and world history with this superb set of research tools.
www.wrl.org/ric

Go to www.wrl.org/find to explore all the library’s digital resources
Easy Access to WRL Resources

Forgot your library card number? You can now use your WJCC student ID to easily access all of WRL’s digital research. Just add the prefix wjcc to your 10-digit student ID and use that when prompted for your library card number. Like this:

wjcc1234567890

This number will let you into almost all of the database resources at www.wrl.org/find

You’ll find:

- Local and National Newspapers
- Language Lessons
- Auto Repair Manuals
- Health Information
- Reading Suggestions
- Encyclopedias
- and lots more

Get started at www.wrl.org/find to see all of the library’s online resources for research.

Finding is better than searching

Find free, high-quality information from home with your WRL library card at www.wrl.org/find
Doing Research?

Health

- **Health and Wellness Resource Center** Find articles, definitions, directories, and information on health, medicine, nutrition, diseases, and complementary medicine.

History, Government, Society

- **Government Virtual Library** Search the full text of a variety of government reference resources.
- **History Virtual Library** Search any or all of 85 history encyclopedias and reference books.
- **Social Issues Virtual Library** Search full-text reference books in various areas in social sciences.

Language Learning

- **Mango Languages Online** Courses in 44 languages.

We can help...

Literature

- **Contemporary Literary Criticism** Offers critical essays on the works of creative writers now living or who died after January 1, 2000.
- **Literary Reference Center** Writing an English paper? Literary Reference Center is a full-text database that brings together information from major literary encyclopedias and reference works and hundreds of literary journals.

Newspaper & Magazine Articles

- **Daily Press** Full-text articles from 1989 to the present from our local paper.
- **EBSCO Masterfile** General interest and scholarly magazines including *Time*, *Sports Illustrated*, and *Seventeen*.
- **InfoTrac OneFile** Magazines and newspapers, including the *New York Times*.

Science

- **GreenFILE** Comprising scholarly and general interest titles, as well as government documents and reports, GreenFILE focuses on the relationship between human beings and the environment, with well-researched but accessible information on topics from global warming to recycling to alternate fuel sources and beyond.
- **Science Virtual Library** Search the full text of science reference resources.

Test Preparation and Training

- **Learning Express** Guides and practice exams for academic and career tests.
- **Lynda.com** Learn business, software, technology and creative skills to achieve personal and professional goals. (Please note, access to Lynda.com requires a WRL library card number, a WJCC student ID number will not work with this resource).

## Technical Services
### June 2016

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| Training Provided | 15 |
| Training Received | 23 |

\(^1\)Additions/updates to online catalog records including updating subject headings, authority records, series, URL links, annotations, content notes, and other changes that will help users successfully retrieve the information they need about library materials.
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<tr>
<td>Training Received</td>
<td>5</td>
</tr>
</tbody>
</table>

¹Additions/updates to online catalog records including updating subject headings, authority records, series, URL links, annotations, content notes, and other changes that will help users successfully retrieve the information they need about library materials.
Provide excellent service:

- Summer Reading Program registration began on June 1, using our new online tool, Beanstack. In the month of June, 2,609 readers in the buildings and the neighborhoods signed up for the program. Those readers logged over 14,000 books!
- Hannah Pierce and Eletha Davis met with Nancy Cludinski to discuss the implementation of the IMPACT K-5 pilot project.
- As FY16 came to a close, Eletha Davis reported that the Mobile Library Services – Youth and Family vehicles traveled 15,519 miles bringing WRL services, collections, programs, and facilities to youth and families.

Provide excellent collections:

- Valerie Steffey evaluated the collection and made annual selections for the Juvenile Magazine collection.

Provide excellent programs:

- Eletha Davis, Tova Johnson, and Chris Russell conducted 23 storytimes at area preschools for 569 children.
- The Virginia Living Museum presented a program for children in three area neighborhoods (Burnt Ordinary, Grove Christian Outreach Center, and Powhatan Apartments). The program “Dino Discoveries” was enjoyed by 133 children.
- Heather Hamblin presented the final storytime in our “Rotary Reads” series to 23 children and caregivers. Children heard monkey stories and songs, and created a monkey craft.
- We continued the popular Family Movie Mondays at the Williamsburg Library and the James City County Library. Finding Nemo attracted crowds of 120 children and caregivers, and 110 people enjoyed Minions.
- Popular juggler Jonathan Austin returned to present his energetic juggling show to 378 children and caregivers.
- Sciencetellers used science “magic” to delight, entertain, and educate 290 children and caregivers.
- Laurie Ziegler presented two evening storytimes with related crafts for 112 children and caregivers. The themes were “Monsters” and “Robots.”
- Live llama “Spirit of the Game” enchanted 95 children and caregivers who attended the Llama Storytime presented by Heather Hamblin.
- The popular “Catch-a-craft” program returned to the Summer Reading Program this year. Over three days, Charlotte Wood helped 436 children and caregivers create art projects.
Provide excellent facilities:

- New furniture for the Williamsburg Library was received. Users were especially appreciative of the new soft seating with USB charging capability. This new seating will allow caregivers to comfortably supervise their children in the play area.

Provide for excellence in daily operations:

- Heather Hamblin and Susan Kelley provided three training events for our 92 teen volunteers who help with our summer reading program.
- Morag Willey, Sandy Towers, Hannah Pierce, and Laurie Ziegler provided training for our summer reading assistants.
- Eletha Davis participated in the James City County Parks & Recreation summer staff orientation. She explained the summer service schedule and registered 33 people for Camp Counselor library cards.
- Hannah Pierce, Sandy Towers, and Barry Trott worked with the web designers at Zoobean to customize the online Summer Reading Program, Beanstack.
- Hannah Pierce served as the point person for staff with questions about Beanstack.
- Hannah Pierce coordinated with James City County Parks & Recreation staff to schedule almost thirty summer outreach visits. Additionally, she created a wiki page for YS staff to use to inform each other about the details of visits.
- We promoted the Summer Reading Program in multiple ways this year. We created an animated video, voiced by Chris Russell, which was distributed to the schools and shown to students. Heather Hamblin posted to the library’s Facebook and Instagram accounts informing our users of upcoming events. Sandy Towers appeared on a local radio station (WMBG) to promote the program.
- New library card forms were processed from 200 children and staff in community summer day camps.

Expressions of gratitude from our users:

A user sent a letter to the Adult Services Director, expressing gratitude for the help she had received on the Adult Reference Desk. One of the Youth Services Librarians, Valerie Steffey, was assisting on the Adult Reference Desk that day and was specifically thanked in the letter. “I greatly appreciate the quality of professional services provided by the Reference Librarians at the Williamsburg Regional Library.”

Chris Russell reported, “An individual came on board [the vehicle] this past month with her tutor. She was trying to obtain her GED. She expressed how Mobile Library Services was important to her because she lacked a computer and transportation to go to a physical library branch.”

Sandy Towers, Youth Services Director
Provide excellent service:

- Eletha Davis created 26 themed bins to support the WJCC Summer School Project Based Learning.
- Hannah Pierce coordinated the summer outreach to the James City County Parks & Recreation sites and one York County Parks & Recreation site. She sent a text message reminder to the site coordinators the day before each of our visits, which resulted in a better experience.
- Eletha Davis, Tova Johnson, and Chris Russell promoted the library’s digital collections to the middle school students attending summer school. Tova Johnson created a PowToon cartoon and Chris Russell developed a presentation in Scratch to engage the students.

Provide excellent collections:

- Eletha Davis, Tova Johnson, and Chris Russell restocked the MLS vehicle for summer school. This included pulling books from the library buildings to support the topics of study that the summer school students selected.
- Hannah Pierce was able to refresh some of our worn paperback series by replacing them with barely-used donated copies.
- Hannah Pierce and Valerie Steffey reported that they worked on maintenance weeding in their picture book collections. This practice results in a collection that is up-to-date, relevant and fulfills the needs and expectation of our users.

Provide excellent programs:

- Our Summer Reading Program continued to demonstrate excellence by providing educational and entertaining performers. Rita Dimmett planned and coordinated July’s line-up of events, which included the following performances:
  - Bright Star Theatre performed *The Velveteen Rabbit* for 241 children and their caregivers.
  - Hampstead Stage Company presented their show *The Wizard of Oz* for 355 children and their caregivers.
  - Krendl, the always-popular magician, amazed an audience of 275 library users.
  - Musician Leonardo entertained 152 children and their caregivers with his Rockin’and Reading show.
  - The Virginia Living Museum presented four programs for a total of 484 attendees.
  - Illusionists Chris & Neal amazed and entertained a crowd of 185 children and caregivers with their show, The Rockstar Magic of Chris & Neal.
  - 107 children and caregivers learned about animals at the Zoo Pro Animal Adventures program.
  - Storytellers Atumpan returned to the library again this summer to present a program on vibration and sound using drums and various instruments. 90 children participated in the interactive program.
  - Derek Jasper, Mentalist, amazed 65 tweens and teens. James City County Parks & Recreation brought their middle school group to the Williamsburg Library to attend the program.
Eletha Davis, Tova Johnson, and Chris Russell conducted 28 storytimes at area preschools for 712 children.

Eletha Davis and six campers at the James City County Parks & Recreation Grove Site adapted a script from the picture book, *The True Story of the Three Little Pigs*. The campers made costumes and presented the readers theater program for 36 children.

In addition to regular neighborhood, preschools, and James City County Parks & Recreation Summer Program sites, the Mobile Library Services vehicle also visited the WJCC Summer School sites three days each week, providing circulation services to students and teachers.

We hosted the Book Giveaway Weeks in both library buildings. Every child enrolled in the Summer Reading Program was able to select a new, free book to take home. Hannah Pierce and Sandy Towers coordinated with a book fair company to provide the books.

Valerie Steffey, Laurie Ziegler, and Ginger Hutter continued our evening storytime and craft series by presenting four Thursday evening events for a total of 170 children and caregivers. The themes were: Let’s Go on a Picnic!, Vroom! Vroom!, Come Sail With Me, and Outer Space.

944 children and their caregivers created craft projects in our “Catch-a-Craft” programs.

Ginger Hutter led 33 preschoolers in a bubbly, musical Preschool Dance Party.

Rachael Nelson assisted 12 pre-teens and teens in a crafting event, “Not Your Grandma’s Knitting.”

Sara Meldrum assisted Professor Tyler in presenting a science-themed Energy & You program for 60 children and caregivers.

Charlotte Wood and Valerie Steffey hosted a Book Bingo night for families. 48 children and caregivers enjoyed playing bingo and winning book prizes.

Movie Mondays continued in both buildings. 425 children enjoyed *The Good Dinosaur, The Peanuts Movie, and Hotel Transylvania 2.*

Laurie Ziegler put on her wizarding hat and transformed the Kitzinger Room into the Gryffindor Common for an event to celebrate the release of Harry Potter and the Cursed Child. The program, attended by 29 children, included making a Weasley Clock Craft.

Heather Hamblin and Charlotte Wood held a Kid Olympics event for 70 children. The children participated in a variety of games and each won a medal for their efforts.

Anime Day Mini Con, coordinated by Rachael Nelson, attracted 165 participants. Teens and Tweens were invited to dress up for the cosplay contest, participate in trivia and craft activities, and compete against each other in a Super Smash Brothers tournament.

Sara Meldrum gave a bilingual tour of the Williamsburg Library to families who were participating in the WJCC Schools English Language Learner Summer Program. 49 children and family members toured the library, and all of the children chose a book to keep from our Book Giveaway event.

A unique aspect of our Summer Reading Program is “sharing titles.” Children come to the library weekly to tell library staff about the books they have been reading. Having them recall and retell the stories increases their comprehension, and helps the children maintain reading skills over the summer. In July, 2,927 children came to the Williamsburg Library summer reading room to share titles, and 2,100 children shared titles at the James City County Library summer reading room.

Sandy Towers, Youth Services Director
Youth Services Division Report
August 2016

Provide excellent service:

- This year, in addition to providing storytimes and outreach to the James City County’s Parks and Recreation nine summer camp sites, we invited them to attend programs in our buildings. We added additional age-appropriate and educational programming to our summer schedule, including Mentalist Derek Jasper, a craft event, a movie showing, and a domino train program. Using WJCC school busses, JCC Parks and Recreation brought their campers to the library buildings to experience these programs.
- The Mobile Library Services vehicles provided library service to local summer camps. At the James City County Parks & Recreation sites, Williamsburg Montessori, and WISC camps, 1,525 children attended programs and checked out 2,050 items.
- Four Free Book Week events were held in local neighborhoods. Children were able to come aboard the vehicle and choose a new, free book to take home. Eletha Davis, Tova Johnson, Chris Russell, Hannah Pierce, and Sandy Towers assisted the children. The events also included outdoor games, balloons, and popsicles, which added to the festive atmosphere.
- Hannah Pierce coordinated the annual outreach to the WJCC School Open House events at the elementary and middle schools. She scheduled staff from all divisions to assist, ordered and gathered materials, and filled and delivered supply bags. Morag Willey also assisted her with organizing the supplies. Rachael Nelson coordinated the high school open house events. All together, 28 staff members participated, speaking with 873 adults and children about WRL services, collections, and programs. 217 people registered for library cards.
- Nancy Cludinski, Eletha Davis, and Hannah Pierce launched the curriculum support project “IMPACT K-5.” The project’s name is an acronym for “Increasing Materials & Providing Added Collections to Teachers” and is designed to help elementary teachers access library materials. This year, we are piloting the project with Rawls Byrd Elementary. If successful, we will evaluate the possibility of expanding it to all WJCC elementary schools.

Provide excellent programs:

- Eletha Davis, Tova Johnson, and Chris Russell conducted 26 story programs in the month of August. Total attendance was 760 children and caregivers.
- The Concert Ballet of Virginia performed A Ballet “Reuss” for Dr. Seuss to 295 audience members.
- The North Carolina Marionettes presented their interpretation of Tom Benn and Blackbeard the Pirate. 300 children and their caregivers enjoyed the educational and entertaining story.
- Laurie Ziegler and Morag Willey wrote, produced, and presented an Elephant & Piggie Puppet Show and Craft. 55 children participated.
- Hannah Pierce and Sandy Towers hosted a domino chain-building event for the James City County Parks & Recreation’s middle school students. After watching several videos to learn the basics of domino construction, 45 middle schoolers tried their hand at creating intricate domino chains.
• The popular evening storytime and craft program continued, with 62 children and their caregivers enjoying two programs. Laurie Ziegler presented a “Glow in the Dark” themed storytime, and Sara Meldrum offered an “Under the Sea” theme.
• Micah Lewis and Sandy Towers hosted the Epic Domino Rally Day for 39 children. Isaac “The Epic Domino Kid” Lewis gave participants tips and tricks to making domino trains.
• Sara Meldrum led 26 enthusiastic children and caregivers in a bubble-filled, musical Preschool Dance Party.
• Movie Mondays continued in both buildings. 350 children enjoyed *Shaun the Sheep, The Little Prince, Home, and Bee Movie.*
• In August, 559 children came to the Williamsburg Library summer reading room to share titles, and 623 children shared titles at the James City County Library summer reading room.

**Provide excellent collections:**
• Mobile Library Services continued their weeding project on the vehicle. Many damaged items were weeded from the collection. They did a significant amount of shifting and rearranging of items on the vehicle in order to expand the number of picture books and more optimally use the space.
• Valerie Steffey created a bibliography of picture books that introduce preschool math concepts for inclusion in the Preschool Literacy Workshop for Teachers and Teacher Assistants booklet.

**Provide excellence facilities:**
• New magazine shelving was installed by facilities personnel in both buildings. These attractive new shelves showcase the magazines and make them more accessible for our users.

**Provide for excellence in daily operations:**
• Heather Hamblin, Tova Johnson, and Sandy Towers conducted interviews for the Youth Services Librarian I position. At the conclusion of the interviews, they recommended one candidate to Janet Crowther for her approval.
• At the conclusion of the Summer Reading Program, Barry Trott, Hannah Pierce, and Sandy Towers worked to optimize the data from the online program.
• Hannah Pierce created an Autumn Reading Club in Beanstack, which will launch on September 1. Children will be able to continue logging their books and earning virtual badges all season long. Ginger Hutter enhanced the program by adding information about our autumn programming.

**Expressions of gratitude from our users:**
Chris Russell reported that a user telephoned to renew materials. The user was very concerned about incurring fines. He calmed her fears as he explained the MLS policy on fines. She expressed her appreciation for the services the MLS vehicles provide to her family and the neighborhood.

One young user who visited the Free Book Giveaway event at Powhatan Apartments said, “I *really* get to keep the book forever?? This is the best day!”

**Sandy Towers, Youth Services Director**
Summer Reading 2016
Final Report

Thanks to the support of the Friends of Williamsburg Regional Library, the Herbert Friedman Library Fund, and community donors, children once again enjoyed a wonderful summer of reading fun at the library. This summer, 4,260 children from the City of Williamsburg, James City County, and York County enrolled in Williamsburg Regional Library's 2016 Summer Reading Program. This number includes those who participated at both library locations, on the Mobile Library Services vehicles, and at outreach sites. The program for children birth through fifth grade, “On Your Mark, Get Set...READ!” had 3,512 participants. The program for youth in middle and high school, “#GameOn,” had 748 participants. As in the past, children read throughout the summer, logged their reading, and shared the books they read with our staff. A wonderful highlight of this year’s Summer Reading Program was the sixth annual Williamsburg-James City County Summer School book giveaway. Over the course of two days, 400 students in kindergarten through eighth grade visited the book giveaway event and selected new, free books to keep. This year, we expanded the book giveaway program to include children at the library buildings and in selected neighborhoods served through the Mobile Library Services vehicles, in addition to the children in WJCC Summer School.

Also new this year, children and their families had a way to track their reading online with our newly-acquired tool, Beanstack. The response to the online option was positive. The ability to earn virtual badges for reading and participating in summer reading activities was designed to keep children motivated to read more than ever. One parent remarked, “My daughter loved seeing her badges light up as she earned them!” We also extended the time frame of our Summer Reading Program. Registration began on June 1, and the program continued through August 31. The goal of the extended time frame was to increase the amount of time children spent reading in the summer, thereby further reducing “Summer Slide.” “Summer Slide” refers to the documented loss of academic skills during summer break from school.

In addition to the reading components of the Summer Reading Program, we planned a wide variety of family programming at both library locations and
at selected Mobile Library Services neighborhood stops. Performers such as the Virginia Living Museum, Juggler Jonathan Austin, Magician Krendl, Mad Science, Hampstead Stage Company, Bright Star Theatre, the Concert Ballet of Virginia, Llama “Spirit of the Game,” Storytellers Atumpan, and the North Carolina Marionettes enriched and informed library users. We continued the live animal shows presented by the Virginia Living Museum to Grove Christian Outreach Center, Lafayette Square Apartments, and Burnt Ordinary Village and Apartments. Returning this summer were popular programs such as a weekly evening storytime/craft and monthly Preschool Dance Parties, both provided by WRL librarians. Among the programs new to this year’s line-up were a family Book Bingo night, where children and their caregivers played bingo games to win books, and the Anime Day Mini Con, in which youth ages 10 and up participated in game tournaments, a cosplay contest, and anime crafts. We continued our outreach events to seven James City County Parks & Recreation Summer Camp sites, visiting each site four times for storytime and activities. Based on last year’s successful partnership, we once again invited the James City County Parks & Recreation Summer Camps to participate in programs at the library buildings. This allowed us to provide an in-library experience for many children who otherwise may not have an opportunity to visit the library for summer programs.

We evaluated the Summer Reading Program with written surveys completed by both caregivers and children and through comments we received from users throughout the summer. Of the respondents to the “On Your Mark, Get Set...READ!” survey, 75% answered that they were “Very Satisfied” with the program. The remaining 25% responded that they were “Satisfied” with the program. Caregivers indicated that they valued the title-sharing portion of the program. When caregivers were asked how their children benefitted from the program, the top three responses were “It motivated them to read,” “It helped keep their reading skills over the summer,” and “They had fun.” The youth that participated in the “#GameOn” program also completed a survey. Of those who responded to the survey, 82% reported that they were “Extremely Satisfied” or “Satisfied” with their summer reading experience. The top three things they liked about the program were reading, the scratch-off tickets, and choosing a book from the free book week events.
# Summer Reading 2016

*On Your Mark, Get Set...READ!* *(Birth to Grade 5)*

<table>
<thead>
<tr>
<th>Location</th>
<th>Enrolled</th>
<th>Completed</th>
<th>Percent Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2015</strong></td>
<td><strong>2016</strong></td>
<td><strong>2015</strong></td>
<td><strong>2016</strong></td>
</tr>
<tr>
<td>Williamsburg Library &amp; James City County Library</td>
<td>1,921</td>
<td>2,296</td>
<td>1,488</td>
</tr>
<tr>
<td>MLS Stops</td>
<td>412</td>
<td>515</td>
<td>412</td>
</tr>
<tr>
<td>Recreation Sites</td>
<td>479</td>
<td>369</td>
<td>479</td>
</tr>
<tr>
<td>Summer School</td>
<td>416</td>
<td>332</td>
<td>416</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>3,228</strong></td>
<td><strong>3,512</strong></td>
<td><strong>2,795</strong></td>
</tr>
</tbody>
</table>

**#GameON** *(Grades 6 to 12)*

<table>
<thead>
<tr>
<th>Location</th>
<th>Enrolled</th>
<th>Completed</th>
<th>Percent Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2015</strong></td>
<td><strong>2016</strong></td>
<td><strong>2015</strong></td>
<td><strong>2016</strong></td>
</tr>
<tr>
<td>Williamsburg Library &amp; James City County Library, &amp; MLS Stops</td>
<td>603</td>
<td>612</td>
<td>433</td>
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<tr>
<td>Recreation Sites</td>
<td>103</td>
<td>65</td>
<td>103</td>
</tr>
<tr>
<td>Summer School</td>
<td>56</td>
<td>71</td>
<td>56</td>
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<td><strong>TOTAL</strong></td>
<td><strong>762</strong></td>
<td><strong>748</strong></td>
<td><strong>594</strong></td>
</tr>
</tbody>
</table>

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*Outreach site statistics are not included in this chart*
Williamsburg Regional Library
Preschool Outreach Service Plan, FY 2017-2019

What

The Williamsburg Regional Library (WRL) supports the early literacy needs of all of our community’s youngest children (birth to age five, with a special emphasis on three and four year olds) to develop a love of language and learning and to improve their school readiness skills. The WRL Strategic Plan FY 2016-18 guides the library’s efforts to provide excellent collections, programs, services, and facilities to our community. The preschool audience is served in library buildings and through outreach service to area neighborhoods and to preschools and childcare centers where children spend their time during the week. Working collaboratively with parents, teachers, and caregivers, we increase the skill in sharing books with young children by modeling the best practices for selecting and sharing stories; increase a child’s ability to live in a print-rich environment by getting books into their hands; and increase awareness in our community of the library’s support of the early childhood audience.

Why

According to a 2014 White House report “The Economics of Early Childhood Investments,” early childhood education is good for the children involved, but also benefits the entire community. “Children who enter school at higher levels of readiness have higher earnings throughout their lives. They are also healthier and less likely to become involved with the criminal justice system” (Executive Office of the President of the United States, Council of Economic Advisors, 2014). Those involved in early elementary instruction also see the value of preschool education. In a report published in 2016, University of Virginia researchers surveyed 2,500 Kindergarten and first grade teachers, in which 83% stated that “attending preschool is very important for success in Kindergarten” (Bassok, Latham, and Rorem, 2016).

Current research in early childhood education supports WRL’s early childhood outreach services goals and strategies. In 2016, the Harvard Family Learning Project released a report on family engagement and public libraries. Director Heather Weiss said that through their work, “we learned that libraries are in a prime position to create and reinforce a pathway of family engagement that promotes children’s learning across time and across community and virtual spaces” (Caspé, Lopez, McWilliams, 2016).

Planning Context

Trends and Assumptions:
Over the next three years local economic, educational, and demographic trends will continue to affect the area preschools and childcare centers market. Also, families living in the surrounding jurisdictions will continue to enroll their children in private preschools and childcare centers.
served by WRL. The library will monitor these community trends and adjust outreach services to
the preschool audience as needed. Recent trends include:

- While some area private preschools and childcare centers will absorb more students,
  other sites may shrink or go out of business as parents evaluate the cost and quality of
  the programs.
- WJCC Schools Bright Beginnings Early Education program enrollment has climbed from
  319 students in March 2015 to 351 students in March 2016.
- Bright Beginnings will add two additional classrooms in FY 2017.
- Williamsburg Head Start programs located at James River Elementary, Norge
  Elementary and Historic Triangle Center anticipate enrollment figures will remain static
  at 147 children in FY 2017.
- York County Head Start program located at the Griffin Yeates Center anticipates that
  their enrollment will remain static at 64 children in FY 2017.
- Preschool and childcare center directors will continue to look to the library for services to
  enrich their programs, to provide their staff with early literacy training opportunities,
  and as a destination for youth and families.
- The library’s ability to deliver excellent outreach service to the early childhood audience
  depends upon collaboration, support, and feedback from parents, caregivers, teachers,
  and community organizations.
- The library’s preschool outreach service model is built on best practices and has
  developed over the past thirteen years with input library staff and users.

Eligibility

Outreach services are extended to preschools and childcare centers located in the City of
Williamsburg and James City County. Service is also extended to the Head Start program at the
Griffin Yeates Center located in York County. Students who reside in the City of Williamsburg,
James City County, or York County are eligible for library cards.

The level of services available to a preschool or childcare center will continue to be based on the
institution’s enrollment size as follows:

- Tier 1 - those institutions serving 40 or more preschoolers weekly (FY 2017 = 26
  institutions)
- Tier 2 - those serving 15-39 preschoolers weekly (FY 2017 = 2 institutions)

Service Model

WRL’s extends the following service options to qualifying preschools and childcare centers. An
institution may select the options that best meet the needs of their families and staff.

- Fine-free preschool teacher cards
- Student library cards for students living in qualifying jurisdictions
Monthly circulation of collections from Mobile Library Services vans
Preschool Deposit Collections
Classroom storytimes
Winter Reading program for the classroom
Summer Reading program for the classroom
Annual preschool literacy training workshop held at the library for teachers
Ongoing promotion of library collections, programs, services, and facilities

Under the direction of the Director of the Youth Services Division, library staff will continue to work closely together to implement and annually assess the Preschool Outreach Service Plan:

- Coordinate and deliver the library’s preschool outreach service options.
- Connect preschools and childcare centers staff, parents, caregivers, and young children to library collections, programs, services, and facilities.
- Build on the library’s brand and expertise as a provider of excellent collections, programs, services, and facilities for preschool-age children and their teachers, caregivers, and parents.
- Communicate effectively with center directors, teachers, caregivers, parents, and students.
- Monitor community needs and evaluate the library’s preschool outreach services.

Over the next three years, the library will continue to explore options, methods, and strategies to refine the preschool outreach service model. Activities may include

- Continue to support and encourage training for library staff in early child development and best practices in selecting and sharing stories to maintain the library’s role and expertise in this area.
- Continue to offer training opportunities in best practices for selecting and sharing stories with preschool teachers, childcare providers, and parents.
- Explore promoting library collections, programs, services, and facilities to students in area early childhood education development certification programs.
- Continue to strengthen community connections and explore partnerships to support the library’s early childhood literacy program.
- Explore new strategies to determine the right role for the library in serving users with specific needs, identifying where to lead, partner, or support.
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<th>Facility</th>
<th>Size of Enrollment</th>
<th>*Anticipated Number of Students to Receive Library Service Per Month</th>
<th>Classroom Storytime</th>
<th>Library Cards for Students</th>
<th>Preschool Deposit Collections</th>
<th>Number of People Eligible for Preschool Teacher Library Cards</th>
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<tr>
<td>Bright Beginnings Clara Byrd Baker</td>
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<td>Stone House Preschool</td>
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Library Service includes circulation, programs, Preschool Deposit Collections, and/or library card registration.
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<thead>
<tr>
<th>Facility</th>
<th>Size of Enrollment</th>
<th>*Anticipated Number of Students to Receive Library Service Per Month</th>
<th>Classroom Storytime</th>
<th>Library Cards for Students</th>
<th>Preschool Deposit Collections</th>
<th>Number of People Eligible for Preschool Teacher Library Cards</th>
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Liberaly Service includes circulation, programs, Preschool Deposit Collections, and/or library card registration.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Size of Enrollment</th>
<th>*Anticipated Number of Students to Receive Library Service Per Month</th>
<th>Classroom Storytime</th>
<th>Library Cards for Students</th>
<th>Preschool Deposit Collections</th>
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Library Service includes circulation, programs, Preschool Deposit Collections, and/or library card registration.
<table>
<thead>
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<th>Preschool/Childcare Centers Grand Total FY17</th>
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<tbody>
<tr>
<td>Size of Enrollment</td>
</tr>
<tr>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Preschool/Childcare Centers Grand Total</td>
</tr>
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</table>

Library Service includes circulation, programs, Preschool Deposit Collections, and/or library card registration.
September 28, 2017

TO: WRL Board of Trustees

FROM: Janet Crowther, Interim Library Director

SUBJECT: Proposed Regular Board meeting dates and locations for January – December 2017 beginning at 3:00 p.m.

January 25, 2017: Stryker Center – Meeting Room 128
February 22, 2017: Stryker Center – Meeting Room 128
March 22, 2017: Stryker Center – Meeting Room 128
April 26, 2017: Stryker Center – Meeting Room 128
May 24, 2017: James City County Library - Kitzinger Community Room
June 28, 2017: Stryker Center – Meeting Room 128
July 26, 2017: Stryker Center – Meeting Room 128 (OPTIONAL)
August 23, 2017: Stryker Center – Meeting Room 128 (OPTIONAL)
September 27, 2017: James City County Library - Kitzinger Community Room
October 25, 2017: Stryker Center – Meeting Room 128
December 6, 2017: James City County Library - Kitzinger Community Room

The November and December meetings are combined to accommodate the Thanksgiving and Christmas holidays.

- The ALA 2017 Midwinter Conference is scheduled for January 20-24, 2017
- The ALA 2017 Annual Conference is scheduled for June 22-27, 2017
- The VLA 2017 Annual Conference is scheduled for October 26-28, 2017
1. New Director Search & Hiring Process
2. WRL Operations
3. Strategic Plan & Financial Framework Implementation
4. Annual Audit Report and FY 17 Fund Balance Plan
5. FLSA Update – Dec 1 Implementation
6. City Parking Study
7. FY 2018 Budget Process and staffing analysis
8. WRL Legal Counsel
9. Priorities for New Director – Timeline TBD
   - Facilities Master Plan
   - WL Renovation Plans
   - FY 2018 - Renewal of Contract for Library Services with Localities
   - Friends & Foundation Task Force
Strategic Plan Update
January-August 2016
WRL Strategic Plan Update

In the first 8 months of the WRL 2016-18 strategic plan and financial framework there have been a wide range of projects that support the library’s strategic priorities and core directions. The items below outline some of the most notable accomplishments of WRL staff during this initial phase of strategic plan implementation.

2016-2018 Strategic Priorities

1. Strengthening community connections and partnerships
   • The partnership between WRL and the WJCC Public schools enters its 14th year with the partnership agreement signed for FY17.
   • Following a successful 2016 tax season, the partnership between the library and the AARP to provide tax aide to seniors at the library has an agreement signed for FY17.
   • Library staff provided consulting and research for discussions between the Friends of WRL and the WRL Foundation.
   • The library co-sponsored a successful concert with the Williamsburg Symphony Orchestra that included the public debut of “The Sea Venture: Songs of the Early Settlers of Bermuda and Jamestown”.

2. Communicating and raising awareness
   • Based on input during the strategic planning process, we did a complete redesign of the library newsletter.
   • In order to formalize our presence on social media, we developed a social media team with representatives from several WRL divisions to post on our primary social media sites (Facebook and Twitter) on a consistent basis.
   • As part of the budget process, WRL increased the advertising budget to allow for additional paid ads during the year.
   • We worked with the WY Daily sales team to restructure our advertising to reach additional readers.
   • Increasing the frequency of press releases has resulted in a number of stories about new or upcoming library collections and programs being published in the local print and online media.
   • Developing media plans for key programs and services has enabled the library to take a more structured approach to promotion and marketing.
   • Reestabilishment of community media contacts has improved our opportunities to share our message and to promote WRL collections, programs, services, and facilities.
   • In order to add structure to planning and marketing programming, guidelines for programming planning were drafted and shared with staff.
3. Rethinking library spaces

- Stryker Center opening added much needed public meeting space and administrative offices to the Williamsburg Regional Library.
- WRL repurposed existing positions to augment staff in the Program Services Division to support the opening of the Stryker Center.
- Several divisions took on new roles at the Williamsburg Library to accommodate the move of Finance staff to the Stryker Center.
- The shift of adult audiobooks at the Williamsburg Library opened up additional space for DVDs, making that collection more accessible to users, and provided additional space for the audiobook collection to grow.
- Thirty thousand dollars was allocated from the fund balance by the WRL Board of Trustees for the development of a facilities master plan.

Core Functions

Core Functions are the critical, day-to-day elements that support the library’s Mission, Vision, and Core Values. The 2016-2018 Strategic Priorities, and other timely opportunities or needs, will guide the implementation strategies within these Core Functions. The library will continue to build upon our reputation for excellence in collections, programs, services, and facilities.

Provide Excellent Service

- All adult services librarians received training on core competencies for assisting users with digital materials.
- All circulation staff received training on core competencies for assisting users with the new printer/copiers.
- The Adult Outreach Service Plan for 2016-18 was finalized.
- The Preschool Outreach Service Plan for 2016-18 was finalized.
- Youth services staff revised the format for the 2016 Summer Reading program based on a thorough assessment of current best practices.
- We have begun to assess promotion of collections, programs, and services to newcomers.

Provide Excellent Collections

- Through our partnership with the WJCC schools, we implemented a new authentication process for library databases that will increase student access to online resources for school.
• Also through the partnership with WJCC schools, we have begun a pilot project, IMPACT K-5, to bring topic-specific collections of WRL materials to teachers at Rawls Byrd Elementary school.
• With a grant from the Friends of WRL, we added the Freegal Streaming Music collection to our digital collections, providing all cardholders with 3 hours of ad-free streaming music every day. In the first six weeks of the service, over 14,000 songs were streamed.
• Adult services staff completed an eight-year project indexing all of the obituaries and death notices in the Virginia Gazette from 1930 to the present, providing a rich collection of material for local historians and genealogists.
• We are in the process of revising the parameters of the library’s long-standing Local Author program to ensure that materials donated to the library meet our collection criteria.
• In support of young adult reading groups in local schools and the community, we have added several YA titles to our popular Gab Bag collection of materials for book groups.

Provide Excellent Programs

• In order to support the goal in increasing programming for adults, we repurposed an existing librarian position to create adult programming librarian position.
• The library has hosted several well-received, adult-focused programs, including a visit from author and cadaver dog trainer Cat Warren, a program from the VA Extension service on preserving garden harvests, and a program on local butterflies from the VA Master Naturalists.
• To better serve families we have increased evening and weekend programming for youth and families.
• WRL will be hosting its 8th annual Preschool Teacher Training Workshop in October 2016.
• The library hosted its first Anime Con, which brought over 130 participants to enjoy programs and activities.
• Talks @ 2 pilot project debuted in the spring with strong attendance of over 300 community members. This series brings programs into the buildings that were originally developed as outreach events.
• In order to begin thinking about how we can best provide programming to the community, we did an initial analysis of programming at selected peer libraries.

Provide Excellent Facilities

• New furniture in children’s areas improved seating and space use at both libraries.
• Board book shelving was added to the children’s areas at both library buildings to improve access to this important early literacy collection.
• In order to improve user comfort at the Williamsburg Library WRL worked with vendors to upgrade the HVAC system, replacing a chiller unit and installing new VAV boxes.

Provide for Excellence in Daily Operations

• We were able to send staff to a variety of training opportunities this year, including the Public Library Association (PLA) conference (12); the Virginia Library Association Professional Associates Forum (VLAPAF) (12); and a program on Dealing with Difficult Users (57).
• Following the PLA and VLAPAF conferences, we used a survey tool to capture the staff experience and to create a list of possible projects to explore at WRL.
• The creation of a Staff Connections Committee, funded by the Friends of WRL, will help to connect staff with each other and with the library’s mission, vision, strategic priorities, and core functions as outlined in the 2016-18 strategic plan.
• Implementation of the Beanstack summer reading tool brought our summer reading program online, allowing participants more freedom in choosing where and how to engage with summer reading. Over 3200 participants logged over 46,000 titles.
• In order to improve security on our website, we worked with our web support vendor to migrate the site to the next version of the Drupal content management system.
• We upgraded the Fastbook room reservation system, providing Program Services staff with improved tools for working with meeting room reservations.
• To better serve our computer users, we upgraded all public PCs to Windows 10.
• The soft launch of our new Enterprise catalog provides users with increased access to WRL collections, including in-catalog checkout of digital materials and content from WRL’s database collections.
• Participation in the federal E-rate program allowed us to purchase additional bandwidth for our public computers, speeding connection times for users.
• Installation of NetEqualizer software allowed us to equitably balance Internet demand based on capacity and use.
• We added catalog computers at the Williamsburg Library in high-traffic areas to make it easier for users to locate materials.
• We have installed charging stations for WRL users to recharge phones, tablets, laptops, and other mobile devices at both library locations.
The Williamsburg Regional Library  
FY 2017 Fund Balance Plan

<table>
<thead>
<tr>
<th>FY 2017 Projects</th>
<th>Estimate</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>1 JCCL Various Meeting Room Tables and Chairs</td>
<td>$17,500</td>
<td>Sept Request</td>
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<td>2 JCCL e-Clic Meeting Room Tables &amp; Chairs</td>
<td>$12,500</td>
<td>Sept Request</td>
</tr>
<tr>
<td>3 WL Meeting Rooms Chairs</td>
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</tr>
<tr>
<td>4 JCCL Adult Services Public Seating Replacement</td>
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<td>Oct/Dec Request</td>
</tr>
<tr>
<td>5 JCCL Kitzinger Meeting Room Technology Upgrade</td>
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<td>Oct/Dec Request</td>
</tr>
<tr>
<td>6 WL Meeting Room Technology Upgrade</td>
<td>TBD</td>
<td>Oct/Dec Request</td>
</tr>
<tr>
<td>7 Replacement ILS Servers</td>
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<td>Oct/Dec Request</td>
</tr>
<tr>
<td>8 Office 365 - Webmail Migration</td>
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**Fund Balance Summary**

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<td>Estimated Unassigned Fund Balance at 7/1/2016</td>
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FY 2017 Fund Balance Plan

Project Descriptions

1. **JCCL Kitzinger and Small Meeting Rooms – Tables & Chairs Replacement**
   The Kitzinger meeting room chairs are over 11 years old, stained, heavy, and bulky to stack. The replacement chairs would be lighter and more easily stackable to facilitate easier room turnover. The small meeting rooms’ tables are non-folding and original to the facility. The replacement tables would be lighter and able to flip to facilitate easier room turnover and multiple use.
   Cost: $17,500

2. **JCCL e-Clic Meeting Room Update**
   The current configuration of the e-CLIC room limits it to single use of classroom style instruction. The current tables are hard wired to networking and electrical outlets, the tables are non-folding and the chairs are non-stackable. By de-wiring the tables and purchasing new flip nesting tables and stackable chairs, the room will be more flexible to a variety of uses and still be suitable for set up as an instructional classroom.
   Cost: $12,500

3. **WL Meeting Room Chairs**
   The Williamsburg Library meeting room chairs are also over 11 years old, stained, heavy, and bulky to stack. The replacement chairs would be lighter and more easily stackable to facilitate easier room turnover.
   Cost: $10,000

4. **JCCL Kitzinger Meeting Room Technology Update**
   The current technology in the Kitzinger meeting control room is dated and not easily operated by staff or the public. This upgrade would replace the control system including DVD, CD, and VHS players.
   Cost: TBD

5. **WL Meeting Rooms Technology Update**
   The current technology in the Schell and B meeting rooms is dated and not easily operated by staff or the public. This upgrade would replace the mounted touch screens with Mondopads that would expand capabilities of the meeting rooms. The Mondopads would replace the dated LCD Projectors in each room.
   Cost: TBD
6. **JCCL Adult Services Public Seating Area Replacement**
   
   The two seating arrangements in the Adult Services area are dated, stained, and worn. New soft seating would provide a clean and attractive area to read.
   
   **Cost: TBD**

7. **Replacement ILS Servers**

   The two WRL servers that support the Integrated Library System (ILS) are at their end of life date and need to be replaced. One is the TM3 telemessaging server that allows the ILS to automatically call users that have holds and/or overdues, and the other is the HIP server, which serves as a gateway for users and staff to place holds as well as check their accounts online. Price will include both hardware and migration of the software by SirsiDynix.
   
   **Cost: TBD**

8. **Webmail migration and deployment services**

   WRL's current email is on a system that is housed on internal servers and fully maintained by library staff. Email access is integral to the ability of the library to conduct daily business, but requires constant support in order to keep up with changes to email protocol and prevent security issues that could result in data loss. Office 365 includes full webmail capabilities as part of its suite of products which comes with advanced security and data loss prevention in addition to file storage and an integrated calendar. Since the library is counted as an educational institution by Microsoft, WRL can purchase licenses through the Virginia Information Technologies Agency (VITA) for a nominal fee. The transition from our current email server to Office 365 will require the services of a vendor that has prior experiences with migrating accounts and configuration of the new platform.
   
   **Cost: TBD**

* Appropriation requested at September 28, 2016 Board of Trustees Meeting*
PARTNERSHIP AGREEMENT
July 1, 2016– June 30, 2017

FOUNDATION A partnership between the Williamsburg Regional Library and the Williamsburg-James City County Public Schools is based on the following principles:

1. The mission statements, vision, core values, and priorities of WRL and WJCC reflect common purposes to support the educational goals of students and families and to work collaboratively with the community to achieve excellence.
2. Historically the library has been an active participant in enriching area schools' access to youth programming, library collections, and student study space. Formalizing this relationship acknowledges the value of the library’s support. It also creates a strengthened framework that will enable the relationship to grow through system-wide planning and coordination.
3. While the partnership draws on the unique strengths of the two institutions it also benefits from serving the same city-county population.
4. The community is best served by the library and school system working together toward common goals.

GOALS WRL and WJCC will work together as community partners to (a) bring a love of reading and books to area students; (b) teach students to access and analyze information in all formats; and (c) support individuals in their goals for lifelong learning.

STRENGTHS

Williamsburg Regional Library: The public library offers a tradition of excellence and innovation in collections, programs, services, and facilities serving all area residents. This tradition is due to the knowledge, expertise, and skill of the library staff and a strong level of financial support from the City of Williamsburg, James City County, and York County.

The library’s rich collections include both print and digital formats and serve the diverse reading and informational interests of area residents of all ages.

The library’s three buildings, the Williamsburg Library, the James City County Library, and the Stryker Center, are open for service seven days a week. The buildings also serve as community centers, with well-designed meeting room spaces available for community use. The library’s Mobile Library Services vans deliver collections, programs, and services throughout the City of Williamsburg and James City County.

The library’s website offers access to digital and/or downloadable collections and services.
**Williamsburg-James City County Public Schools:** The schools offer excellence in education through well qualified and dedicated faculty and staff and as reflected in the depth of programs available to meet all students' needs. The staff brings unique expertise to the classroom, to school administration, and to specialized resource areas, spanning the range from preschool, kindergarten through twelfth grade, adult basic education (ABE), and English Language Learners (ELL). School division faculty and staff interact with students on a daily basis. The schools foster and maintain strong ties to all students and families, creating a strong foundation from which to promote the availability of library collections, programs, services, and library facilities to the community.

WJCC offers well-maintained facilities that are outfitted with specialized technology and theaters. These facilities are located throughout the city and the county with adequate parking.

The school division gathers and analyzes area demographic information that reflects the changes happening in our community.

**PARTNERSHIP INITIATIVES - July 1, 2016–June 30, 2017**
Please see Attachment A

**PARTNERSHIP RESPONSIBILITIES**

<table>
<thead>
<tr>
<th>WRL will</th>
<th>WJCC will</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designate appropriate staff to plan, implement, promote, and evaluate the partnership.</td>
<td>Designate appropriate staff to plan, implement, promote, and evaluate the partnership.</td>
</tr>
<tr>
<td>Designate appropriate staff to plan, implement, promote, and evaluate the initiatives as the budget permits.</td>
<td>Designate appropriate staff to plan, implement, promote, and evaluate initiatives as the budget permits.</td>
</tr>
<tr>
<td>Continue to offer supplemental reading-related programs and services for student audiences.</td>
<td>Promote the library's collections, programs, services, and facilities to students and families and faculty and staff.</td>
</tr>
<tr>
<td>Provide meeting facilities for selective WJCC programs.</td>
<td>Provide access to school facilities for selective WRL programs.</td>
</tr>
<tr>
<td>Work with WJCC with an ongoing commitment to the partnership.</td>
<td>Work with WRL with an ongoing commitment to the partnership.</td>
</tr>
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</table>
FISCAL LIMITATIONS STATEMENT
Although WRL and WJCC are strong institutions and are committed to accomplishing the
initiatives outlined in this partnership agreement, both organizations enter into this agreement
with the understanding that budget concerns may limit current or future initiatives. Either
partner, WRL or WJCC, may end the partnership upon giving the other partner written notice.
Notice will be effective thirty calendar days after the date of the notice. Within 30 days of the
effective date, all issues pertaining to the dissolution shall be resolved.

PARTNERSHIP COORDINATION
The WRL and WJCC will designate appropriate representatives to work as a team to coordinate
the overall direction of the partnership, to facilitate joint planning and coordination, and to
coordinate the evaluation of the collaborative relationship. Library and school staff delivering
programs and services will continue to work directly with one another, guided by the principles,
priorities, and limitations set out in this partnership agreement.

The following people have been identified as the FY2017 partnership team:

WJCC: Tina Manglicmot, Supervisor of Instructional Technology and Media, Renee Dino,
Supervisor of the Early Childhood Program, and Felicia Highland, Coordinator for Family and
Community Engagement.

WRL: Nancy Cludinski, Director-Circulation Services, Janet Crowther, Interim Library
Director, Eletha Davis, Manager-Mobile Library Services, Rob Hass, Director-Program Services,
Jesse Kelley, Programming Librarian, Laura Morales, Director-Information Technology and
Technical Services, Rachael Nelson, Teen Librarian, Hannah Pierce, School Liaison, Youth
Services, Melissa Simpson, Director-Adult Services, Sandy Towers, Director-Youth Services,
and Barry Trott, Director-Special Projects and Interim Partnership Chair. In FY17, Barry Trott
serves as the library’s point of contact for all communications concerning the framework and
timeline for the partnership. Barry Trott chairs the WRL-WJCC partnership team meetings.

TIMELINE

July 1, 2016 Begin implementation of the FY2017 initiatives
October 2016 Identify FY2018 partnership initiatives with a budget impact
May-June 2017 Evaluate the FY2017 partnership.

Finalize the FY2018 partnership priorities and initiatives.
Renew the partnership agreement for FY2018.
ATTACHMENTS

**Attachment A:** Williamsburg Regional Library (WRL) and Williamsburg-James City County Public Schools (WJCC) Partnership Initiatives, July 1, 2016-June 30, 2017.

**Attachment B:** Collections, programs, services, and facilities available to Williamsburg-James City County Public Schools from the Williamsburg Regional Library.

**Attachment C:** Partnership benefits available to the Williamsburg Regional Library from the Williamsburg-James City County Public Schools.

**Attachment D:** Williamsburg Regional Library Mission Statement, Vision, Core Values, and Priorities.

**Attachment E:** Williamsburg-James City County Public Schools Mission Statement, Vision, Core Values, and Priorities.

Williamsburg Regional Library

Janet L. Crowther
Interim Library Director

Williamsburg-James City County Public Schools

Steven M. Constantino, Ed.D.
Superintendent of Schools
Attachment A

Williamsburg Regional Library (WRL)-Williamsburg-James City County Public Schools (WJCC)
Partnership Initiatives
July 1, 2016 – June 30, 2017

Resource sharing and program development

1. To fulfill the partnership goals, WRL will continue to enrich students’ educational experience by delivering collections, programs, and services through outreach, as the library’s budget permits (please see Attachment B).
2. WRL librarians and WJCC media specialists will continue to explore cooperative opportunities benefiting both institutions.
3. WRL and the Bright Beginnings Preschool Program will (a) collaborate to train preschool teachers and teacher assistants in emergent literacy and (b) work together to connect library collections, programs, services, and facilities to both students and their families as well as to teachers.
4. WJCC will connect students enrolled in the 2016 WJCC Summer Schools (elementary and middle school students) to library services including use of Mobile Library Services vans and the annual WRL Student Book Fairs library’s other classroom summer reading initiatives.
5. WJCC will permit WRL staff to use classroom space to hold programs for children attending James City County Parks and Recreation summer camps.

Promote library collections, programs, services, and facilities through the schools to students and families and to WJCC faculty and staff

6. WRL partnership team will meet with selected WJCC content coordinators during the fiscal year to learn more about WJCC programs and plans.
7. Library staff will attend the annual K-12 open houses to promote library collections, programs, services, and facilities to parents and students and to register new library users.
8. Library staff will participate in the annual WJCC New Teacher Orientation.
9. To increase faculty and students awareness of the library’s collections, programs, services, and facilities, WRL staff will work with WJCC curriculum coordinators, school performance specialists, and media specialists.
10. WRL and WJCC will continue to explore ways to better link middle school and high school students with the library’s collections, programs, services, and facilities and to involve teens in library volunteer opportunities.
11. WJCC will help the library publicize library collections, programs, services, and facilities that are directed at students, their families, and teachers, for example, teacher cards, preschool literacy training, and library cards for students.
12. Since WJCC is a leader in the community in providing service to English language learners, WRL and WJCC will explore ways to support WJCC’s leadership by better linking English language learners in Preschool through 12th grade, and their families, with the library’s collections, programs, services, and facilities.
Attachment B

Collections, Programs, and Services available to Williamsburg-James City County Public Schools (WJCC) from Williamsburg Regional Library (WRL)

July 1, 2016- June 30, 2017

The following public library programs encourage students to read.

Author and illustrator visits to schools. As funding permits, WRL will arrange two author visits at no charge to two or three schools each academic year. In addition to these presentations, WJCC schools may have the opportunity to opt in to an author presentation at the school’s expense.

Battle of the Books - an annual reading incentive program for grades 4-8 based on a specified list of books and a Jeopardy-like competition held at the library.

Guys Read - reading club for young men offered to high schools.

Girls Read, Too - reading club for young women offered to high schools (Warhill HS pilot)

Paws to Read - monthly program at the library when children can read to trained therapy dogs.

WRL Summer Reading Program (K-12) - promotional information available for schools to distribute to students and families.

Teen Anime Club - monthly club held at the library for students in grades 9-12.

WRL Winter Read Program – classroom based reading program for students in preschool through first grade. Available February and March 2016.

WRL Book Fair for Summer School students – onsite book fair for students enrolled in WJC 2016 Summer School (K-8). Each student may select one free book as a gift from the library. This initiative is part of WRL’s Summer Reading outreach program.

The following public library services connect WJCC students and families and JCC faculty and staff to library collections, programs, services, and facilities.

Library card registration available to all WJCC students
School Open Houses (K-12) - WRL staff members attend all annual WJCC back to school open house event to register students for library cards and to promote library collections, programs, services, and facilities.

High school visits from WRL’s Teen Librarian to promote library collections, programs, services, and facilities to teens.

Library tours - classroom field trips to the Williamsburg Library or the James City County Library. Students may register for a library card. Tours may include student checkout of materials at the discretion of the classroom teacher.

WRL List serv – the library hosts an email list serv to alert teachers and media specialists to new collections, programs, services, and training opportunities and to solicit feedback.

WRL Looking for a Good Book Service - customized reading lists for teachers or students.

New Teacher Orientation - library staff members attend the orientation to register teachers for their fine-free teacher card and to promote the collections, programs, services, and facilities.

WRL Preschool services available to the Bright Beginnings Preschool program:

- Classroom storytimes conducted by library staff
- Check out books from Mobile Library Services van (monthly service).
- Borrow bins of preschool books for in-classroom use.

Student art displays at the library - all WJCC schools are eligible to submit student art to be displayed at a library buildings.

2016 Summer School library service to Grades K-8 - weekly Mobile Library Service van visits allowing students and teachers to check out library materials.

Teacher cards (Preschool, K-12) - fine-free library cards that provide a teacher with access to the library’s collections including print, digital, and online resources.

Traveling exhibits on display at library buildings - students and teachers are alerted to special traveling exhibits that support the Standards of Learning.
Attachment C

Partnership benefits provided to the Williamsburg Regional Library (WRL) from the Williamsburg-James City County Public Schools (WJCC)

Partnership goals: (a) to bring a love of reading and books to area students, (b) to teach students to access and analyze information in all formats, and (c) to support individuals in their goal of lifelong learning.

WJCC provides the following benefits to WRL in support of the partnership goals:

- Provides the library with access to students and families and WJCC faculty and staff, helping the library promote its collections, programs, and services to these audiences. This access comes through participation at key annual events including K-12 school open houses and the new teacher orientation, faculty meetings, and the use of WJCC formal communication channels including, school’s morning announcements, school websites and social media outlets, flyers sent home with students, and faculty/staff email.

- Provides the library with feedback from students and families and WJCC faculty and staff. Recruits students and faculty to participate in library surveys and focus groups.

- Connects students and families and WJCC faculty and staff to library collections, programs, services, and facilities. The school division supports the use of class time for students to participate in library programs such as author visits, Battle of the Books, preschool storytimes, WRL Summer School Student Book Fair, and Mobile Library Services van visits to school sites. The school division also provides bus transportation for field trips to library buildings for tours, to register for library cards, and to attend library programs and exhibits.

- Provides access to key school division staff members who have system-wide supervisory authority and expertise.

- Connects WRL with WJCC partnership team representatives who have division-wide responsibility and authority and can help the library move partnership initiatives forward within the school division.

- Shares demographic and trend information on the school population, the community, and education that helps the library better meet community needs.
Attachment D

Williamsburg Regional Library

Mission
The Williamsburg Regional Library informs, enriches, and strengthens our community. The City of Williamsburg, James City County, and York County value our work and fund the Library as a basic service for their residents.

Vision
The Williamsburg Regional Library provides excellent collections, programs, services, and facilities that fulfill our community’s needs and expectations.

Core Values
We value all residents in our community. Each resident will receive the best library service possible. Everyone will be treated with courtesy and respect.

We value community input on collections, programs, services, and facilities.

We value ethical and fiscally responsible stewardship of public resources. Each Williamsburg Regional Library Trustee and staff member is a steward of the public trust. All Trustees and staff members exercise prudence with library resources.

We value our staff. An excellent library requires a talented, well-trained, and knowledgeable staff. The Williamsburg Regional Library provides opportunities for continuing education and training for all staff members. The library offers a positive workplace culture.

We value working collaboratively with groups in our community. Collaboration with community organizations helps the library achieve our Vision and fulfill the needs and expectations of all community residents.

We value a literate community. All forms of literacy are crucial to the life of our community. The Williamsburg Regional Library promotes literacy through collections, programs, services, and collaboration with schools and community organizations.

We value privacy. The Williamsburg Regional Library supports freedom of speech and users' right to select the information appropriate for their needs. Users' borrowing records are confidential and protected from disclosure by Virginia law.

Priorities
Strengthening community connections and partnerships
Communicating and raising awareness
Rethinking library spaces
Attachment E

Williamsburg-James City County Public Schools

Mission
WJCC provides each and every student with the knowledge, skills and values to be a lifelong learner, communicate, think critically, work and live productively, and contribute constructively to the lives of others. WJCC is committed to providing the variety of programs necessary to address the range of students' interests and needs as they grow academically, socially and emotionally.

Vision
Pursuing excellence and championing the success of all students.

Core Values
Individualism, Integrity, Innovation, Accountability and Collaboration

Priorities
- High student achievement for 21st Century success
- Safe, secure, and welcoming climate for learning
- Rich, rewarding experience for professionals
- Trust and authentic partnerships with families and the broader community
- Accountable and trusted leadership
WILLIAMSBURG REGIONAL LIBRARY (WRL)
AND THE AARP FOUNDATION TAX-AID PROGRAM (TAX-AIDE)

PARTNERSHIP AGREEMENT
July 1, 2016 – June 30, 2017

This Partnership Agreement is not a legal contract. It is a letter of understanding between the Williamsburg Regional Library (WRL) and AARP Foundation Tax-Aide Program (Tax-Aide) stating the goals of the partnership and enumerating the project responsibilities for each party.

GOAL: In partnership, Tax-Aide and WRL will promote the library as a place for primarily senior citizens and low to middle income taxpayers to receive free income tax assistance. The partnership draws on the unique assets and strengths of the partners to offer the community a valuable service. The partnership supports the library’s 2016-2018 Strategic Plan.

PROJECT RESPONSIBILITIES

Williamsburg Regional Library Responsibilities
Use of library spaces

- Provide Tax-Aide program space, free of charge, at both library facilities with support for room set-up and wireless access where possible. The 2017 Tax-Aide room reservation schedule is attached (see Attachment 1). Any request to adjust the 2017 program schedule should be directed to the Program Services Director. Any request by Tax-Aide to increase the number of hours the program may use library spaces will be referred to the Library Director. As WRL rethinks its physical spaces, the library will evaluate meeting rooms and spaces at the Williamsburg Library and James City County Library to determine the best match for its goals. Room and spaces currently dedicated in support of the Tax-Aide program may be re-purposed and unavailable in the future.

- Provisional use of the James City County Library Electronic Community Learning Center (e-CLIC) room for Saturdays and Mondays will be supported during morning and early afternoon hours along with the use of the McGaw Room as a client waiting area for the e-CLIC room. In April 2017, the library will evaluate the use of these spaces to review the experience and impact.

- Provide access to a photocopier at both library facilities. Copy paper will be provided by Tax-Aide.

- Provide the Tax-Aide volunteers access to the Williamsburg Library and James City County Library staff lunchrooms.

- Allow the use of the Williamsburg Library Gallery space as a client waiting area, except when the area has been reserved. During these occasional times, the Tax-Aide waiting area will be relocated to the Young Adult section of the library outside the Schell Room door.
- Allow the daily use of meeting rooms B or C at the Williamsburg Library, as space is available each morning for added consulting space for Tax-Aide preparers. These meeting rooms may only be used with the approval of the Program Services Director.

Resources

- Provide access to Virginia and federal tax forms, instructions, and tax publications for Tax-Aide clients. Any printing or copying costs are the responsibility of the Tax-Aide clients.

- Adult Services staff members will be available to help Tax-Aide clients locate tax forms, instructions, and publications.

- The Program Services Director may coordinate a meeting of the Information Technology Services Director and IT staff members, the Tax-Aide District Coordinator and the Tax-Aide Technical Coordinator in fall 2016 to review any technical and facilities issues for the 2017 Tax-Aide season [see Attachment 1]. The IT staff members will (a) secure wireless access for electronic filing for the Patricia Schell Memorial Meeting Room, the Grace and Stanley Kitzinger Community Room, the McGaw Room, and e-CLIC, and (b) provide basic ongoing trouble-shooting consultation for network and telephonic issues related to WRL building facilities.

- Program Services staff members will set-up meeting rooms for the Tax-Aide program at both library buildings.

- To insure proper handling of incoming questions from the public, the Program Services Director will update all library divisions on the tax program details and procedures.

Promotion

The Program Services Director with the assistance of the Special Projects Director will:

- Review all Tax-Aide promotion pieces during production stage and before final distribution.

- Work with Tax-Aide to coordinate program promotion to include coverage in local newspapers, WRL newsletter, website, and social media, annual tax program brochure, and posters at both library locations and Mobile Library Services vans and other publicity outlets.

- Coordinate promotion of library resources and services to the Tax-Aide clients.

- Assist Tax-Aide to recruit volunteers through the WRL newsletters and local media.

Partnership

- Annually evaluate program.

- Provide event space in one of the library buildings in April 2017 for the Tax-Aide reception to honor the program volunteers.
• Work with Tax-Aide to implement the annual program timeline. [See Attachment 3]

**Tax-Aide Responsibilities**

**Services and Resources**

• Designate a Tax-Aide District Coordinator to plan and implement the Tax-Aide program, serve as the program liaison to the library, recruit and train volunteer tax preparers, schedule preparers to assist clients in the library locations, and coordinate and supervise the work of the Communications Coordinator (Terry Lowe, trlowe777@gmail.com) and the Technical Coordinator (Mike Alcorn, mike@thealcorns.com). The Tax-Aide Coordinator will work with the Program Services Director to implement the attached program timeline. [See Attachment 3]

• Provide adequate number of trained volunteer tax preparers to offer the public daytime, evening, and Saturday tax assistance at the Williamsburg Library; daytime, evening, and Saturday tax assistance at the James City County Library.

• Provide an appointment reservation service for the public for both locations. Alert the Program Services Director to details and procedures related to the reservation service before tax preparation seasons begins.

• Provide all necessary computers, printers, and power-strips for electronic filing. Provide all office supplies for the program and photocopy paper.

• Remove and store Tax-Aide program materials after each session at the James City County Library. Assist with room set-up for the service at the James City County Library.

• Telephones located in library staff areas are not available to Tax-Aide clients. Library supplies and keys located in staff areas are not available to Tax-Aide volunteers. Library staff members are available to assist Tax-Aide volunteers with access as appropriate.

• Work with Program Services staff members to relocate the Williamsburg Library client waiting area to the Young Adult print area when the Gallery space is reserved.

• Tax-Aide volunteers may enter library buildings no earlier than 9:30am. Tax-Aide volunteers are responsible for admitting one another into a library building before the library buildings are open to the general public. Library services are available to Tax-Aide volunteers during the library’s public service hours.

• Requests for changes to the agreed upon room and equipment arrangements must be conveyed in writing to the Program Services Director. Set-up changes will be accommodated at the discretion of the Program Services Director and in consultation with other library division directors, as needed.

• Tax preparers may use meeting rooms B and C at the Williamsburg Library as added consulting space on a day-to-day basis and at the discretion of the Program Services Director.
Promotion

- Work with the Program Services Director to coordinate the Tax-Aide program promotion; write content for the annual tax program brochure and press releases; and utilize Tax-Aide communication channels to reach the public in as many venues as possible.

- Review all WRL promotion pieces related to the Tax-Aide program during the production stage and before final distribution.

- Work with the Program Services Director to promote the extent of library resources and services available to clients, some of whom may be visiting the library for the first time.

- Explore recognition for Williamsburg Regional Library through the AARP.

Partnership

- Annually evaluate program. Provide WRL with statistics on the number of clients served; the number of e-filings; a breakdown of the number of seniors, low and moderate income, and number of clients whose native language is not English served at both WRL locations. The languages represented and the number of clients speaking each language helps the library track community trends.

- Sponsor an end of the tax year reception in April 2017 to honor the Tax-Aide volunteers.

- Work with WRL to implement the annual program timeline. [See Attachment 3]

- Tax-Aide and WRL will identify ongoing opportunities to promote the partnership.

TAX-AIDE AND WRL PROGRAM COORDINATION RESPONSIBILITIES

Tax-Aide and WRL will designate appropriate representatives to work as a team to plan, coordinate, promote, and evaluate the annual Tax-Aide program and the partnership. The following people have been identified as the 2017 Team, unless otherwise designated and communicated by the partner organizations: George Richmond, AARP Tax-Aide District Coordinator and Rob Haas, Program Services Director. Rob will act as the library’s contact person for all communications to and from Tax-Aide.

By their signatures below, the representatives of the partner organizations affirm their agreement to the terms and conditions set forth in this document and certify the organization’s intent to deliver the services as described.

Although both WRL and Tax-Aide are committed to accomplishing the initiatives outlined in the partnership agreement, either partner, WRL or Tax-Aide may end the partnership upon giving the other partner written notice. Notice will be effective thirty calendar days after the date of the notice. Within thirty (30) days of the effective date, all issues pertaining to the dissolution shall be resolved.
AARP FOUNDATION TAX-AIDE PROGRAM
George Richmond
Williamsburg AARP Tax- Aide District Coordinator

George Richmond Date 31 May 2016
(Signature)

WILLIAMSBURG REGIONAL LIBRARY
Genevieve S. Owens
Library Director

Genevieve S. Owens Date 5/21/2016
(Signature)
## Attachment 1

### Room Reservations for the 2017 Tax-Aide Program

**Williamsburg Library Theatre**

<table>
<thead>
<tr>
<th>Time</th>
<th>Date(s)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 am to 3 pm</td>
<td>December 6, 2016</td>
<td>Returning Tax Preparers</td>
</tr>
<tr>
<td>10 am to 3 pm</td>
<td>January 17, 2017</td>
<td>All Tax Preparers Roundup</td>
</tr>
</tbody>
</table>

**Williamsburg Library Schell Room**

<table>
<thead>
<tr>
<th>Time</th>
<th>Date(s)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 am to 12 pm</td>
<td>January 18, 2017</td>
<td>Client Facility Training</td>
</tr>
<tr>
<td>10 am to 12 pm</td>
<td>January 19, 2017</td>
<td>Site Coordinator Training</td>
</tr>
<tr>
<td>10 am to 9 pm</td>
<td>January 23, 2017</td>
<td>Room set-up</td>
</tr>
<tr>
<td>10 am to 9 pm</td>
<td>Week of January 24, 2017</td>
<td>Site orientation</td>
</tr>
<tr>
<td></td>
<td>February 1 - April 18, 2017</td>
<td>Tax season</td>
</tr>
</tbody>
</table>

**James City County Library Kitzinger Community Room**

<table>
<thead>
<tr>
<th>Time</th>
<th>Date(s)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 am to 2 pm</td>
<td>December 7, 9, 12, 2016</td>
<td>New Software Orientation</td>
</tr>
<tr>
<td>10 am to 2 pm</td>
<td>December 8, 2016</td>
<td>New Volunteer Orientation</td>
</tr>
<tr>
<td>10 am to 4 pm</td>
<td>January 4, 6, 9, 11, 13, 16, 2017</td>
<td>New Tax Preparer Training</td>
</tr>
<tr>
<td>10 am to 4 pm</td>
<td>January 3, 2017</td>
<td>Tax Preparer 2(^{nd})-year/others</td>
</tr>
<tr>
<td>10 am to 4 pm</td>
<td>January 5, 10, 12, 2017</td>
<td>Returning Tax Preparers (all)</td>
</tr>
<tr>
<td>10 am to 2 pm</td>
<td>January 24, 26, 2017</td>
<td>Site Orientation Training</td>
</tr>
<tr>
<td>10 am to 7:30 pm</td>
<td>Tuesdays, Thursdays</td>
<td>Tax season</td>
</tr>
<tr>
<td>10 am to 2:30 pm</td>
<td>Wednesdays</td>
<td></td>
</tr>
<tr>
<td></td>
<td>February 1 - April 18, 2017</td>
<td></td>
</tr>
<tr>
<td>10 am to 2:30 pm</td>
<td>Mondays April 10, 17, 2017</td>
<td>Tax season</td>
</tr>
</tbody>
</table>
**James City County Library e-CLIC**

<table>
<thead>
<tr>
<th>Time</th>
<th>Days</th>
<th>Dates</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 am to 3 pm</td>
<td>Saturdays</td>
<td>February 4 – April 15, 2017</td>
<td>Tax season</td>
</tr>
<tr>
<td>10 am to 3 pm</td>
<td>Mondays</td>
<td>February 6 – April 3, 2017</td>
<td>Tax season</td>
</tr>
</tbody>
</table>

**James City County Library McGaw Room**

<table>
<thead>
<tr>
<th>Time</th>
<th>Days</th>
<th>Dates</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 am to 3 pm</td>
<td>Saturdays</td>
<td>February 4 - April 9, 2017</td>
<td>Tax season</td>
</tr>
<tr>
<td>10 am to 3 pm</td>
<td>Mondays</td>
<td>February 6 – April 3, 2017</td>
<td>Tax season</td>
</tr>
</tbody>
</table>
**Tax-Aide Program**  
**2017 Public Service Schedule**

*Location, Dates, and Times*

<table>
<thead>
<tr>
<th>Williamsburg Library</th>
<th>James City County Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>515 Scotland Street</td>
<td>7770 Croaker Road</td>
</tr>
<tr>
<td>Patricia Schell Memorial Meeting Room</td>
<td></td>
</tr>
<tr>
<td><strong>February 1 - April 18, 2017</strong></td>
<td><strong>February 1 - April 18, 2017</strong></td>
</tr>
<tr>
<td><strong>Friday &amp; Saturday</strong></td>
<td></td>
</tr>
<tr>
<td><strong>10:00am - 2:00pm</strong></td>
<td><strong>Tuesday &amp; Thursday</strong></td>
</tr>
<tr>
<td>**10:00am – 7:00pm **</td>
<td><strong>Wednesday</strong></td>
</tr>
<tr>
<td></td>
<td><strong>10:00am – 2:00pm</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Grace and Stanley Kitzinger</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Community Room</strong></td>
</tr>
<tr>
<td><strong>Monday through Thursday</strong></td>
<td><strong>Monday, Saturday</strong></td>
</tr>
<tr>
<td><strong>10:00am- 6:00pm</strong></td>
<td><strong>10:00am- 2:00pm</strong></td>
</tr>
<tr>
<td></td>
<td><strong>e-CLIC and McGaw Room</strong></td>
</tr>
</tbody>
</table>

* Except for February 9th, March 9th, and April 12th the hours will be 10:00 AM to 6:00PM  
** Except for April 10 and 17, the Kitzinger Community Room will be used
Attachment 3

WRL-Tax-Aide Partnership Implementation Timeline

November 2016  
Program Services Director coordinates a planning meeting with the Tax-Aide District Coordinator to finalize logistical and technology issues and to coordinate program publicity.

December 2016- January 2017  
Training volunteers and setting-up for service at both library buildings.

February 1, 2017  
Tax-Aide program opens to the public.

April 2017  
Tax-Aide sponsors reception for volunteers at one of the library buildings.

By May 1, 2017  
Evaluate 2016 partnership.  
Partnership Agreement updated for FY2018 and rooms reserved.

WRL Partnership Evaluation

Project Manager: Robert Haas
WRL Division: Program Services
Other WRL divisions involved with this partnership:

Adult Services, IT Services, Administration, Assistant Director. Staff members for other library divisions answer general questions from users about hours of service.

Community partner: AARP Tax-Aide
Project Explanation: WRL provides space at both library buildings and publicity for the recruiting and training of AARP Tax-Aide volunteers and space at library buildings for them to assist the public in completing their federal and Virginia income tax forms.

Evaluation of Partnership for the year: 2016
Date evaluation completed: May 10, 2016

SECTION I: LIBRARY PARTNERSHIP MANAGER

1. Did the partnership reach new users?
   ___ Definitely   XX   Somewhat   ___ No   ___ Not Sure

   On a scale of 1 to 10 (with 10 being most important) please rate the importance of reaching new users for this partnership project:

   1   2   3   4   5   6   7   8   9   10

   Estimate how many new users were reached and explain how you know they were reached (attach measurement tool results):

   Tax-Aide statistics showed a 6.65% increase in filings over the previous year. [2016 statistics attached]

2. Did the partnership project reach library users in a new way?
   XX  Definitely   ___ Somewhat   ___ No   ___ Not Sure
On a scale of 1 to 10 (with 10 being most important) please rate the importance of reaching library users in a new way for this partnership:

1 2 3 4 5 6 7 8 9 10

Explain the new way in which library users were reached and how you know they were reached (attach measurement tool results):

The fourth year of expanding services at JCCL, Saturday 10 a.m. to 2 p.m., resulted in a 13.1% increase over last year. Taking appointments immediately allowed for a more even workflow for the Tax-Aide counselors and shorter wait times for the clients. This is a program that the library could not offer itself on this scale without the AARP Tax-Aide volunteers. [April 2016 statistics attached]

3. Did the partnership tap into community assets and strengths?
   **XX** Definitely ___ Somewhat ___ No ___ Not Sure

   On a scale of 1 to 10 (with 10 being most important) please rate the importance of tapping into community assets and strengths for this partnership:

   1 2 3 4 5 6 7 8 9 10

   What is the value to the library?

   Many of the volunteers in the Tax-Aide program bring expertise in business and accounting that would not be available to our users except through this program.

4. Did the partnership gain support for library resources/programs?
   ___ Definitely **XX** Somewhat ___ No ___ Not Sure

   On a scale of 1 to 10 (with 10 being most important) please rate the importance of gaining support for library resources/programs for this partnership:

   1 2 3 4 5 6 7 8 9 10

   Explain the support gained for library resources/programs and how you measured the support:
For many of the participants in this service it may be the only time they use the library during the year. Continued efforts to encourage people to take advantage of the library’s resources, sometimes literally within arm’s reach, have not generated any positive effect.

5. Did the partnership enable the library to gain valuable community feedback?
   ___ Definitely  ___ Somewhat ___ No ___ Not Sure

On a scale of 1 to 10 (with 10 being most important) please rate the importance of gaining community feedback for this partnership:

1  2  3  4  5  6  7  8  9  10

Describe feedback collection methods, forums and other pertinent details:

Most positive feedback was anecdotal through the Tax-Aide counselors and comments directed to Program Services staff. Tax Aide software allows for tracking various stats including demographic information such as languages and age groups. [April 2016 statistics attached]

6. Did the partnership create new library resources?
   ___XX___ Definitely ___ Somewhat ___ No ___ Not Sure

On a scale of 1 to 10 (with 10 being most important) please rate the importance of creating new library resources for this partnership:

1  2  3  4  5  6  7  8  9  10

List what resources were created:

Library programing for a largely underserved audience within the Library buildings

Could the library have created this resource without forming this partnership? Explain your answer:

No. Library staff would not have the time or the training to conduct a similar service for such a large number within the community. This year 9,925 volunteer hours were devoted to this program by Tax-Aide volunteers.
7. Were requirements of the Letter of Agreement satisfied? If no, explain below.

  XXX Definitely ____ Somewhat ____ No ____ Not Sure

Explain elements that were not satisfied, why and how this affected the partnership:

N/A

8. What library resources were used to support this partnership?

Exclusive use of the Schell Room from January through the third week of April. Use of the Kitzinger Community Room for three days per week during the same time, as well as use of the e-CLIC room and McGaw Room (waiting area) Saturdays during the same time period. Partial use of the WL Theatre as well as the Kitzinger Community Room for pre-service training. Space at JCCL for an AARP Tax-Aide file cabinet, printer cart, and office supplies. Use of wireless Internet. Use of copier machine at both libraries.

Re-setting of the Kitzinger Community Room at JCCL three times a week. Cleaning and straightening of both rooms. Answering phones and queries at the public service desks regarding Tax-Aide program hours. Printing of fliers listing hours of service.

Updating and printing the annual AARP Tax-Aide service brochure.

9. What effect did this partnership project have on other WRL divisions?

The major impact was the inability of divisions to use the rooms dedicated to Tax-Aide. Some impact an Adult Services when tax questions were referred to them. IT services division was minimally impacted since the AARP Tax-Aide counselors used their laptops in the e-CLIC room. The early morning arrival time of some of the tax councilors at library buildings had an impact on library staff.

10. What changes do you recommend to the partnership/project?

With the increase service numbers at JCCL, provisionally support the Tax-Aide program’s use of (a) the e-CLIC room for counseling space on Saturdays, (b) the McGaw Room as a client waiting room for e-CLIC on Saturdays, and (c) the Kitzinger Community Room on Wednesdays, 10 a.m. to 2 p.m. I also recommend that in 2017 we provisionally commit to a Monday session, 10 a.m. to 2 p.m. in the e-CLIC room, with the use of the McGaw Room as the client waiting room. Use of the e-CLIC room and McGaw Room for additional public service hours during the season will be experimental. The Library will need to evaluate the use of its spaces to
determine the right role for the library and its level of support for the Tax-Aide program over the next few years.

We will continue to look at ways to increase publicity for the program within the community.

11. How does this partnership fit with the library’s strategic plan?

It supports the library programming core function as a center for the community and providing access to a valuable resource for all residents of the community. It also fits with our value of working collaboratively with groups in our community.
SECTION II: THE AARP FOUNDATION TAX-AIDE PROGRAM

PARTNERSHIP COORDINATOR

1. Did the partnership with the Library meet your organization’s expectations and goals?
   __XX__ Definitely ___ Somewhat ___ No ___ Not Sure

   Explain expectations and goals that were both met and unmet:
   
   WRL again exceeded expectations and enabled the Tax-Aide program to effectively serve our community’s needs. In responding to schedule adjustments, insuring audio/visual/internet capabilities were available, and arranging for volunteer parking, WRL personnel exhibited flexibility and earnest support for our program. Efforts to keep our community aware of this tax assistance service were significantly enhanced by making it a prominent feature on the library’s website and in other promotional materials. Cooperation and mutual support continued to be the hallmarks of our partnership.

2. Were requirements of the Letter of Agreement satisfied? If no, explain below.
   __XX__ Definitely ___ Somewhat ___ No ___ Not Sure

   Explain elements that were not satisfied, why and how this affected the partnership:
   
   The Tax-Aide site leaders at both libraries confirmed that all elements of the partnership agreement were satisfied. Unwavering support and publicity throughout the tax-filing season enabled our volunteers to focus on helping a record number of clients.

3. What changes do you recommend to the partnership/project with the library?
   
   No changes are recommended. We are very appreciative of all WRL efforts to make this past season a very successful one for our program.
By signing you certify that you have reviewed the entire evaluation and completed all sections appropriate to your organization.

__________________________________________  ________________________________
Library Partnership Manager                  Partnering Agency Partnership Coordinator

Revised 4/19/16
SECTION II: THE AARP FOUNDATION TAX-AIDE PROGRAM

PARTNERSHIP COORDINATOR

1. Did the partnership with the Library meet your organization's expectations and goals?
   _XX_ Definitely ___ Somewhat ___ No ___ Not Sure

   Explain expectations and goals that were both met and unmet:

   WRL again exceeded expectations and enabled the Tax-Aide program to effectively serve
   our community's needs. In responding to schedule adjustments, insuring
   audio/visual/internet capabilities were available, and arranging for volunteer parking, WRL
   personnel exhibited flexibility and earnest support for our program. Efforts to keep our
   community aware of this tax assistance service were significantly enhanced by making it a
   prominent feature on the library's website and in other promotional materials. Cooperation
   and mutual support continued to be the hallmarks of our partnership.

2. Were requirements of the Letter of Agreement satisfied?, If no, explain below.
   _XX_ Definitely ___ Somewhat ___ No ___ Not Sure

   Explain elements that were not satisfied, why and how this affected the partnership:

   The Tax-Aide site leaders at both libraries confirmed that all elements of the partnership
   agreement were satisfied. Unwavering support and publicity throughout the tax-filing
   season enabled our volunteers to focus on helping a record number of clients.

3. What changes do you recommend to the partnership/project with the library?

   No changes are recommended. We are very appreciative of all WRL efforts to make this
   past season a very successful one for our program.

By signing you certify that you have reviewed the entire evaluation and completed all
sections appropriate to your organization.

_________________________________________  __________________________________________
Library Partnership Manager                  Partnering Agency Partnership Coordinator

Revised 4/19/16
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**Totals** 9925

## CIRCULATION by Locality

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<td>Williamsburg Library</td>
<td>8,365</td>
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<td>201</td>
<td>3,591</td>
<td>46,780</td>
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<td><strong>944</strong></td>
<td><strong>92,603</strong></td>
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<td><strong>Percent of Monthly Total</strong></td>
<td>13.07%</td>
<td>73.90%</td>
<td>12.01%</td>
<td>1.02%</td>
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## CIRCULATION by Type

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## USER QUESTIONS

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<td>Outreach</td>
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<td>1,622</td>
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## PROGRAM ATTENDANCE

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## MEETING ROOM USE

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## PC & Wi-Fi USE

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<tr>
<td>Stryker Center</td>
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<td>953</td>
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## COLLECTION

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***Digital Collection includes e-books and audio-books

## USER CARDS

<table>
<thead>
<tr>
<th>Location</th>
<th>FY 15</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg</td>
<td>9,628</td>
<td></td>
</tr>
<tr>
<td>James City County</td>
<td>46,082</td>
<td></td>
</tr>
<tr>
<td>York County</td>
<td>7,622</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>63,474</strong></td>
<td><strong>8.4%</strong></td>
</tr>
</tbody>
</table>

****Non residents with special recognition cards
### CIRCULATION by Locality

<table>
<thead>
<tr>
<th>Location</th>
<th>WMSB</th>
<th>JCC</th>
<th>YORK</th>
<th>OTHER</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>8,571</td>
<td>28,032</td>
<td>5,543</td>
<td>275</td>
<td>42,421</td>
<td>42,421</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>3,454</td>
<td>40,918</td>
<td>6,659</td>
<td>538</td>
<td>51,569</td>
<td>51,569</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>632</td>
<td>3,874</td>
<td>98</td>
<td>180</td>
<td>4,784</td>
<td>4,784</td>
<td></td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>12,657</strong></td>
<td><strong>72,824</strong></td>
<td><strong>12,300</strong></td>
<td><strong>993</strong></td>
<td><strong>98,774</strong></td>
<td><strong>98,774</strong></td>
<td><strong>-5.4%</strong></td>
</tr>
<tr>
<td><strong>Percent of Monthly Total</strong></td>
<td><strong>12.81%</strong></td>
<td><strong>73.73%</strong></td>
<td><strong>12.45%</strong></td>
<td><strong>1.01%</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Excludes Digital Collection*

### CIRCULATION by Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Print</th>
<th>Non-Print</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>25,866</td>
<td>16,431</td>
<td>42,297</td>
<td>42,297</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>37,971</td>
<td>13,451</td>
<td>51,422</td>
<td>51,422</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>2,350</td>
<td>2,420</td>
<td>4,770</td>
<td>4,770</td>
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</tr>
<tr>
<td>Digital Collection*</td>
<td>N/A</td>
<td>16,836</td>
<td>16,836</td>
<td>16,836</td>
<td></td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>66,187</strong></td>
<td><strong>49,138</strong></td>
<td><strong>115,325</strong></td>
<td><strong>115,325</strong></td>
<td><strong>0.5%</strong></td>
</tr>
</tbody>
</table>

### USER QUESTIONS

<table>
<thead>
<tr>
<th>Type</th>
<th>Adult</th>
<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>3,682</td>
<td>3,226</td>
<td>6,908</td>
<td>6,908</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>1,756</td>
<td>1,253</td>
<td>3,099</td>
<td>3,099</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>38</td>
<td>N/A</td>
<td>38</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>Outreach</td>
<td>1,247</td>
<td>356</td>
<td>1,603</td>
<td>1,603</td>
<td></td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>6,723</strong></td>
<td><strong>4,835</strong></td>
<td><strong>11,558</strong></td>
<td><strong>11,558</strong></td>
<td><strong>-12.2%</strong></td>
</tr>
</tbody>
</table>

### PROGRAM ATTENDANCE

<table>
<thead>
<tr>
<th>Type</th>
<th>Adult</th>
<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>2,134</td>
<td>5,388</td>
<td>7,522</td>
<td>7,522</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>168</td>
<td>4,074</td>
<td>4,242</td>
<td>4,242</td>
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</tr>
<tr>
<td>Stryker Center</td>
<td>226</td>
<td>0</td>
<td>226</td>
<td>226</td>
<td></td>
</tr>
<tr>
<td>Outreach</td>
<td>737</td>
<td>3,020</td>
<td>3,757</td>
<td>3,757</td>
<td></td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>3,265</strong></td>
<td><strong>12,482</strong></td>
<td><strong>15,747</strong></td>
<td><strong>15,747</strong></td>
<td><strong>-16.9%</strong></td>
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</tbody>
</table>

### MEETING ROOM USE

<table>
<thead>
<tr>
<th>Type</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>1,606</td>
<td>1,606</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>428</td>
<td>428</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>109</td>
<td>109</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,143</strong></td>
<td><strong>2,143</strong></td>
<td><strong>59.9%</strong></td>
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</tbody>
</table>

### PC & Wi-Fi USE

<table>
<thead>
<tr>
<th>Type</th>
<th>PC Use</th>
<th>Wi-Fi**</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>5,719</td>
<td>11,502</td>
<td>17,221</td>
<td>17,221</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>2,934</td>
<td>5,064</td>
<td>7,998</td>
<td>7,998</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>N/A</td>
<td>975</td>
<td>975</td>
<td>975</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>141</td>
<td>197</td>
<td>338</td>
<td>338</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>8,794</strong></td>
<td><strong>17,738</strong></td>
<td><strong>26,532</strong></td>
<td><strong>26,532</strong></td>
<td><strong>25.0%</strong></td>
</tr>
</tbody>
</table>

### COLLECTION

<table>
<thead>
<tr>
<th>Type</th>
<th>Print</th>
<th>Non-Print</th>
<th>Total</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>132,702</td>
<td>16,890</td>
<td>149,592</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>108,293</td>
<td>16,914</td>
<td>125,207</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>8,471</td>
<td>2,959</td>
<td>11,430</td>
<td></td>
</tr>
<tr>
<td>Digital Collection***</td>
<td>N/A</td>
<td>21,099</td>
<td>21,099</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>249,466</strong></td>
<td><strong>57,862</strong></td>
<td><strong>307,328</strong></td>
<td><strong>-4.3%</strong></td>
</tr>
</tbody>
</table>

*Digital Collection includes e-books and audio-books*

### USER CARDS

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg</td>
<td>9,734</td>
<td></td>
</tr>
<tr>
<td>James City County</td>
<td>46,499</td>
<td></td>
</tr>
<tr>
<td>York County</td>
<td>7,710</td>
<td></td>
</tr>
<tr>
<td>Other ****</td>
<td>149</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>64,092</strong></td>
<td><strong>8.2%</strong></td>
</tr>
</tbody>
</table>

*Non residents with special recognition cards*
## CIRCULATION by Locality

<table>
<thead>
<tr>
<th></th>
<th>WMSB</th>
<th>JCC</th>
<th>YORK</th>
<th>OTHER</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>8,530</td>
<td>28,089</td>
<td>5,341</td>
<td>325</td>
<td>42,285</td>
<td>84,706</td>
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</tr>
<tr>
<td>James City County Library</td>
<td>3,211</td>
<td>37,022</td>
<td>5,900</td>
<td>484</td>
<td>46,617</td>
<td>98,186</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>562</td>
<td>3,561</td>
<td>118</td>
<td>220</td>
<td>4,461</td>
<td>9,245</td>
<td></td>
</tr>
<tr>
<td>Monthly Total</td>
<td>12,303</td>
<td>68,672</td>
<td>11,359</td>
<td>1,029</td>
<td>93,363</td>
<td>192,137</td>
<td>-2.6%</td>
</tr>
</tbody>
</table>
| Percent of Monthly Total | 13.18% | 73.55% | 12.17% | 1.10%  | Excludes Digital Collection

## CIRCULATION by Type

<table>
<thead>
<tr>
<th></th>
<th>Print</th>
<th>Non-Print</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>25,385</td>
<td>16,750</td>
<td>42,135</td>
<td>84,432</td>
<td></td>
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<tr>
<td>James City County Library</td>
<td>32,949</td>
<td>13,487</td>
<td>46,436</td>
<td>97,858</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>1,921</td>
<td>2,530</td>
<td>4,451</td>
<td>9,221</td>
<td></td>
</tr>
<tr>
<td>Digital Collection *</td>
<td>N/A</td>
<td>20,705</td>
<td>20,705</td>
<td>37,541</td>
<td></td>
</tr>
<tr>
<td>Monthly Total</td>
<td>60,255</td>
<td>53,472</td>
<td>113,727</td>
<td>229,052</td>
<td>5.2%</td>
</tr>
</tbody>
</table>

## USER QUESTIONS

<table>
<thead>
<tr>
<th></th>
<th>Adult</th>
<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>4,418</td>
<td>2,274</td>
<td>6,692</td>
<td>13,600</td>
<td></td>
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<tr>
<td>James City County Library</td>
<td>2,036</td>
<td>935</td>
<td>2,971</td>
<td>5,980</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>43</td>
<td>N/A</td>
<td>43</td>
<td>81</td>
<td></td>
</tr>
<tr>
<td>Outreach</td>
<td>1,315</td>
<td>250</td>
<td>1,565</td>
<td>3,168</td>
<td></td>
</tr>
<tr>
<td>Monthly Total</td>
<td>7,812</td>
<td>3,459</td>
<td>11,271</td>
<td>22,829</td>
<td>-9.1%</td>
</tr>
</tbody>
</table>

## PROGRAM ATTENDANCE

<table>
<thead>
<tr>
<th></th>
<th>Adult</th>
<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>1,448</td>
<td>1,895</td>
<td>3,343</td>
<td>10,865</td>
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<tr>
<td>James City County Library</td>
<td>214</td>
<td>1,311</td>
<td>1,525</td>
<td>5,767</td>
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</tr>
<tr>
<td>Stryker Center</td>
<td>74</td>
<td>199</td>
<td>273</td>
<td>499</td>
<td></td>
</tr>
<tr>
<td>Outreach</td>
<td>647</td>
<td>2,426</td>
<td>3,073</td>
<td>6,830</td>
<td></td>
</tr>
<tr>
<td>Monthly Total</td>
<td>2,383</td>
<td>5,831</td>
<td>8,214</td>
<td>23,961</td>
<td>-5.7%</td>
</tr>
</tbody>
</table>

## MEETING ROOM USE

<table>
<thead>
<tr>
<th></th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>1,243</td>
<td>2,849</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>483</td>
<td>911</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>280</td>
<td>389</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>2,006</td>
<td>4,149</td>
<td>50.3%</td>
</tr>
</tbody>
</table>

## PC & Wi-Fi USE

<table>
<thead>
<tr>
<th></th>
<th>PC Use</th>
<th>Wi-Fi**</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>6,103</td>
<td>10,891</td>
<td>16,994</td>
<td>34,215</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>3,082</td>
<td>4,656</td>
<td>7,738</td>
<td>15,736</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>N/A</td>
<td>786</td>
<td>786</td>
<td>1,761</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>175</td>
<td>209</td>
<td>384</td>
<td>722</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>9,360</td>
<td>16,542</td>
<td>25,902</td>
<td>52,434</td>
<td>27.2%</td>
</tr>
</tbody>
</table>

## COLLECTION

<table>
<thead>
<tr>
<th></th>
<th>Print</th>
<th>Non-Print</th>
<th>Total</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>132,718</td>
<td>18,401</td>
<td>151,119</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>108,357</td>
<td>16,939</td>
<td>125,296</td>
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</tr>
<tr>
<td>Mobile Library Services</td>
<td>8,388</td>
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<td>11,367</td>
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<td>N/A</td>
<td>21,243</td>
<td>21,243</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>249,463</td>
<td>59,562</td>
<td>309,025</td>
<td>-3.0%</td>
</tr>
</tbody>
</table>

*** Digital Collection includes e-books and audio-books

## USER CARDS

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg</td>
<td>9,825</td>
<td></td>
</tr>
<tr>
<td>James City County</td>
<td>46,889</td>
<td></td>
</tr>
<tr>
<td>York County</td>
<td>7,784</td>
<td></td>
</tr>
<tr>
<td>Other ****</td>
<td>149</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>64,647</td>
<td>8.1%</td>
</tr>
</tbody>
</table>

**** Non residents with special recognition cards