I. Call to Order – Chair Porter

II. Public Comment

III. Report from the Auditors – Anne Wall of Robinson, Farmer, Cox Associates

IV. Adult Outreach Services Plan – Melissa Simpson, WRL Adult Services Director

V. Consent Calendar
   - Approval Minutes – October 26, 2016
   - October Finance Report
   - Monthly Staff Reports

VI. Chair’s Report – Porter
   - Director Search Committee Report
   - Finance Committee Update (FY 2018 Proposed Budget)

VII. Interim Library Director’s Report – Crowther
   - Action Item: Fund Balance Appropriations
     - $8,000 – Office 365 & Webmail Migration
     - $10,000 – WL Adult Public Seating Replacement
     - $22,000 – JCCL Adult Public Seating Replacement

VIII. Friends of WRL/WRL Foundation Updates

IX. Other Business

X. Closed Session
   - For the consideration of a personnel matter involving the interview candidates for Library Director pursuant to § 2.2-3711(A)(1) of the Code of Virginia

XI. Adjournment

Other Enclosures:
   - October Statistics
   - FYI Articles, Kudos, and News Items
   - October and November Newsletter

Next Regular Meeting:
   January 25, 2017, 3:00 p.m., Meeting Room 128, Stryker Center

Attending: Bill Porter, Jim Axtell, Sally Andrews, Pam Franz, Letizia Gambrell-Boone, Vickie Herrick, Wilford Kale, Natalie Miller-Moore, Jason Purse, and Jorge Rivas
WRL Board of Trustees  
Minutes of Board Meeting October 26, 2016  
Meeting Room 128, Stryker Center  

Attending Were: Bill Porter, Jim Axtell, Sally Andrews, Pam Franz, Barry Marten, Natalie Miller-Moore, and Jorge Rivas;  

WRL Foundation President Sam Sadler and Friends of WRL President Jim Bowers; James City County Acting Director of Human Resources Patrick Teague; Interim Library Director Janet Crowther; library staff members Carrie Binsfeld, Barry Trott, and Sarah App.  

Absent were Letizia Gambrell-Boone, Vickie Herrick, Wilford Kale, and Jason Purse.  

Call to Order: Chair Porter called the meeting to order at 3:04 p.m.  

Public Comment: None.  

Mr. Trott announced that Howell Creative Group, the design company that redesigned several program series logos for the library in September 2015, recently won the American Graphic Design Award for their logo design for WRL's Dewey Decibel concert series.  

Consent Calendar: The October 26, 2016 consent calendar was approved by a unanimous vote.  

Mr. Porter requested a presentation to provide further explanation on the Adult Outreach Services Plan included in the Consent Calendar. This presentation should be brought to the board at the December or January board meeting depending on staff availability.  

Chair’s Report:  

- Library Director Search Committee Report/Update – Mr. Axtell updated the board on the current pool of applicants which currently includes nine candidates. These applicants come from various locations and have various levels of experience. Once the written responses have been reviewed by the search committee, phone interviews will be scheduled, which may be attended by any member of the board. The next scheduled meeting of the Library Director Search Committee will take place on November 1, 2016 in Meeting Room 128 in the Stryker Center at 8:30 a.m.  

- Appointment for Finance Committee – Mr. Porter appointed Ms. Andrews, Ms. Herrick, Mr. Purse, and himself to serve on the Finance Committee.  

Interim Library Director’s Report:  

- Action Item: Fund Balance Appropriations – Ms. Crowther presented a fund balance appropriation request not to exceed $15,000 for meeting room technology updates at the Williamsburg Library, a fund balance appropriation request not to exceed $20,000 for ILS server replacements, and a fund balance appropriation request not to exceed $25,000 for meeting room technology updates in the Kitzinger Community Room at the James City County Library. Mr. Porter requested staff research the need for furniture replacement at the Williamsburg Library in the magazine reading area. Mr. Axtell moved to approve the presented fund balance appropriations. Ms. Miller-Moore seconded the motion; all agreed.
• **FY 2018 Budget Update** – Ms. Crowther announced WRL staff has begun to draft the FY 2018 Budget. There will be a staffing analysis done in preparation for the draft budget. Ms. Crowther discussed Virginia State Aid for FY 2017 and FY 2018.

• **JCCL BMP Stormwater Update** – Ms. Crowther announced the James City County BMP Stormwater project at the James City County Library location that includes a retention pond upgrade and new rain garden, is expected to start in March – April of 2017.

Ms. Crowther discussed the current status of the City of Williamsburg parking study. The Planning Department is reviewing the material. Carolyn Murphy, Director of Planning, has been invited to attend a future board meeting to discuss the draft implementation plan. Williamsburg Regional Library staff have offered input to assist with the study.

Ms. Crowther distributed copies of the 2016 WRL Preschool Literacy Workshop for Teachers and Teacher Assistants training booklet. The ninth annual training workshop was conducted by library staff on October 8, 2016 at the Williamsburg Library. The event was well attended and received, as it has been in previous years.

**Friends of WRL/WRL Foundation Updates:** Mr. Bowers addressed the “Last Word” comment that was made in the October 12, 2016 edition of the *Virginia Gazette* in regards to the book sale that took place on October 1, 2016 in the Stryker Center. The event that the comment is referring to was not affiliated with the Friends of Williamsburg Regional Library and a response was submitted to the *Virginia Gazette*. Mr. Sadler discussed the progress of the Foundation’s Capital Campaign. The campaign will be ending in December 2016 with a total in donations and pledges exceeding the Foundation’s $750,000 goal.

**Adjournment:** Ms. Franz moved to adjourn at 3:30 p.m. All agreed.

Respectfully submitted,

Sarah App

Approved by _______________________________

William Porter, Chair
To: WRL Board of Trustees  
From: Carrie L. Binsfeld, Finance Director  
Subject: October 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>$193,486 90.0%</td>
<td>Annual contracts paid (HVAC &amp; Sirsi Dynix)</td>
</tr>
<tr>
<td>Legal Services</td>
<td>$6,000</td>
<td>$6,000 100%</td>
<td>Annual contract paid</td>
</tr>
</tbody>
</table>

Percentage of year passed 33.3%
## The Williamsburg Regional Library

**Monthly Financial Statement**

**For the period ending October 31, 2016**

### EXPENDITURES

<table>
<thead>
<tr>
<th>Compensation</th>
<th>Final Budget</th>
<th>Actual</th>
<th>Encumber</th>
<th>Total</th>
<th>% Spent &amp; Encumbered</th>
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<tbody>
<tr>
<td>Salaries</td>
<td>3,001,591</td>
<td>958,028</td>
<td></td>
<td>958,028</td>
<td>31.9%</td>
</tr>
<tr>
<td>Wages</td>
<td>615,346</td>
<td>166,413</td>
<td></td>
<td>166,413</td>
<td>27.0%</td>
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<tr>
<td>FICA</td>
<td>276,699</td>
<td>82,980</td>
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<td>82,980</td>
<td>30.0%</td>
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<tr>
<td>Virginia Retirement Systems</td>
<td>281,251</td>
<td>86,259</td>
<td></td>
<td>86,259</td>
<td>30.7%</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>583,050</td>
<td>173,075</td>
<td></td>
<td>173,075</td>
<td>29.7%</td>
</tr>
<tr>
<td>Workers Comp Insurance &amp; Unemp</td>
<td>15,000</td>
<td>7,490</td>
<td></td>
<td>7,490</td>
<td>49.9%</td>
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<tr>
<td>VRS Group Life Insurance</td>
<td>36,393</td>
<td>12,296</td>
<td></td>
<td>12,296</td>
<td>33.8%</td>
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<tr>
<td>Fringe Benefits (RM/DCM)</td>
<td>14,882</td>
<td>6,844</td>
<td></td>
<td>6,844</td>
<td>46.0%</td>
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<tr>
<td>Tuition Assistance</td>
<td>3,600</td>
<td>2,400</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>371,343</td>
<td></td>
<td>371,343</td>
<td>30.7%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>4,827,812</td>
<td>1,495,785</td>
<td></td>
<td>1,495,785</td>
<td>31.0%</td>
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<tr>
<td><strong>Collection</strong></td>
<td>510,000</td>
<td>178,686</td>
<td>51,450</td>
<td>230,136</td>
<td>45.1%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>510,000</td>
<td>178,686</td>
<td>51,450</td>
<td>230,136</td>
<td>45.1%</td>
</tr>
<tr>
<td><strong>Operations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advertising</td>
<td>12,500</td>
<td>1,526</td>
<td></td>
<td>1,526</td>
<td>12.2%</td>
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<td>Bank Fees</td>
<td>5,750</td>
<td>2,200</td>
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<tr>
<td>Bindery</td>
<td>2,000</td>
<td>0</td>
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<tr>
<td>Building Maintenance</td>
<td>30,000</td>
<td>10,855</td>
<td>3,259</td>
<td>14,115</td>
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<tr>
<td>Communications</td>
<td>55,000</td>
<td>12,866</td>
<td></td>
<td>12,866</td>
<td>23.4%</td>
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<td>Computer Software &amp; Supplies</td>
<td>20,000</td>
<td>10,095</td>
<td></td>
<td>10,095</td>
<td>50.5%</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>215,000</td>
<td>184,606</td>
<td>8,881</td>
<td>193,486</td>
<td>90.0%</td>
</tr>
<tr>
<td>Equipment - General</td>
<td>750</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></td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Fund Balance Appropriations</td>
<td>200,126</td>
<td>43,522</td>
<td>46,257</td>
<td>89,779</td>
<td>44.9%</td>
</tr>
<tr>
<td>Human Resource Services</td>
<td>72,827</td>
<td>18,126</td>
<td></td>
<td>18,126</td>
<td>24.9%</td>
</tr>
<tr>
<td>Insurance</td>
<td>42,500</td>
<td>16,113</td>
<td></td>
<td>16,113</td>
<td>37.9%</td>
</tr>
<tr>
<td>Legal Services</td>
<td>6,000</td>
<td>6,000</td>
<td></td>
<td>6,000</td>
<td>100.0%</td>
</tr>
<tr>
<td>Library Board Expenses</td>
<td>6,000</td>
<td>3,525</td>
<td>3,525</td>
<td>0</td>
<td>58.8%</td>
</tr>
<tr>
<td>Library Catalog &amp; Website Services</td>
<td>57,000</td>
<td>29,713</td>
<td></td>
<td>29,713</td>
<td>52.1%</td>
</tr>
<tr>
<td>Library Programs</td>
<td>15,000</td>
<td>1,020</td>
<td>750</td>
<td>1,770</td>
<td>11.8%</td>
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<tr>
<td>Local Mileage</td>
<td>5,000</td>
<td>224</td>
<td></td>
<td>224</td>
<td>4.5%</td>
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<tr>
<td>Maintenance Supplies</td>
<td>14,500</td>
<td>3,056</td>
<td></td>
<td>3,056</td>
<td>21.1%</td>
</tr>
<tr>
<td>Memberships</td>
<td>8,000</td>
<td>1,766</td>
<td></td>
<td>1,766</td>
<td>22.1%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>500</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>11,358</td>
<td></td>
<td>11,358</td>
<td>30.3%</td>
</tr>
<tr>
<td>Postage</td>
<td>19,500</td>
<td>5,701</td>
<td></td>
<td>5,701</td>
<td>29.2%</td>
</tr>
<tr>
<td>Printing</td>
<td>3,500</td>
<td>1,285</td>
<td></td>
<td>1,285</td>
<td>36.7%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>12,150</td>
<td>0</td>
<td></td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Supplies</td>
<td>75,000</td>
<td>20,125</td>
<td>1,877</td>
<td>22,001</td>
<td>29.3%</td>
</tr>
<tr>
<td>Travel &amp; Training</td>
<td>28,000</td>
<td>841</td>
<td></td>
<td>841</td>
<td>3.0%</td>
</tr>
<tr>
<td>User Refunds</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>60,833</td>
<td></td>
<td>60,833</td>
<td>34.0%</td>
</tr>
<tr>
<td>Vehicle Services</td>
<td>33,000</td>
<td>2,775</td>
<td></td>
<td>2,775</td>
<td>8.4%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>1,177,670</td>
<td>448,131</td>
<td>61,023</td>
<td>509,155</td>
<td>43.2%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>6,515,482</td>
<td>2,122,602</td>
<td>112,473</td>
<td>2,235,076</td>
<td>34.3%</td>
</tr>
</tbody>
</table>
The Williamsburg Regional Library  
Monthly Financial Statement  
For the period ending October 31, 2016

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>Budget</th>
<th>Received</th>
<th>% Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Williamsburg</td>
<td>841,160</td>
<td>280,387</td>
<td>33.3%</td>
</tr>
<tr>
<td>James City County</td>
<td>4,431,020</td>
<td>1,477,007</td>
<td>33.3%</td>
</tr>
<tr>
<td>York County</td>
<td>581,245</td>
<td>581,245</td>
<td>100.0%</td>
</tr>
<tr>
<td>State Aid</td>
<td>307,931</td>
<td>153,941</td>
<td>50.0%</td>
</tr>
<tr>
<td>Lost Books</td>
<td>11,500</td>
<td>4,167</td>
<td>36.2%</td>
</tr>
<tr>
<td>Interest</td>
<td>2,000</td>
<td>2,259</td>
<td>112.9%</td>
</tr>
<tr>
<td>Copy Machines</td>
<td>29,000</td>
<td>9,559</td>
<td>33.0%</td>
</tr>
<tr>
<td>Library Fines</td>
<td>55,000</td>
<td>17,744</td>
<td>32.3%</td>
</tr>
<tr>
<td>Set Off Recovery</td>
<td>9,500</td>
<td>571</td>
<td>6.0%</td>
</tr>
<tr>
<td>Other Library Revenue</td>
<td>7,000</td>
<td>1,471</td>
<td>21.0%</td>
</tr>
<tr>
<td>Meeting Room Use</td>
<td>40,000</td>
<td>16,633</td>
<td>41.6%</td>
</tr>
<tr>
<td>Transfer From Fund Balance</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>TOTAL</td>
<td>6,315,356</td>
<td>2,544,982</td>
<td>40.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NON-BUDGETED OPERATING REPORT</th>
<th>Revenue</th>
<th>Spent</th>
<th>Encumber</th>
<th>Total Spent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gifts &amp; Memorials</td>
<td>9,025</td>
<td>19,127</td>
<td></td>
<td>19,127</td>
</tr>
<tr>
<td>Friends</td>
<td>32,835</td>
<td>40,965</td>
<td></td>
<td>40,965</td>
</tr>
<tr>
<td>Foundation</td>
<td>407</td>
<td>3,486</td>
<td>1,000</td>
<td>4,486</td>
</tr>
<tr>
<td>Library Grants</td>
<td>0</td>
<td></td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Program Services</td>
<td>8,234</td>
<td>6,212</td>
<td></td>
<td>6,212</td>
</tr>
<tr>
<td>Subtotal</td>
<td>50,501</td>
<td>69,789</td>
<td>1,000</td>
<td>70,789</td>
</tr>
</tbody>
</table>

Percentage of year past                        | 33.33%  |
Payroll % of year past                         | 33.33%  |
Interim Director’s Report
October 2016

Excellence in daily operations:
• Met regularly throughout the month with Bill Porter, Chair, WRL Board of Trustees to
discuss and address FY17 WRL priorities. Attended the October 26 Board of Trustees
meeting and presented three successful fund balance requests to update meeting room
technology and to replace two catalog servers.
• Met weekly with each of the seven division directors and the library’s development
officer. Chaired the library’s leadership team (LEAD) monthly meeting. Worked with
JCC HR staff, library division directors, and staff to understand the new overtime
provision of the Fair Labor Standards Act and ready WRL for the implementation of the
change effective December 1, 2016.
• Worked with the division directors on a staffing analysis as part of the FY18 budget
preparation.
• On October 10, I had the privilege of welcoming staff and invited guests to the annual
WRL Staff Recognition Breakfast sponsored by the Board of Trustees. I presented
service anniversary and graduation recognition awards to library staff members.
• Responded to library user inquiries.
• Attended the Adult Services, Youth Services, Circulation Services, and Technical
Services/IT division meetings to talk with staff about the FY17 WRL priorities during
this transitional year.
• Formed a staff team and set expectations for the installation of new appliances and
equipment in the staff lounges at the Williamsburg and James City County libraries.

Strengthening community connections and partnerships:
• Represented WRL at the semi-monthly James City County and the City of Williamsburg
leadership team meetings. On October 13, I hosted the JCC meeting at JCCL. Barry Trott
shared information about the library’s economic development resources.
• At the request of Marvin Collins, City Manager, I contributed measurements to the City
of Williamsburg, 2017-18 Goals, Initiatives, and Outcomes.
• Participated in a parking vendor presentation at the City’s Municipal building on October
20.

Communicating and raising awareness:
• Attended the WRL Friends board meeting on October 4 and presented funding proposals
in support of the library’s summer reading program and for a three year renewal of Book
Pages.

Rethinking Library Spaces
• Collaborated with staff to reorganize equipment and furniture in the Williamsburg
Library pyramid entrance to create an efficient and welcoming entry to the library.

Janet Crowther, Interim Director
Provide excellent services:

- Use technology where appropriate to enhance users’ experience.
  - Adult Services staff and volunteers taught 16 computer classes in October.
  - Adult Services/MLS received three 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 12 case managers selecting items for Homebound clients. Ann Marie said her homebound client enjoyed her movie selection so much that she called to say she laughed non-stop and couldn’t wait to tell Ann Marie about it.
- Eight WRL staffers were ridealong helpers to MLS Adult Outreach stops including Andrew Smith, Barbara Riebe, Charlotte Burcher, Janet Curtis, and Jennifer Holliday. Jennifer Kuncken was a ridealong helper for a Youth and Family Outreach stop.

Provide excellent collections:

- Barry Trott met with Barbara Riebe, Emma Pruss, and I to discuss usage statistics for print and digital magazines. We will continue to collect data through the year.
- Emma also worked with Rachael Nelson to move “Game Informer” from the adult to the YA magazine collection. The gaming content should appeal more to teens.

Provide excellent programs:

- Adult programs included “Find Your Ancestor” in partnership with the Williamsburg Chapter of the DAR (48), Career Workshop on resumes and interviews (7); Contemporary book discussion (6); History/Nonfiction book discussion (3); SciFi/Fantasy book discussion (9); and a Talks@2 presentation on Marie Antoinette by Charlotte Burcher (82). Thursday Afternoon Film series continues to be popular – 279 people attended the October “Trouble with Blondes” movies.
- Rachael Nelson coordinated a variety of teen programs this month including an author talk by local Hugo-Award winning author Will McIntosh (20), Anime Club (11), Teen Advisory Group (9), Art in the Dark (11), and a writing workshop (8). She also gave a program for Teen Read Week at the Merrimac Juvenile Correction Facility (55) and provided a teen craft for one of the MLS neighborhood stops (16).
- Jesse Kelley gave a talk about the history of the banjo to residents at Williamsburg Landing (26).
- Connie Van Bourgondien gave Short Talk programs on “The Best of Rodgers & Hammerstein” and Dwight Woodward gave Short Talk programs on “Sights & Sounds of the Canadian Rockies” to Assisted Living/Convalescent facilities in October.

Provide excellence in daily operations:

- Cheryl Edwards suggested we talk about the importance of keeping statistics for the October staff meeting. She made a PowerPoint presentation to illustrate what numbers she keeps for the division (IM/email/phone/desk reference, program attendance, book displays, ILLs, readers advisory).

Melissa Simpson, Adult Services Director
Provide excellent service:

- Throughout the month I consulted with and supported the WRL Foundation Capital Campaign Committee (WRLF-CCC) and campaign chair.
- I continued the process of determining donor recognition with respect to the capital campaign.
- On October 5 I met with Friends President Jim Bowers to discuss Friends membership issues.
- During the month I prepared, printed, and finalized more than 630 annual appeal letters to be signed by WRLF board members and mailed in early November.
- 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 three Local Authors Project (LAP) donation photo opportunities.
- I posted three 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 seven to ten Fifty Hour Club membership letters recognizing library volunteers who reached the fifty hour mark by the end of this month.

Provide for excellence in daily operations:

- As a member of the Staff Connections Committee (SCC) I helped support the Staff Recognition Breakfast on October 10 and attended the SCC meeting on October 20. Response was very positive from staff and special guests who attended the breakfast.
- I participated in and supported a Peninsula Agency on Aging (PAA)-Williamsburg visioning session held at the William & Mary Mason School of Business Innovation and Design Studio on October 11.
- Latara Branch and I met on October 12 to discuss James City County volunteer program initiatives.
- WRL staff completed our annual United Way fundraising campaign. The campaign raised more than $6,500 on behalf of the United Way of Greater Williamsburg. My wife again provided incentive prizes.
- With Barry Trott and Elizabeth Hornsby, I attended William & Mary’s Office of Community Engagement Community Partner Breakfast on October 18 at the Sadler Center. We had the opportunity to interact with representatives from about twenty community organizations.
- On October 24 I participated in the LEAD meeting.
- I participated in a Greater Williamsburg Association for Volunteer Administration (GWAVA) membership meeting on October 27 at Waller Mill Park to learn about the City’s park. The same day I participated in the PAA-Williamsburg Executive Committee meeting at the Williamsburg Library. Discussion focused on analyzing results from the visioning session earlier in the month.
- I chaired the PAA Seniors as a Resource Committee meeting on October 28. Discussion focused on the career club and planning the 2017 job fair.

*Benjamin J. Goldberg, Library Development Officer*
FOUNDATION SUPPORT
Perpetual Book Funds
Dr. George J. Chohany Perpetual Book Fund
  • Mary H. Norment

Goldberg Family Perpetual Book Fund
  • Amy and Benjamin Goldberg (in honor of Alexander and Richard’s birthdays)

Captain Eric L. Peterson, USN Perpetual Book Fund
  • Alan Peterson

Our Library -Our Future Endowment - Next Generation Fund
  • Valerie Trovato (in memory of Maria Brooks)

Annual Appeal
Enthusiastic Reader ($250-$999)
  • Helen and Randy Casey-Rutland

HONORARY & MEMORIAL GIFTS
In memory of:
  • Albert Gotthardt from the Kingsmill Yacht Club

Given by:
  • Pearl Cooprider

School Author Visit
  • J. Blaine Blayton Elementary School PTA

Summer Reading
  • Helen's Place at Colonial Photography

Local Authors Project
  • Sharon Canfield Dorsey – Herman the Hermit Crab
  • Sharon Canfield Dorsey – Tapestry
  • Joe Freitus – Voices from Korea
  • Phyllis Haislip – The Viscountess and the Templars
  • Ronald Munro – Embers and Echoes
  • Ronald Munro – ElderHouse
IT & Technical Services Division Report
October 2016

Provide excellent services:
- In support of the new furniture purchase, Kraston and Steve removed all computers in the eClic room in order to let Facilities access the desks and walls for repair. Since the new furniture is intended to be rearranged as needed to support various programs, desktop computers were no longer the best option for the room. Kraston purchased twelve new laptops to replace the computers that were previously in eClic. He imaged and set up the laptops in a new cart that keeps them both secure and charged for use. The desktops and monitors that were removed from the room will be used to upgrade older equipment at WL in the public computer area. The charge cart has wheels and can be moved into other meeting rooms at JCCL if necessary.
- Brett moved the final equipment over to our new network configuration. The email/webmail servers were the last item to be moved, as well as the trickiest, and Brett worked to make the move with as little interruption to services as possible. As part of this project, he focused on simplifying the network design, which allowed him to reduce the number of servers for which he is responsible from 41 to 28. This should not only reduce maintenance requirements, but increase overall speed and dependability.

Provide for excellence in daily operations:
- Steve extracted and sent out our bib records for authority control. He also ran the Set Off Debt list and sent it on to Nancy Cludinski, Circulation Director.
- Technical Services staff added a total of 1066 titles and 2721 items this month and mended 78 items so that they could go back into the collection. In addition, they completed 244 manual catalog enhancements and 489 batch catalog enhancements.
- Steve, Kraston, and Laura compiled various IT-related statistics for the yearly Bibliostat report.
- Laura worked with a vendor to get a quote to migrate our webmail/email from in-house servers to a cloud-based solution.
- Kraston performed various troubleshooting of computer equipment in the three buildings, including fixing the PCRes connection issue in YS at WL and JCCL. He also replaced some aging equipment, including a PC in YS at JCCL, and the reference workroom printer at WL.
- To help out other divisions, TS staff contributed 9.5 hours of public service desk support, and 5 hours of MLS Outreach.
- Linda and Mandy completed the Holiday Book inventory project for YS. TS staff also worked on testing an ordering process that downloads full eAudiobook records at the time of purchase to see if this would save time and get better information into our catalog more quickly.

Strengthening community connections and partnerships:
- Laura attended the WJCC Schools Partnership meeting on October 25th. Laura also presented her Talks to Go program at WindsorMeade on Cartoons and Comics of WWII.

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

- An Occasion for the Arts Inspires was on display in the Stryker Center exhibit space.
- Centuries of Art @ Your Library lecture series, presented in partnership with Williamsburg Contemporary Arts Center and Virginia Museum of Fine Arts, began with two offerings.
- North Sea Gas returned to the Williamsburg Library theatre on October 8, performing for an intrepid crowd braving Hurricane Matthew.
- International travel thwarted the Dewey Decibel Concert Series debut of Canadian musician David Francey on October 21 resulting in a last minute cancellation.
- The Dewey Decibel Concert Series teamed up with William and Mary’s Ewell Concert Series for a Sunday evening of Jazz with Harris Simon on October 23.
- Panglossian Productions closed out the month with the opening three performances of “God of Carnage”.

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 213 room bookings during the month.
- There were 395 meeting room uses by 6,880 people at all three WRL locations during the month. Rooms are checked after each use and cleaned as necessary.
- Fielded and answered 640 reference questions.

Provide excellence in daily operations:

- Continued reviewing applicants for the vacant part-time Security Monitor position.
- Attended WRL/WJCC Schools Partnership meeting.
- Provided technical support for the Youth Services annual Pre-School Literacy Workshop for Teachers and Teacher Assistants held at the Williamsburg Library.

Robert Haas, Program Services Director
Special Projects Division Report
October 2016

Strengthening community connections and partnerships

- The WRL/W-JCC partnership team held its fall meeting to discuss ongoing projects and other issues related to the partnership. The Impact K-5 pilot project is off to a strong start, providing teachers at Rawls Byrd ES access to materials for classroom instruction.
- Barry and Elizabeth attended the W&M Community Partners Breakfast, an opportunity to talk with area non-profit groups about their work and to look for areas where WRL can support that work.

Provide excellent collections:

- Barry analyzed digital magazine use and using data from Adult Services librarian Emma Pruss compared the use of digital magazines to the print version in the WRL collection. This analysis will assist in making decisions on magazine renewals both in digital and print formats.
- October was still a strong month for digital collection use, with music downloads, audiobook use, and magazine use all up from September. With the addition of the Freegal Music Streaming service, overall digital circulation is up 97% from FY16. The database collections also saw a large increase in use, tied in part to the implementation of easier access for WJCC students, who can now use their student ID number as a substitute for their library card number to login to WRL database collections.

Provide excellence in daily operations:

- Elizabeth worked with staff in Adult Services to develop and implement two new media plans to promote recurring and one-time events.
  - Colonial First Ladies talk
  - Winter Wellness series
- Elizabeth continued to monitor and provide updates for six existing media plans.
  - Dewey Decibel Concert Series
  - Talks@2 Lecture Series
  - Will McIntosh Author Visit
  - International Games Day
  - Centuries of Art
  - Jane-uary
- Barry wrote an analysis of WRL-info, the library’s electronic newsletter, looking at engagement, open rates, and other statistical data (see attached).
- Elizabeth prepared a slide show for the WRL Staff Recognition Breakfast, including taking photos in all the library divisions, gathering additional photos from WRL files, and creating the presentation.
- Barry worked with Janet and Carrie to draft a document for the Board’s director search subcommittee that outlined the tasks that the library director is responsible for.
- Elizabeth began planning/work on a comprehensive Youth Services event brochure to be produced quarterly. This will allow Youth Services staff to more easily promote programs with a single document.
- Barry worked on several projects analyzing data, assessing library impacts, and drafting responses and reports, including reviewing the City of Williamsburg parking study, updating library information in the City of Williamsburg’s Goals, Initiatives, and Outcomes report, and a report on when the library may need to seek legal counsel.

Barry Trott, Special Projects Division Director
WRL-Info Report

The Williamsburg Regional Library has offered users an email newsletter for many years. Originally a simple text email of weekly calendar events, WRL-Info was moved to the library’s LibraryAware platform in January of 2014. The shift to LibraryAware allowed the library to incorporate color, graphics, and links into the newsletter. WRL-Info is sent out every Monday at 10:00 a.m. and includes a list of calendar events for the week arranged by audience, a list of upcoming technology training classes, a list of storytimes, a list of exhibits at the Williamsburg Library Theatre Gallery and the Stryker Exhibit space, featured content, announcements, and a weekly suggested reading list linked to the WRL catalog.

Users can opt-in to subscribing to WRL-info by signing up at www.wrl.org/wrlinfo. The signup link is promoted on the library’s website feature carousel, on the in-library digital displays, via social media, and through other channels.

WRL-Info currently has 1,472 subscribers (as of 10/5/16). This compares to 1,165 subscribers to the Library Letter (our print newsletter). The subscription list has grown by 26% since July 2015.

Between July 2015 and October 2016, 89,487 emails were sent to users. The open rate for emails during that time was 36%. This compares extremely favorably to average open rates for email marketing and newsletter campaigns in similar organizations (open rates for commercial enterprises are lower across the board than those for non-profit groups) (see figure 1).

<table>
<thead>
<tr>
<th>Industry</th>
<th>Email Open Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>WRL</td>
<td>36%</td>
</tr>
<tr>
<td>Arts and Entertainment</td>
<td>24%</td>
</tr>
<tr>
<td>Civic/Social organizations</td>
<td>24%</td>
</tr>
<tr>
<td>Education (K-12)</td>
<td>23%</td>
</tr>
<tr>
<td>Higher education</td>
<td>21%</td>
</tr>
<tr>
<td>Government agencies</td>
<td>14%</td>
</tr>
<tr>
<td>Marketing/Advertising/PR</td>
<td>10%</td>
</tr>
<tr>
<td>Other non-profit</td>
<td>11%</td>
</tr>
<tr>
<td>Publishing</td>
<td>17%</td>
</tr>
<tr>
<td>Religious organizations</td>
<td>18%</td>
</tr>
<tr>
<td>Travel and tourism</td>
<td>19%</td>
</tr>
</tbody>
</table>

Figure 1 Email open rates (data from Constant Contact, https://support2.constantcontact.com/articles/FAQ/2499)
During last fifteen months, users have clicked on 8,862 links to WRL content in the weekly newsletter, covering event details, the library catalog, program descriptions, and more.

Sixty two percent (62%) of subscribers access WRL-Info on a desktop computer and thirty eight percent (38%) use a mobile device. LibraryAware newsletters are optimized for mobile devices and are accessible on both phones and larger tablets.

Based on best practices, the library has chosen an opt-in approach with WRL-Info, requiring users to sign up for the newsletter.\(^1\) Opt-in has several advantages which are important to the library. The library’s relationship with its users is built on trust, and the quickest way to reduce the trust level is for users to receive unsolicited emails from WRL. Opt-in ensures that the library has a subscriber list that is interested in what we are doing. The literature on email marketing notes “email marketing will generate the highest return on investment (ROI) when you take the time to build and maintain an engaged subscriber list.”\(^2\) Many email marketing services such as Constant Contact and MailChimp require their client to use a double opt-in standard for building email lists. This requirement reflects laws in both the US and Europe that have taken aim at SPAM communications. The industry also notes that “People who haven't given you permission [to send them emails] are more likely to report your campaigns as spam, and less likely to engage with your campaigns or make purchases. It’s in your best interest to always secure express permission.”\(^3\)

WRL continues to explore additional options to encourage users to sign up for WRL-Info in order to bring information about the library’s collections, programs, services, and facilities to the community.

Barry Trott
Special Projects Director
10/10/2016

\(^1\) Sweeney, Patrick. “Email is the Key.” *Library Journal*, October 1, 2016:36-37.


Provide excellent service:

- The IMPACT K – 5 pilot project continued, with four teachers requesting materials this month. Youth Services librarians selected materials on the topics submitted by the teachers, and the materials were delivered to Rawls Byrd Elementary School by the Mobile Library Services vehicle.
- A user was very excited about Laurie Ziegler’s display of children’s books for adults, “Not Just for Kids.” The user not only checked out many of the books on display, but also contacted Laurie, who created a bibliography of additional books for her.

Provide excellent programs:

- Elethea Davis, Tova Johnson, and Chris Russell conducted 27 story programs at outreach sites in the month of October. Total attendance was 625 children and caregivers.
- Monthly visits to Head Start classrooms resumed this month. Morag Willey, Heather Hamblin, Laurie Ziegler, Ginger Hutter, and Charlotte Wood presented storytimes for 221 children at four Head Start locations.
- Chris Russell, Morag Willey, and Ginger Hutter presented storytimes to 131 children in the Bright Beginnings preschool programs at Rawls Byrd and Clara Byrd Baker Elementary Schools.
- Rachael Nelson and Tova Johnson presented a craft for teens at the Heritage Mobile Home Park.
- We hosted our tenth Preschool Literacy Workshop for Teachers and Teacher Assistants on Saturday, October 8. Fifty area preschool teachers and teacher assistants registered for this free annual event.
- Rita Dimmett coordinated a “Halloween Spooktacular” presentation by Mad Science. Mad Scientist “Neutron Ronnie” amazed the audience with Halloween-themed science tricks and demonstrations.
- Valerie Steffey provided a special evening storytime and craft. Forty-three children and caregivers enjoyed Halloween stories, songs, and crafts.
- Ninety-four first grade students from DJ Montague Elementary School toured the library.
- Sara Meldrum led a Preschool Dance Party. Twenty-nine children and their caregivers enjoyed dancing and playing instruments while the bubble machine filled the room with bubbles.
- Hannah Pierce coordinated two author visits in October. Lisa Graff presented to 1,812 students at six elementary and middle schools, describing the writing process and encouraging them to write their own stories. Ms. Graff’s visit, which was funded by the Friends of Williamsburg Regional Library, is a part of our WRL/WJCC partnership. William and Mary alumnus author Mary Quattlebaum presented to two area elementary schools, inspiring 386 children to read and write. Ms. Quattlebaum’s visit, which was a collaboration with William & Mary’s Swem Library, was sponsored by the Friends of Williamsburg Regional Library.
Provide excellent collections:
  • Tova Johnson ordered junior fiction and non-fiction titles for our ebook collection.
  • Morag Willey coordinated a teen volunteer project of cleaning of all our Junior Easy Reader books.
  • Morag Willey continued to weed the 600s and Junior Fiction at both buildings.

Provide excellence facilities:
  • Laurie Ziegler created an interactive haunted house at the James City County Library. Our users had a grand time opening the windows of the display to see what not-so-spooky creature lurked within.

Provide for excellence in daily operations:
  • Hannah Pierce, Eletha Davis, and Sandy Towers attended the WRL/WJCC Partnership meeting on October 25.
  • Tova Johnson represented the Youth Services Division at the first meeting of the WRL/WJCC Partnership ESL Initiative.
  • The Youth Services division participated in three staff events in October. Jessa Guinn from Human Resources presented information on the implementation of the Fair Labor Standards Act, Rita Dimmett coordinated a division-wide staff meeting, and we enjoyed a staff recognition breakfast.
  • We welcomed new Youth Services Librarian Linda Niedzwick on October 1. Linda previously worked as a Circulation Services Assistant at WRL.

Expressions of gratitude from our users:
“I really appreciate the help. This library is awesome!”
--An adult user to Eletha Davis after Eletha helped her obtain a library card.

A young adult user at the Country Village Mobile Home Park told Tova Johnson that in the past three years, she had only missed coming to the MLS vehicle twice. Although she often checks out materials, she explained that sometimes she likes to just sit and browse through some of the books on the vehicle. “Even if I don’t check out a book, coming here is the highlight of my week!”

We had two users comment on our staff’s “so sweet” voices, which I think speaks to our genuine desire and delight in helping our users of all ages. After Chris Russell patiently helped an older adult user over the phone, she told him how thankful she was for the help, and said, “Your voice just sounds so sweet.” After a preschool storytime this month, one of the parents told Sara Meldrum, “Your voice is so sweet. We love you!”

Sandy Towers, Youth Services Director
Ongoing Programs

**The Polar Bear Reading Club**
December 1 – February 28

This winter, readers are invited to join WRL’s online Polar Bear Reading Club. Everyone in the family can participate in the program. Readers can log their books and earn winter-themed online badges. Register at wrl.beanstack.org and have fun reading with your family during the chilly days of this season.

**LEGO Open Play**
Series: Saturdays, 2:00 pm – 4:00 pm
WL – December 10, January 14, February 11
JCCL – December 17, January 21, February 18

LEGOs facilitate open-ended play — with no directions, no mistakes, and no external goals, kids develop creativity and manual dexterity while they have fun! Due to small pieces, this drop-in playtime is recommended for ages 5+.

**Paws to Read with K-9 Connection**
Series: Sundays, 2:30 pm – 3:30 pm
December 18, January 8, February 5
James City County Library Kitzinger Room

Kids, dogs, and books... what a great relationship! Paws to Read attracts children from the entire spectrum of reading levels to read to trained K-9 Connection therapy dogs. No prior registration is needed, but a signed permission form from a parent is required.

**Preschool Dance Party**
Series: Saturdays, 11:00 am
January 14 & February 25
James City County Library Kitzinger Room

What do you get when you add balloons and bubbles to music? A fantastic preschool dance party! Put on your dancing shoes and join us for an exciting hour of songs, movement, rhymes, and just plain fun. Parents, it’s a great time for you to share your best moves with your little ones as well.

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Storytimes

Capacity for storytimes is limited to 40 participants. Free tickets will be available at the Youth Services Reference Desk 30 minutes prior to storytime. All participants must be present in order to receive tickets. We are not able to accommodate groups from childcare centers.

**Baby Storytime**
Series: 11:00 am, November 28 – February 28
Mondays @ WL, Tuesdays @ JCCL

Baby Storytime is a lapsit storytime program for babies from birth to 18 months and their caregivers. This storytime includes 15 minutes of songs, fingerplays, and lap games, plus time for your child to play and for you to visit with other caregivers.

**Toddler Storytime**
Series: 11:00 am, November 29 – March 1
Tuesdays @ WL, Wednesdays @ JCCL

Toddler Storytime is a storytime program designed for toddlers aged 18 months to 3 years and their caregivers, featuring brief stories, rhymes, songs, fingerplays, and other activities. A short, optional playtime follows.

**Preschool Storytime**
Series: 11:00 am, November 30 – March 2
Wednesdays @ WL, Thursdays @ JCCL

Storytime for preschoolers aged 3 to 5 and their caregivers featuring stories, rhymes, songs, fingerplays, and other activities.

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Williamsburg Regional Library
7770 Croaker Rd
Williamsburg, Virginia 23188 | 757.259.4040
www.wrl.org
**December**

**The Rockstar Magic of Chris & Neal**
Saturday, December 3  
11:00 am – 12:00 pm  
Williamsburg Library Theatre

These rock stars roll back into Williamsburg for another round of spectacular illusions, incredible costume changes, and gut-busting laughter. Children will be enthralled by their engaging personalities and the enchanting magic of their holiday program, "Christmas is Love."

**A Christmas without Rudolph**
Saturday, December 10  
2:00 pm – 3:00 pm  
James City County Library Kitzinger Room

Who will pull Santa's sleigh when Rudolph gets a cold? Find out in this funny holiday puppet show, and stay for a craft and hot chocolate. Recommended for ages 4 and up.

**Gingerbread House Craft**
Saturday, December 17  
2:00 pm – 3:30 pm  
James City County Library Kitzinger Room

Nothing could be more fun than making a mini-gingerbread house with graham crackers, frosting, and candies. We'll share holiday stories while the frosting sets. Ages 10 and up. Registration is required; signups start November 28.

**Noon Year's Eve Party**
Saturday, December 31  
11:00 am – 12:30 pm  
James City County Library Kitzinger Room

Games, crafts, dancing, and a balloon drop to ring in the new year at the stroke of 12 – PM, that is! The party is designed for ages 3-8, but whole families are welcome. Registration is required, limit 50 attendees; signups start December 5.

**January**

**Family Fort Night**
Friday, January 20  
5:30 pm – 7:00 pm  
Williamsburg Library Youth Services Area

Pick out a book, build a fort, and then snuggle inside for a family read-aloud. Bring a flashlight and blankets or towels for your fort. Registration is required for this after-hours program; signups begin December 20. Ages 4 and up.

**Book Bingo**
Sunday, January 22  
2:00 pm – 3:00 pm  
James City County Library Kitzinger Room

Enjoy a fun winter afternoon playing an old-school favorite and spending time with friends and family. Get Bingo and win a book!

**National Puzzle Day**
Sunday, January 29  
1:00 pm – 5:00 pm  
Williamsburg Library Youth Services Area

Celebrate National Puzzle Day at the library! Drop in to enjoy a cup of hot chocolate and a variety of fun puzzles for the whole family.

**February**

**Reading Igloo**
February 1 - 28  
James City County Library Youth Services Room

During the month of February, families are invited to read together in our igloo at the James City County Library during regular library hours.

**Winter Reading Program**
February 1 - 28  
All buildings

If you are looking to establish a daily reading routine with your little one, WRL's Winter Reading Program offers a good way to start. Throughout the month of February, pick up a reading log at any library location, including MLS stops. Read every day in February, track your reading in the log, and come by at the beginning of March to pick out a free book as a prize! Children from birth to first grade are eligible to participate in this program.

**Bright Star Theatre presents Aesop's Fables**
Sunday, February 19  
2:00 pm – 3:00 pm  
James City County Kitzinger Room

Bright Star Theatre presents a fast-paced, high-energy production of popular Aesop stories such as "The Tortoise and the Hare," "The Boy Who Cried Wolf," and "The Lion and the Mouse." Join us for an afternoon of fun for the whole family! This performance was designed with preschoolers through 5th graders in mind.
To: WRL Board of Trustees
From: Janet Crowther, Interim Library Director
Date: 12/7/2016
Re: Action Items: Fund Balance Appropriations

The Williamsburg Regional Library requests appropriation of carryover funds in the amount of $40,000 for the following projects:

$ 8,000 Office 365 & Webmail Migration
$ 10,000 WL Adult Public Seating Replacement
$ 22,000 JCCL Adult Public Seating Replacement
$ 40,000 Total

Office 365 & Webmail Migration
WRL’s current email system is on internally supported 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 with experience in migrating accounts and configuration of the new platform.

WL Adult Services Public Seating Area Replacement
The public chairs in the Adult Services magazine reading area are dated, stained, and worn. New soft seating would provide a clean and attractive area to read.

JCCL Adult Services Public Seating Area Replacement
The two seating arrangements in the Adult Services area are dated, stained, and worn. New soft seating and side tables would provide clean and attractive areas to read. One of these two seating arrangements is less used by the adults due to the low style of the chairs. This arrangement is still serviceable and will be reupholstered and repurposed to the teen area. We believe this style of chair will be welcomed by the teens.
## CIRCULATION by Locality

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<tr>
<th>Library Type</th>
<th>WMSB</th>
<th>JCC</th>
<th>YORK</th>
<th>OTHER</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change</th>
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<tr>
<td>Williamsburg Library</td>
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<td>24,938</td>
<td>4,803</td>
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<td>159,163</td>
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<td>James City County Library</td>
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<td>3,923</td>
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<td>34,473</td>
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<td>Mobile Library Services</td>
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<td>3,132</td>
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<td>175</td>
<td>3,962</td>
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<td><strong>Monthly Total</strong></td>
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<td>8,833</td>
<td>823</td>
<td>75,923</td>
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<tr>
<td><strong>Percent of Monthly Total</strong></td>
<td>14.37%</td>
<td>72.92%</td>
<td>11.63%</td>
<td>1.08%</td>
<td><strong>Excludes Digital Collection</strong></td>
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## CIRCULATION by Type

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<th>Type</th>
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## USER QUESTIONS

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<th>Type</th>
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<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
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<tbody>
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<td>Stryker Center</td>
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<td>Outreach</td>
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<td><strong>Monthly Total</strong></td>
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<td>9,213</td>
<td>41,328</td>
<td><strong>-8.4%</strong></td>
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## PROGRAM ATTENDANCE

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<th>Adult</th>
<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>2,077</td>
<td>776</td>
<td>2,853</td>
<td>16,520</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>164</td>
<td>541</td>
<td>705</td>
<td>7,391</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>1,374</td>
<td>0</td>
<td>1,374</td>
<td>2,142</td>
<td></td>
</tr>
<tr>
<td>Outreach</td>
<td>876</td>
<td>4,102</td>
<td>4,978</td>
<td>13,629</td>
<td></td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td>4,491</td>
<td>5,419</td>
<td>9,910</td>
<td>39,682</td>
<td><strong>-1.9%</strong></td>
</tr>
</tbody>
</table>

## MEETING ROOM USE

<table>
<thead>
<tr>
<th>Type</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>1,472</td>
<td>6,555</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>394</td>
<td>1,870</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>82</td>
<td>826</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,948</td>
<td>9,251</td>
<td>28.6%</td>
</tr>
</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</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>4,971</td>
<td>10,651</td>
<td>15,622</td>
<td>64,356</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>2,481</td>
<td>4,352</td>
<td>6,833</td>
<td>29,313</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>N/A</td>
<td>86</td>
<td>86</td>
<td>3,113</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>108</td>
<td>1,045</td>
<td>1,153</td>
<td>2,198</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>7,560</td>
<td>16,134</td>
<td>23,694</td>
<td>98,980</td>
<td></td>
</tr>
</tbody>
</table>

## COLLECTION

<table>
<thead>
<tr>
<th>Type</th>
<th>Print</th>
<th>Non-Print</th>
<th>Total</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>131,544</td>
<td>18,271</td>
<td>149,815</td>
<td><strong>-1.3%</strong></td>
</tr>
<tr>
<td>James City County Library</td>
<td>107,603</td>
<td>16,902</td>
<td>124,505</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>8,313</td>
<td>2,948</td>
<td>11,261</td>
<td></td>
</tr>
<tr>
<td>Digital Collection ***</td>
<td>N/A</td>
<td>21,788</td>
<td>21,788</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>247,460</td>
<td>59,909</td>
<td>307,369</td>
<td><strong>-1.3%</strong></td>
</tr>
</tbody>
</table>

### **Notes:***
- **Digital Collection includes e-books and audio-books**

## USER CARDS

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg</td>
<td>9,859</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>46,984</td>
<td></td>
</tr>
<tr>
<td>York County</td>
<td>7,743</td>
<td></td>
</tr>
<tr>
<td>Other ****</td>
<td>149</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>64,735</td>
<td>6.0%</td>
</tr>
</tbody>
</table>

### **Notes:***
- **Non residents with special recognition cards**