I. Call to Order – Chair Porter
II. Public Comment
III. Consent Calendar
   • Approval Minutes – December 7, 2016
   • November and December Finance Report
   • Monthly Staff Reports
IV. Chair’s Report – Porter
   • Director Search Committee Report/Update
   • Legal Services Update
V. Interim Library Director’s Report – Crowther
   • Action Item: FY 2018 Proposed Budget
VI. Friends of WRL/WRL Foundation Updates
   • Task Force Update
VII. Other Business
VIII. 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
IX. Adjournment

Other Enclosures:
   • November and December Statistics
   • FYI Articles, Kudos, and News Items
   • December Newsletter

Next Regular Meeting:
February 22, 2017, 3:00 p.m., Meeting Room 128, Stryker Center

Attending: Bill Porter, Jim Axtell, Sally Andrews, Pam Franz, Vickie Herrick, Wilford Kale, Jason Purse, and Jorge Rivas
**WRL Board of Trustees**  
**Minutes of Board Meeting December 7, 2016**  
**Meeting Room 128, Stryker Center**

**Attending Were:** Bill Porter, Jim Axtell, Sally Andrews, Pam Franz, Letizia Gambrell-Boone, Vickie Herrick, Wilford Kale, Natalie Miller-Moore, Jason Purse, 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; Anne Wall of Robinson, Farmer, Cox Associates; Interim Library Director Janet Crowther; library staff members Carrie Binsfeld, Barry Trott, Melissa Simpson, and Sarah App.

**Absent was:** Barry Marten

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

Mr. Porter asked all in attendance to participate in a moment of silence in memory of the battle of Pearl Harbor.

**Public Comment:** None.

**Report from the Auditors:**

- **Action Item: Annual Financial Report Fiscal Year Ending June 30, 2016** – Ms. Binsfeld introduced Anne Wall of Robinson, Farmer, Cox Associates. Ms. Wall reviewed the audit process as it pertains to Williamsburg Regional Library and the annual financial report in its entirety. According to the auditor’s report the results of their tests disclosed no instances of noncompliance. Ms. Franz moved to accept the report as presented. Mr. Axtell seconded, all approved.

**Adult Outreach Services Plan:** Ms. Simpson gave a presentation on the library’s mobile library services adult and homebound outreach. Ms. Simpson described the primary purpose, gave an overview of operations and programs, and provided statistical information. Ms. Simpson answered questions regarding book groups, e-books, and average visit length.

**Consent Calendar:** The December 7, 2016 consent calendar was approved by a unanimous vote.

**Chair’s Report:**

- **Library Director Search Committee Report/Update** – Mr. Axtell updated the board on the current candidates the committee is recommending for interviews. The board discussed the daily schedules for the interviews and the results of the Doddle poll for interview dates sent to members.

**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 4:00 p.m. and concluded at 4:20 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, Mr. Kale 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.

![Votes](image)

Mr. Porter reported the board discussed only items pertinent to the library director search.

Mr. Axtell motioned to approve the three presented candidates to invite for in-person interviews as well as one additional alternative candidate. Ms. Miller-Moore seconded the motion; all approved.

- **Action Item: FY 2018 Proposed Budget** – A proposed budget for FY 2018, compiled by the Finance Committee, was presented to the board. Pending approval, the proposed budget will be sent to the City of Williamsburg, James City County, and York County for consideration. The Board of Trustees will vote on the proposed budget at the January 25, 2017 meeting.

**Interim Library Director’s Report:** Ms. Crowther announced the James City County Board of Supervisors will vote on bids for the BMP Stormwater project at their January 10, 2017 meeting. Ms. Crowther discussed the current status of the City of Williamsburg parking study. Ms. Crowther announced the changes that were made to the Fair Labor Standards Act (FLSA) have been placed on hold due to a federal court in the Eastern District of Texas issuing a preliminary injunction blocking the Department of Labor from enforcing new regulations.

- **Action Item: Fund Balance Appropriations** – Ms. Crowther presented three fund balance appropriations:
  - $8,000 – Office 365 & Webmail Migration
  - $10,000 – WL Adult Public Seating Replacement
  - $22,000 – JCCL Adult Public Seating Replacement

  Mr. Purse motioned to approve the three fund balance appropriations. Ms. Miller-Moore seconded the motion; all approved.
Friends of WRL/WRL Foundation Updates: Mr. Sadler updated the board on the current progress of the Friends/Foundation Task Force.

Adjournment: Ms. Miller-Moore moved to adjourn at 4:35 p.m. All agreed.

Respectfully submitted,

Sarah App

Approved by _______________________________
William Porter, Chair
December 13, 2016

To: WRL Board of Trustees
From: Carrie L. Binsfeld, Finance Director
Subject: November 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</td>
<td>$215,000</td>
<td>$194,143</td>
<td>90.3% Annual contracts paid (HVAC &amp; Sirsi Dynix)</td>
</tr>
<tr>
<td>Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Services</td>
<td>$6,000</td>
<td>$6,000</td>
<td>100% Annual contract paid</td>
</tr>
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</table>

Percentage of year passed 33.3%
The Williamsburg Regional Library  
Monthly Financial Statement  
For the period ending November 30, 2016

<table>
<thead>
<tr>
<th>EXPENDITURES</th>
<th>Final Budget</th>
<th>Actual</th>
<th>Encumber</th>
<th>Total</th>
<th>% Spent &amp; Encumbered</th>
</tr>
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<tbody>
<tr>
<td>Compensation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries</td>
<td>3,001,591</td>
<td>1,196,855</td>
<td></td>
<td>1,196,855</td>
<td>39.9%</td>
</tr>
<tr>
<td>Wages</td>
<td>615,346</td>
<td>209,643</td>
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<td>209,643</td>
<td>34.1%</td>
</tr>
<tr>
<td>FICA</td>
<td>276,699</td>
<td>103,779</td>
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<td>103,779</td>
<td>37.5%</td>
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<tr>
<td>Virginia Retirement Systems</td>
<td>281,251</td>
<td>108,311</td>
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<td>108,311</td>
<td>38.5%</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>583,050</td>
<td>216,527</td>
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<tr>
<td>Workers Comp Insurance &amp; Unemploy</td>
<td>15,000</td>
<td>7,490</td>
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<td>7,490</td>
<td>49.9%</td>
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<tr>
<td>VRS Group Life Insurance</td>
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<td>15,442</td>
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<td>42.4%</td>
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<td>Fringe Benefits (RM/DCM)</td>
<td>14,882</td>
<td>8,393</td>
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<td>8,393</td>
<td>56.4%</td>
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<tr>
<td>Tuition Assistance</td>
<td>3,600</td>
<td>2,400</td>
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<tr>
<td>Benefits Total</td>
<td>1,210,875</td>
<td>462,342</td>
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<td>462,342</td>
<td>38.2%</td>
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<tr>
<td>Subtotal</td>
<td>4,827,812</td>
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<td>38.7%</td>
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<tr>
<td>Collection</td>
<td>510,000</td>
<td>224,731</td>
<td>54,039</td>
<td>278,770</td>
<td>54.7%</td>
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<tr>
<td>Subtotal</td>
<td>510,000</td>
<td>224,731</td>
<td>54,039</td>
<td>278,770</td>
<td>54.7%</td>
</tr>
<tr>
<td>Operations</td>
<td></td>
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<td>Advertising</td>
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<td>Computer Software &amp; Supplies</td>
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<td>Library Board Expenses</td>
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<td>Maintenance Supplies</td>
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<td>Memberships</td>
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<td>Miscellaneous</td>
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<td>PC Replacement Plan</td>
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<td>11,737</td>
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<tr>
<td>Printing</td>
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<tr>
<td>Professional Services</td>
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<td>Supplies</td>
<td>75,000</td>
<td>25,966</td>
<td>378</td>
<td>26,343</td>
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<tr>
<td>Travel &amp; Training</td>
<td>28,000</td>
<td>1,534</td>
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<tr>
<td>User Refunds</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>N/A</td>
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<tr>
<td>Utilities</td>
<td>179,000</td>
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<tr>
<td>Vehicle Services</td>
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<td>3,972</td>
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<tr>
<td>Subtotal</td>
<td>1,217,570</td>
<td>503,466</td>
<td>65,174</td>
<td>568,641</td>
<td>46.7%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>6,555,482</td>
<td>2,597,037</td>
<td>119,213</td>
<td>2,716,250</td>
<td>41.4%</td>
</tr>
</tbody>
</table>
The Williamsburg Regional Library  
Monthly Financial Statement  
For the period ending November 30, 2016

### REVENUE

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Received</th>
<th>Total Received</th>
<th>% Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Williamsburg</td>
<td>841,160</td>
<td>350,483</td>
<td>350,483</td>
<td>41.7%</td>
</tr>
<tr>
<td>James City County</td>
<td>4,431,020</td>
<td>1,846,258</td>
<td>1,846,258</td>
<td>41.7%</td>
</tr>
<tr>
<td>York County</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>153,941</td>
<td>153,941</td>
<td>50.0%</td>
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<tr>
<td>Lost Books</td>
<td>11,500</td>
<td>5,331</td>
<td>5,331</td>
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</tr>
<tr>
<td>Interest</td>
<td>2,000</td>
<td>2,851</td>
<td>2,851</td>
<td>142.5%</td>
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<tr>
<td>Copy Machines</td>
<td>29,000</td>
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<td>11,484</td>
<td>39.6%</td>
</tr>
<tr>
<td>Library Fines</td>
<td>55,000</td>
<td>21,903</td>
<td>21,903</td>
<td>39.8%</td>
</tr>
<tr>
<td>Set Off Recovery</td>
<td>9,500</td>
<td>584</td>
<td>584</td>
<td>6.1%</td>
</tr>
<tr>
<td>Other Library Revenue</td>
<td>7,000</td>
<td>5,583</td>
<td>5,583</td>
<td>79.8%</td>
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<tr>
<td>Meeting Room Use</td>
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<td>22,353</td>
<td>55.9%</td>
</tr>
<tr>
<td>Transfer From Fund Balance</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>6,315,356</td>
<td>3,002,017</td>
<td>3,002,017</td>
<td>47.5%</td>
</tr>
</tbody>
</table>

### NON-BUDGETED OPERATING REPORT

<table>
<thead>
<tr>
<th>Program</th>
<th>Revenue</th>
<th>Spent</th>
<th>Encumber &amp; Encumber</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gifts &amp; Memorials</td>
<td>10,331</td>
<td>22,270</td>
<td>22,270</td>
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<tr>
<td>Friends</td>
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<td>42,441</td>
<td>42,441</td>
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<tr>
<td>Foundation</td>
<td>3,485</td>
<td>3,996</td>
<td>1,000</td>
</tr>
<tr>
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</tr>
<tr>
<td>Program Services</td>
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<td>9,703</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td>66,508</td>
<td>78,410</td>
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</table>

Percentage of year past 41.67%
Payroll % of year past 41.67%
January 11, 2017

To: WRL Board of Trustees
From: Carrie L. Binsfeld, Finance Director
Subject: December Financial Statement Analysis

<table>
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<tr>
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<td></td>
<td></td>
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<tr>
<td>Legal Services</td>
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<td>$6,000</td>
<td>100% Annual contract paid</td>
</tr>
</tbody>
</table>

Percentage of year passed 50.0%
The Williamsburg Regional Library  
Monthly Financial Statement  
For the period ending December 31, 2016

<table>
<thead>
<tr>
<th>EXPENDITURES</th>
<th>Final Budget</th>
<th>Actual</th>
<th>Encumber</th>
<th>Total</th>
<th>% Spent &amp; Encumbered</th>
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<td>251,554</td>
<td>251,554</td>
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<td>FICA</td>
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<td>124,428</td>
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<td>45.0%</td>
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<td><strong>Subtotal</strong></td>
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<td>0</td>
<td>2,243,854</td>
<td>46.5%</td>
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<td><strong>Collection</strong></td>
<td>510,000</td>
<td>261,878</td>
<td>49,988</td>
<td>311,867</td>
<td>61.2%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>510,000</td>
<td>261,878</td>
<td>49,988</td>
<td>311,867</td>
<td>61.2%</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>2,735</td>
<td>2,735</td>
<td>21.9%</td>
<td></td>
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<td>Bank Fees</td>
<td>5,750</td>
<td>3,273</td>
<td>3,273</td>
<td>56.9%</td>
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<tr>
<td>Bindery</td>
<td>2,000</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Building Maintenance</td>
<td>30,000</td>
<td>21,207</td>
<td>1,902</td>
<td>23,109</td>
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<tr>
<td>Communications</td>
<td>55,000</td>
<td>18,240</td>
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<tr>
<td>Computer Software &amp; Supplies</td>
<td>20,000</td>
<td>10,538</td>
<td></td>
<td>10,538</td>
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<td>Contractual Services</td>
<td>215,000</td>
<td>189,639</td>
<td>4,849</td>
<td>194,487</td>
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<tr>
<td>Equipment - General</td>
<td>750</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
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<tr>
<td>Financial Services</td>
<td>21,567</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
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<tr>
<td>Fund Balance Appropriations</td>
<td>240,126</td>
<td>78,547</td>
<td>30,107</td>
<td>108,655</td>
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<tr>
<td>Human Resource Services</td>
<td>72,827</td>
<td>30,282</td>
<td></td>
<td>30,282</td>
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<tr>
<td>Insurance</td>
<td>42,500</td>
<td>21,216</td>
<td></td>
<td>21,216</td>
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<tr>
<td>Legal Services</td>
<td>6,000</td>
<td>6,000</td>
<td></td>
<td>6,000</td>
<td>100.0%</td>
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<tr>
<td>Library Board Expenses</td>
<td>6,000</td>
<td>3,692</td>
<td></td>
<td>3,692</td>
<td>61.5%</td>
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<tr>
<td>Library Catalog &amp; Website Services</td>
<td>57,000</td>
<td>35,825</td>
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<tr>
<td>Library Programs</td>
<td>15,000</td>
<td>2,622</td>
<td>370</td>
<td>2,992</td>
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</tr>
<tr>
<td>Local Mileage</td>
<td>5,000</td>
<td>356</td>
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<td>356</td>
<td>7.1%</td>
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<td>Maintenance Supplies</td>
<td>14,500</td>
<td>4,720</td>
<td>127</td>
<td>4,846</td>
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<td>Memberships</td>
<td>8,000</td>
<td>5,121</td>
<td></td>
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<tr>
<td>Miscellaneous</td>
<td>500</td>
<td>114</td>
<td></td>
<td>114</td>
<td>22.8%</td>
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<td>PC Replacement Plan</td>
<td>37,500</td>
<td>14,267</td>
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<td>14,267</td>
<td>38.0%</td>
</tr>
<tr>
<td>Postage</td>
<td>19,500</td>
<td>9,190</td>
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<td>9,190</td>
<td>47.1%</td>
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<td>Printing</td>
<td>3,500</td>
<td>2,204</td>
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<td>2,204</td>
<td>63.0%</td>
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<tr>
<td>Professional Services</td>
<td>12,150</td>
<td>0</td>
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<td>0</td>
<td>0.0%</td>
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<tr>
<td>Supplies</td>
<td>75,000</td>
<td>29,933</td>
<td>378</td>
<td>30,310</td>
<td>40.4%</td>
</tr>
<tr>
<td>Travel &amp; Training</td>
<td>26,000</td>
<td>1,657</td>
<td></td>
<td>1,657</td>
<td>5.9%</td>
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<tr>
<td>User Refunds</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
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<tr>
<td>Utilities</td>
<td>179,000</td>
<td>82,434</td>
<td></td>
<td>82,434</td>
<td>46.1%</td>
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<tr>
<td>Vehicle Services</td>
<td>33,000</td>
<td>7,042</td>
<td></td>
<td>7,042</td>
<td>21.3%</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td>1,217,670</td>
<td>580,853</td>
<td>37,732</td>
<td>618,585</td>
<td>50.8%</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>6,555,482</td>
<td>3,086,585</td>
<td>87,721</td>
<td>3,174,305</td>
<td>48.4%</td>
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</table>
### REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>Budget</th>
<th>Received</th>
<th>Total Received</th>
<th>% Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Williamsburg</td>
<td>841,160</td>
<td>420,580</td>
<td>420,580</td>
<td>50.0%</td>
</tr>
<tr>
<td>James City County</td>
<td>4,431,020</td>
<td>2,215,510</td>
<td>2,215,510</td>
<td>50.0%</td>
</tr>
<tr>
<td>York County</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>153,941</td>
<td>153,941</td>
<td>50.0%</td>
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<tr>
<td>Lost Books</td>
<td>11,500</td>
<td>6,103</td>
<td>6,103</td>
<td>53.1%</td>
</tr>
<tr>
<td>Interest</td>
<td>2,000</td>
<td>3,525</td>
<td>3,525</td>
<td>176.2%</td>
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<tr>
<td>Copy Machines</td>
<td>29,000</td>
<td>13,749</td>
<td>13,749</td>
<td>47.4%</td>
</tr>
<tr>
<td>Library Fines</td>
<td>55,000</td>
<td>25,506</td>
<td>25,506</td>
<td>46.4%</td>
</tr>
<tr>
<td>Set Off Recovery</td>
<td>9,500</td>
<td>722</td>
<td>722</td>
<td>7.6%</td>
</tr>
<tr>
<td>Other Library Revenue</td>
<td>7,000</td>
<td>5,754</td>
<td>5,754</td>
<td>82.2%</td>
</tr>
<tr>
<td>Meeting Room Use</td>
<td>40,000</td>
<td>28,562</td>
<td>28,562</td>
<td>71.4%</td>
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<tr>
<td>Transfer From Fund Balance</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>6,315,356</td>
<td>3,455,198</td>
<td>3,455,198</td>
<td>54.7%</td>
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### NON-BUDGETED OPERATING REPORT

<table>
<thead>
<tr>
<th>Program</th>
<th>Revenue</th>
<th>Spent</th>
<th>Encumber</th>
<th>Total Spent &amp; Encumber</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gifts &amp; Memorials</td>
<td>21,626</td>
<td>25,112</td>
<td>3,300</td>
<td>25,112</td>
</tr>
<tr>
<td>Friends</td>
<td>42,441</td>
<td>73,259</td>
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<td>76,559</td>
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<tr>
<td>Foundation</td>
<td>3,995</td>
<td>4,204</td>
<td>0</td>
<td>4,204</td>
</tr>
<tr>
<td>Library Grants</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Program Services</td>
<td>13,236</td>
<td>12,674</td>
<td>0</td>
<td>12,674</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>81,298</td>
<td>115,249</td>
<td>3,300</td>
<td>118,549</td>
</tr>
</tbody>
</table>

Percentage of year past: 50.00%
Payroll % of year past: 50.00%
Interim Director’s Report
November 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.
• 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 James City County HR and Financial and Management Services departments to change the workweek to better meet scheduling needs. The new Sunday to Saturday workweek is effective January 1, 2017.
• Responded to library user inquiries.
• Attended the Youth Services, Circulation Services, and Technical Services/IT division meetings to talk with staff about the FY17 WRL priorities during this transitional year.
• Assisted Mobile Library Services with service to Greenwood Christian Academy Preschool on November 18.
• Attended the Public Library Association webinar, “Designing Space for People Not Collections.”

Strengthening community connections and partnerships:
• Represented WRL at the semi-monthly James City County and the City of Williamsburg leadership team meetings.
• WRL hosted the Williamsburg Rotary Club at an evening meeting at the Stryker Center on November 3. Rob Haas and I gave fifty-five members a tour of the building and talked with the club about library programming and our community’s use of the new building.
• Represented WRL at the Williamsburg City Council’s State of the City event on November 17.
• Attended the November 22 meeting of the JCC Board of Supervisors as a member of the county’s Executive Leadership Team. The board adopted the JCC 2035 Strategic Plan.

Communicating and raising awareness:
• Attended the WRL Foundation Finance Committee meeting on November 7, the Foundation Board meeting on November 15, and the Foundation Capital Campaign meeting on November 16.
• Met with representatives of the Friends/Foundation Task Force on November 4 and 29.

Rethinking Library Spaces:
• Melissa Simpson, Adult Services Director, and I met with a representative of Melos, Inc. to discuss a furniture replacement project.

Janet Crowther, Interim Director
Excellence in daily operations:

- Met with the Board of Trustees Finance Committee to review the FY18 proposed library budget. Attended the December 7 Board of Trustees meeting and presented three successful fund balance requests to update soft seating in the public areas of the James City County Library and Williamsburg Library and to install Office 365 and migrate the library’s staff email files.
- Met weekly with each of the seven division directors and the library’s development officer. Chaired the library’s leadership team’s (LEAD) monthly meeting.
- Attended the staff “Sweets and Treats” event sponsored by the WRL Staff Connections Committee on December 6.
- Responded to media and library user inquiries.
- On December 8, I served mashed potatoes at the JCC Staff Holiday Luncheon held at the Recreation Center on Longhill Road. Linda Ellis, WRL representative to the James City County Employee Connections Committee, worked with the team in the kitchen to prepare the feast for employees.
- Worked with Carrie Binsfeld and other division directors on FY18 budget related documents and to update the library’s capital improvement plans for the City of Williamsburg and James City County.

Strengthening community connections and partnerships:

- Represented WRL at the semi-monthly James City County and the City of Williamsburg leadership team meetings.
- Represented WRL at the retirement event for John Horne, JCC General Services Director on December 16. John retired after 37 years of service to James City County.
- Hosted the annual joint meeting of the Tidewater Area Library Directors, the Capital Area Library Directors, and the Library of Virginia development consultants at the Stryker Center on December 2.

Communicating and raising awareness:

- Attended the WRL Friends board meeting on December 6 and presented funding proposals in support of seven library projects including author visits to the public schools, programming for tweens and teens, and a second year of the Freegal streaming music service.
- Attended a meeting with representatives from the WRL Friends/Foundation Task Force on December 16.

Rethinking Library Spaces:

- Staff from the Adult Services, Facilities, Finance, IT, and Program Services divisions worked together to upgrade the JCCL meeting rooms. New chairs, tables, and window treatments were installed. The quiet study room has been relocated closer to the Adult Services desk. Trish Walker, Finance Coordinator, organized many of the details.

Janet Crowther, Interim Director
Adult Services Division Report
November 2016

Provide excellent services:
- Use technology where appropriate to enhance users’ experience.
  - Adult Services staff and volunteers taught 16 computer classes in November.
  - Adult Services/MLS received six 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.
- WRL ride-a-long helpers to MLS stops included Barbara Riebe, Dwight Woodward, Cheryl Edwards, Janet Curtis, Jennifer Holliday, and Jennifer Kuncken.

Provide excellent collections:
- Emma Pruss coordinated another round of statistics gathering for the adult magazine collection. The staff counted un-shelved titles in order to determine use of the in-house collection.

Provide excellent programs:
- Adult programs this month included a series of workshops led by local writers for National Novel Writing Month (27); Contemporary book discussion (4); History/Nonfiction book discussion (5); SciFi/Fantasy book discussion (9); and a Talks@2 presentation on Cumberland Island by Sandy Towers (56).
- Thursday Afternoon Film series attracted 199 people for November’s “Escape” movies.
- Rachael Nelson coordinated the all-ages International Games Day (264), in addition to a variety of teen programs including a series of writing support groups (19), Anime Club (5), Teen Advisory Group (4), and Fantastic Beasts Cupcake Wars (2).
- Andrew Smith gave a “Real Lives of Reel Cowboys” talk to residents at Williamsburg Landing (17). He also gave a WRL 101 talk to Lunch and Learn at Williamsburg United Methodist Church (40). Charlotte Burcher presented a WRL 101 talk to residents of Kingsmill (7). I joined a panel of librarians at William & Mary’s Swem Library to discuss librarianship as a career (26).
- Ann Marie Weissert gave Short Talk programs on “Spilling the Beans… Let’s Talk about Coffee” and Barbara Riebe gave Short Talk programs on “K-9 Soldiers: The Dogs of War” to Assisted Living/Convalescent facilities in November.
- Connie Van Bourgondien and Avery Hicks represented WRL at James City County’s annual Live Well Expo (105). Connie took this opportunity to also reach out to six agencies about the library’s homebound service.

Provide excellence in daily operations:
- Jan Marry organized and led the November staff meeting.
- Dwight Woodward ordered 2017 tax forms. As with last year, the IRS Tax Form Outlet Program will only provide 1040, 1040A, and 1040EZ forms and instructions.

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

Provide excellent services:
- Use technology where appropriate to enhance users’ experience.
  - Adult Services staff and volunteers taught 14 computer classes in December.
  - Adult Services/MLS received six 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.
- WRL ride-a-long helpers to MLS stops included Barbara Riebe, Dwight Woodward, Cheryl Edwards, Janet Curtis, Jesse Kelley, and Rachael Nelson.

Provide excellent collections:
- Avery Hicks shifted the audiobook collection at both buildings so the shelves with bookmarks, new audiobooks, and read-alikes would be at eye level.
- Barbara Riebe delegated 68 PBFs totaling $5,588 to the appropriate collection librarians.
- Cheryl Edwards and Barbara Riebe put the holiday books/movies/music on display this month. With Circulation Services staff keeping the areas stocked as items were checked back in, the displays in both buildings circulated over 700 items each.

Provide excellent programs:
- Adult programs this month included the Ford’s Colony Model Railroad weekend (4,000); Contemporary book discussion (6); History/Nonfiction book discussion (6); SciFi/Fantasy book discussion (19); Ken Conger Wildlife Photography lecture (90); Colonial First Ladies lecture (97), and the Talks @2 program “A Tale of Two Shipwrecks” by Rob Haas (67).
- Rachael Nelson coordinated a variety of teen programs including a Snowflake craft (3), Anime Club (12), Teen Advisory Group (8), and Crafts & Cocoa (37).
- Jesse Kelley gave a Talks to Go presentation to residents of Brookdale on “From the Plantations to Beverly Hills: The Story of the Banjo” (19). Barbara Jones gave Short Talk programs about Snowflakes to five Assisted Living/Convalescent facilities in December.

Provide excellence in daily operations:
- Ann Marie Weissert shared that one of the activity directors told her that the MLS stop is the best attended event at any of her three properties. The activity director thinks it’s because of the personal connections MLS staff make with the residents.
- Andrew Smith participated in a webinar on Volunteers of the Future; Cheryl Edwards participated in a LibraryAware training webinar; and Jan Marry participated in a webinar on the Digital Collection of the Library of Congress.

Melissa Simpson, Adult Services Director
Development Officer Report  
November 2016 

Provide excellent service: 
- Throughout the month I consulted with and supported the WRL Foundation Capital Campaign Committee (WRLF-CCC) and campaign chair.  
- I continued consulting with various staff, volunteers, and vendors about donor recognition related to the capital campaign.  
- The WRLF annual appeal letters were mailed on November 4. To date, over 100 gifts have been received.  
- On November 7 I attended the WRLF Endowment Committee and Finance Committee meetings to discuss WRLF disbursements and the proposed 2017 WRLF budget.  
- I attended the WRLF board meeting on November 15. Discussion focused on the progress made by the Friends-Foundation Task Force, the WRLF 2017 budget (approved), and annual disbursements from endowed funds in support of the library.  
- The WRLF-CCC met on November 16 to discuss campaign progress and donor recognition.  
- Attached to this report is the honorary and memorial gifts page that lists donations made to the Williamsburg Regional Library and the WRLF. 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 six to eight Fifty Hour Club membership letters recognizing library volunteers who reached the fifty hour mark by the end of November.  

Provide for excellence in daily operations: 
- I chaired the Peninsula Agency on Aging-Williamsburg (PAA) Seniors as a Resource Committee meeting on November 18. Discussion focused on the spring job fair and the AARP Livability Index. I also participated in the PAA-Williamsburg Advisory Council meeting at the James City County Library. Discussion focused on analyzing results from the visioning session held in October.  
- On November 29 I participated in the LEAD meeting.  

Benjamin J. Goldberg, Library Development Officer
FOUNDATION SUPPORT
Perpetual Book Funds
Donald A. Collard Perpetual Book Fund
- Judith Collard (annual appeal)
- Karen Loughlin

Goldberg Family Perpetual Book Fund
- Betty and Josh Goldberg (annual appeal) (in honor of Alexander and Richard’s birthdays)

Granger Family Perpetual Book Fund
- Connie Granger (annual appeal)

Maxwell Houghland/Sally Roberts Perpetual Book Fund
- Sarah and Chips Houghland (annual appeal) (in memory of Marion Rand)

Parkany Family Perpetual Book Fund
- Nancy and Craig Canning (annual appeal)

Capt. Eric L. Peterson, USN Perpetual Book Fund
- Priscilla Peterson

Our Library - Our Future Endowment - General Fund
- Carl R. Lounsbury (annual appeal)
- J. P. Marenghi (annual appeal)
- Thomas C. Phelps (annual appeal)
- Jean Van Tol (annual appeal)

Annual Appeal
Avid Reader ($1,000 - $9,999)
- Anonymous

Enthusiastic Reader ($250-$999)
- Dottie and Jack Gabig
- Ellin and Baron Gordon
- Shirley Roby

Sincere Reader (up to $249)
- Margaret Adams
- Ruth and David Anderton
- Linda and Donald Baker
- Margaret D. Barry
- Barbara Bilderback
- Vivian B. Bland
- Nanci Bond (in memory of Robert Bond)
- Judith and James Bowers
- H. Maxwell Burry (in memory of Shirley Burry)
- Mary and Howard Busbee
- Helen and Lawrence Cardman
- Nancy Chapin (in memory of Neil M. Chapin)
- Claire and Gjergji Cici
- Stephen C. Clement
- Thomas Contrucci
- Debbie Corber (in memory of Jack Corber)
- Ed Crapol and Jean Zeidler
- Gloria and Robert Cropp
- Nancy and Edward Curran
- Nancy Daugherty (in memory of Jane Van Aken)
- Lee and Aaron DeGroft
- Lis and John Doley
- Sarah and Morton Eckause
- Judith Ewell
- Christina Faia and Franz Gross
- A. H. Fairchild
- Michael J. Fox
- Jean and Archibald Fripp
- Ann Fulford
- Kim and Kevin Galvin
- Godspeed Animal Care
- Francis Going
- Amy and Benjamin Goldberg
- Margaret and Milton Goldberg
• Zoe Graves
• Tory and David Gussman
• Eugenie and Drayton Hamm
• Patricia Harabedian
• Pat and Chase Hearn
• Samuel P. Hoyle, Jr.
• Marilyn and Jerre Johnson (in memory of James McCord)
• Janet and Wayne Jones
• Phoebe and James Kent
• Stephanie and Bob King
• Kathy and Fritz Klausner
• W. W. Koenig
• Marjolaine and David Kranbuehl
• Geraldine Kruger (in honor of Rhyan and Rheis Granger)
• Janet and Scott Kruger
• Donald R. Lashinger
• Elinor H. Lashley
• Trina and James Lesnick
• Barbara Linde (in memory of R. and D. Linde)
• Elizabeth and Thomas Luckham
• Edward W. Lull
• Wendy and Edward Majask
• Dione and Milford Maloney
• Paul Marcus
• James O. Marks
• Gail McCord
• Barbara McLennan
• Kerry and Peter Mellette
• Ursula J. Murden
• Julie and John Murphy
• J. Lesslie Hall III
• Loretta J. Hannum
• Debbie and Bob Noonan
• Libbey and Alex Oliver
• Amy and Chris Paschold
• Maynard Randolph
• Volney Rattan
• Connie Reitz (in honor of Logan and Paige Shepard)
• Susan and Gary Ripple (in honor of Sam Sadler)
• Patricia and George Rublein
• David Scherer and Elise Emanuel
• Anne and Harlan Schone
• Edward J. Stock
• Mary and Donald Swain (in memory of Jane Van Aken)
• Karin and Peter Swains
• Ann R. Symroski
• Dorothy Teubner
• Bobbye and Philip Thorp (in memory of Bonnie Brown)
• Jane and Hugh Van Brimer
• Mary L. Voorhess
• Louis Vosteen
• Chico and Ed Watanabe
• The Webster Family
• Ellen and Tim Weidman
• Mildred West
• Clayton C. Westland
• Marie White
• Anne and Ralph Wolf

HONORARY & MEMORIAL GIFTS
In memory of:
• Patricia Bowers from the Woman’s Club of Williamsburg
• Colonel William H. Casterline from Shirley Castonguay, Gwen and Gary Hiles, Paula Percival, and Pauline Spalding
• Albert Gotthardt from Holly and Skip Yohe
• James McCord from Susan and Jim Axtell
• Joel Sheppard from the Kingsmill Yacht Club
• Jane Van Aken from the Governor’s Land Book Club

In honor of:
• Thomas Kueser from Meghan Mackey

Given by:
• Anonymous

Guest Speaker Book Program
• Rotary Club of Williamsburg

Local Authors Project
• Sharon Dillon – *Echoes of Your Choices*
• Peter Stipe – *Finding Our Way*

In-kind Materials
• Daughters of the American Revolution, Williamsburg Chapter
Provide excellent service:
- Throughout the month I consulted with and supported the WRL Foundation Capital Campaign Committee (WRLF-CCC) and campaign chair.
- I continued consulting with various staff, volunteers, and vendors about donor recognition related to the capital campaign.
- The WRLF annual appeal letters were mailed in November. To date, community support through the appeal has been healthy, resulting in over 180 gifts, averaging more than $100 per contribution.
- I dedicated significant time supporting the Friends-Foundation Task Force during the month.
- Attached to this report is the honorary and memorial gifts page that lists donations made to the Williamsburg Regional Library and the WRLF. 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 one Local Authors Project (LAP) donation photo opportunity.
- I posted one LAP press release to the Daily Press online and submitted one LAP press release 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 by the end of December.

Provide for excellence in daily operations:
- Throughout the month I worked with Barry Trott preparing documents related to an ALA award.
- Throughout the month I worked with Laura Morales to plan for receptions anticipated to occur in January.
- On December 1 I attended the 5th Annual Impact Forum, hosted by Network Peninsula. The forum featured keynote speaker Kimberly Young, Vice President of America’s Charities.
- I helped with the Sweets and Treats afternoon staff event, sponsored by the Staff Connections Committee on December 6. The event was very much appreciated by staff.
- On December 9 I attended the annual Greater Williamsburg Association for Volunteer Administration (GWAVA) lunch meeting held at the King’s Arms Tavern.
- On December 13 I participated in the LEAD meeting.
- I attended and recorded minutes for the Staff Connections Committee meeting on December 13.
- I was on vacation from December 20 through the end of the year.

Benjamin J. Goldberg, Library Development Officer
FOUNDATION SUPPORT
Perpetual Book Funds
Axtell Family Perpetual Book Fund
- Denise Galloway

Florence and Robert Croucher Perpetual Book Fund
- Jennifer and John Boag (annual appeal)

Duane and Douglas Dittman Perpetual Book Fund
- Donna Dittman Hale and Ted Hale (annual appeal)

Nancy Webster Dutro Perpetual Book Fund
- Robert S. Dutro (annual appeal)

Annual Appeal
Enthusiastic Reader ($250-$999)
- Lauren and Sean Allburn
- Scottie and John Austin (in memory of Susanne Austin)
- Jennifer and John Blankinship
- Jean C. Bruce
- David R. Coffield (in honor of Marti C. Coffield)
- Susan Gordon and David Lustig
- Kay W. Kane
- Mabel and Barry Marten
- Constance and Robert Rowan
- Mary Liz and Sam Sadler
- Imogene and Roger Thaler
- Robert T. Vinson

Sincere Reader (up to $249)
- Robert Alpino and Lisa Odabasi (in memory of Robert McGaw)
- Sally and William Andrews
- Mary and Jeffrey Antol
- Margaret S. Biggins Sharp
- Judy Bishop
- Martha and Edward Blanks
- Mary Ann Brendel
- Martha and Robert Burgess
- Pamela Burke
- Sherrie and Gordon Chappell
- Mary and James Clark (in memory of Mary Lou Walten)
- Sheila Conrad
- Julia and John Curtis
- Sue and John Donaldson
- Judith Easton
- Kathleen and Reginald Exton
- Lois J. Fiske
- Christopher R. Gareis
- Corinne and Charles Garland
- Fran M. Hermance
- Marilyn Holloway (in memory of Charles Holloway)
- Ann and Chuck Hobson
- Heather Huyck and Charlie Clapper
- Lori and Michael Jacobson
- Bernice Kimball
- Helen A. Knollmann
- Judith and Stephen Knudson
- Bernice and Chiles Larson
- Andrew Lewis (in honor of Hanukkah)
- Victoria and David Lutzer
- Heather MacDonald
- Lynn and James Majdic
- Ruth C. Mullaney
- Jill Nagel
- Tim Newens
- Don Piper
- Fran and Arthur Post
- Catherine A. Reed
- Marilyn M. Riddle
- Martha and Tom Rideout
- J. Mott Robertson
- Jack K. Robinson
- Berton J. Roth
- William Schneider
- Nanette and David Schoeder
- Karen and Lawrence Shoeberg
- Happy and Ralph Simmons
- Carolyn and Robert Spencer
- Sue and Don Spencer
- Dorothy and Paul Spofford
- Kathryn van Bourgondien
- Steven C. Wann
- Sanford B. Wanner (in honor of Bill Porter)
- Anna and Raol Wolf
- Diane and Alfred Woods
HONORARY & MEMORIAL GIFTS
In memory of:
- Howell Bixler and Timothy Bixler from Doris and Chip Bixler
- Colonel William H. Casterline from Jane B. Bowen, John R. and Denise Bowen, Jim Daley, Elizabeth B. Green, Christine and Carl Hyland, Amy Jeffries, Robert N. Lent, Cindy Lunn, Diane Michalke, Gayle and John Peterson, Sherry and Fred Wells, and Susan Yeh
- Nancy Fitzgerald from her book club friends
- Doris and Joseph Hogentogler from Doris and Chip Bixler
- James McCord from Susan and Jim Axtell and Donna Sheppard
- Robert H. Welch from Meredith and Nathan Altshuler
- Stewart Taylor Zink from Kingsmill Yacht Club

In honor of:
- Alan Bernstein from Cela and Paul Schmidt
- Ursula Murden from Susan Britcher and Jane de Solms

Given by:
- James City County/Williamsburg Master Gardeners
- National Active and Retired Federal Employees Association
- Jan and Terry Walker
- Jill B. Whitten

Local Authors Project
- Chuck Smith – *Stories from Potomac County*
Provide excellent services:
- Steve worked with a vendor to upgrade ILS to current version. He then used troubleshooting and vendor support to fix issues related to the upgrade including checkout limit overrides, acquisition discount code issues, and circulation item transfer problems.
- Brett worked with our web filter tech support staff to keep from blocking certain legitimate web sites our patrons use.
- Brett also teamed up with county IT staff to solve an issue which kept staff from accessing their timesheets.

Provide for excellence in daily operations:
- Technical Services staff added a total of 1884 titles and 3068 items this month and mended 59 items so that they could go back into the collection. In addition, they completed 478 manual catalog enhancements and 1226 batch catalog enhancements.
- Brett upgraded the version of our antivirus software on 152 staff computers and he researched the battery backup for the hardware that belongs to our new ISP and calculated the approximate runtime during a power outage.
- TS staff continued to meet weekly to discuss and update procedures. Christy has now been trained on cataloging ebooks and eaudiobooks and will take over this responsibility from Jean Marie.
- TS staff also attended a webinar on BLUEcloud visibility to introduce them to the product and discussed linked data in general.
- Janet Crowther, Interim Director, met with all IT&TS staff on November 9 to discuss the ongoing national search for the library director position and other topics including the Strategic Plan & financial framework implementation.
- Steve set up subject headings to display correctly in Enterprise catalog.
- Kraston began preparations to replace 12 monitors and PCs in our public area at WL with hardware that was formerly in the eClic room.
- Brett worked to get two electronic door counters functioning again and their timestamps accurate after going offline.
- Kraston repurposed an old laptop to replace the failing Youth Services PCRes laptop at JCCL, and setup and installed a new PC for the IT & TS Director, which is going to be used as a tester for a possible new hardware configuration for all staff machines.
- To help out other divisions, TS staff contributed 3 hours of public service desk support, and 7.5 hours of MLS Outreach.
- Laura worked on creating pages within Enterprise specifically for users to browse the Caldecott and Newberry titles using the cover art. This will replace the current use of a Hot Titles link once it goes live.
- TS staff identified the need for bibs with the relationship designator “Producer” and/or “Director” to be updated to specify film vs television. This project will be taken on by trained Circulation staffers. Christie worked to produce a SQL that generated a list of the affected titles.

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

Provide for excellence in daily operations:

- Technical Services staff members were very busy, adding a total of 1861 titles and 3353 items this month and mending 72 items so that they could go back into the collection. In addition, they completed 543 manual catalog enhancements and 967 batch catalog enhancements.
- Steve resolved a frustrating problem with the HIP administration console along with an issue where renewals done on the public catalog had the incorrect timestamp.
- TS staff continued to meet weekly to discuss and update procedures.
- Steve installed a replacement virtual server host for Filemaker and WebReporter with minimal downtime for staff. Steve also adjusted the backup routines on the new server to use a better backup drive.
- Laura worked in Enterprise on the display of series statements. The series statements are now displayed on both the search results page and the detailed display for physical items, and clicking on the series statement runs a successful search to pull up other items in our collection within that series. Ebooks and eAudiobooks proved trickier, as they are XML-based extractions from the vendor, but eBook series are now displaying if they are included in the data. So far eAudiobooks do display series information.
- Laura also added several fields to the detailed display including Date/Time and Place of Event note, Credits, Performers, Awards, Bibliography, and Language Note. Publication date and copyright date were also separated and correctly labeled.
- Brett and Kraston worked to roll out an upgrade to DeepFreeze on the public machines that had considerable bug fixes.
- Jean Marie alerted everyone to an issue with NoveList items in Enterprise and HIP not getting updated to indicate that we own the title. Steve began investigating the problem to see if it is on our end or theirs.
- To clear out a buildup of gift DVDs, all TS staff took on stack of added copies. This created an immediate dent in our backup and put a significant number of popular DVDs out for the public. This also led to a fruitful discussion during a weekly cataloging meeting regarding how we deal with popular DVDs when the first and second copies that are added have different numbers of discs.
- Kraston worked to fix an issue with the catalog keyboards in YS intermittently losing connection.
- To help out other divisions, TS staff contributed 2 hours of public service desk support, 2 hours of MLS Outreach, and 17 hours of WRL/JCC Committee support.

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 began with two offerings this month on Monday the 7th and 14th.
- Stephen Bennett returned to the Williamsburg Library Theatre on November 18 performing a nearly sold out concert.
- The Virginia Symphony Presents series continued with “Autumn Strings” a String Quartet on November 3.
- The Celtic Film and Constitutional Conversations Series continued this month.
- Janet Crowther and I hosted the Williamsburg Rotary Club at the Stryker Center on the evening of November 3, providing the club a tour and orientation of the new facility.
- Panglossian Productions started out the month with their remaining three performances of “God of Carnage”.
- Presented the Talk to Go program, “A Tale of Two Shipwrecks,” to 24 residents of WindsorMeade.

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 178 room bookings during the month.
- There were 405 meeting room uses by 7,145 people at all three WRL locations during the month. Rooms are checked after each use and cleaned as necessary.
- Fielded and answered 641 reference questions.

Provide excellence in daily operations:
- Re-advertised for vacant a part-time Security Monitor position.
- Provided technical support for “International Games Day” held at the Williamsburg Library.
- Provided facility support for the City of Williamsburg’s state of the city address.

Robert Haas, Program Services Director
Provide excellent programs:

- The Quest: A Journey Toward was on display in the Stryker Center exhibit space.
- “Works by Babbitt” was on display in the Williamsburg Library Gallery.
- Jimmy Masters returned to the Williamsburg Library Theatre on December 3 performing to an enthusiastic crowd.
- Fords Colony Dance Band offered an evening of Holiday Season favorites on December 8.
- Peninsula Concert kept the music coming with their Holiday themed performance on December 13.
- The Davis Bradley Band offered concert-goers a Bluegrass Christmas to remember on December 16.
- The Celtic Film Series continued this month with “The Rising of the Moon”.
- The York River Concert Band made their Dewey Decibel Concert debut on December 21.
- I presented the Talks @ 2 program, “A Tale of Two Shipwrecks,” to 67 attendees at the Stryker Center

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 174 room bookings during the month.
- There were 340 meeting room uses by 10,587 people at all three WRL locations during the month. Theatre and rooms were “turned over” 153 times. Rooms are checked after each use and cleaned as necessary.

Provide excellence in daily operations:

- Began reviewing applications for the vacant part-time Security Monitor position.
- Provided facility and technical support for First Night Williamsburg entertainers Drew Poplin and Jae Sinnett with 486 concert-goers from 6:15 p.m. to 11:30 p.m.
- Provided facility support for the annual Fords Colony Model Railroad Show held at the James City County Library.
- Provided facility and technical support for the Youth Services “Noon Year’s Eve” program for families held at the James City County Library.
- Program Services staff members fielded and answered 579 reference questions.

Robert Haas, Program Services Director
Strengthen Community Connections and Partnerships

- Barry represented WRL at the Home-based Business Resource Fair, jointly sponsored by the City of Williamsburg, James City County, and York County, along with the York County CoC and a few businesses. There were around a hundred or so attendees, as well as numerous exhibitors and presenters. He spoke with about 15 people and gave several demonstrations of the RefUSA business database. A TNCC instructor who requested copies of the resource brochure we put together so that she could use that in her classes. He also spoke with several small business owners about research tools that we had at WRL that would help them with business expansion and market development. There was lots of interest in getting library cards so that they could access these tools. At the end of the event, he talked to Rich Saunders from CoW economic Development and Carolyn Murphy from CoW planning about the library's resources that might be useful to them, their staffs, and their clients.

Provide excellent collections:

- Digital circulation continues to be strong, with streaming music and ebooks leading the way. Overall digital circulation is up 93% from November of FY16.

Provide excellence in daily operations:

- Barry worked with Youth Services staff to update the youth books and reading section of the WRL website. We had some very positive responses to the changes from school media specialists in the WJCC system who indicated that the changes made it easier for students to access WRL resources online.
- Elizabeth worked with staff in Adult Services to develop and implement two new media plans to promote recurring and one-time events.
- Elizabeth continued to monitor and provide updates for six existing media plans.
  - She worked with staff to target additional groups for more intensive outreach including local retirement and active adult communities for the First Ladies program;
  - And met with members of WCAC to continue to fine-tune the division of responsibilities between our organizations for the Centuries of Art series, and produced printed promotional materials and survey cards for this series.
- Barry and Elizabeth met with Melissa, Sandy, and Rob to discuss the use of print promotional material in the library and how best to create and display print materials. Elizabeth drafted a study on current best practices to help guide the development of procedures here at WRL. We will continue to pursue this project in 2017. As a pilot part of this project, Elizabeth worked with Sandy to develop and produce a comprehensive Youth Services winter event brochure to easily promote all youth programs. We will be expanding this model to adult programming in the coming year.
- Elizabeth drafted three press releases, for Talks@2, International Game Day, and the First Ladies program, and all were picked up for stories in local media.
- Barry completed and submitted the FY16 Bibliostat report to the Library of Virginia. This is a statistical and financial report that is a requirement of state funding. Financials were compiled by Carrie and additional data was provided by Melissa, Sandy, Rob, Laura, and Steven D’Amico.
- Barry researched the need to renew trademarks for the WRL logo and after discussions with the County Attorney’s office we decided that we did not need to pursue a renewal for the logos.

Barry Trotter, Special Projects Division Director
Strengthen Community Connections and Partnerships

- The project to enhance student access to WRL databases by using the student ID as an alternate library card number continues to be successful in increasing WRL database use. Over the first half of FY17, use of five student-focused database collections (Ebsco suite, Gale suite, Encyclopedia Britannica, Mango Languages, and Learning Express) is up 117% compared to the first six months of FY16. These databases provide articles, online reference books, language learning and test preparation tools, and more.
- Working with Rob Haas, Elizabeth created a program for the upcoming Williamsburg Symphony Orchestra concert sponsored by the Friends of WRL.

Provide excellent collections:

- Overall digital circulation was up 94% in December compared to FY16 thanks to Freegal Streaming. Ebooks led the way this month with an increase of 18% over last December. Ebooks, eaudio, downloadable music, and downloadable magazines are all running ahead of last year's figures by about 3% overall.

Provide excellent facilities:

- Barry and Elizabeth worked with Wright Sign to develop a variety of signage for the Styker Center, including identifying the administrative area, branding the podiums, and branding the welcome desk.
- We worked with adult and program services staff to replace the sign holders used at the library entrances to promote events and indicate closings. The new sign holders will allow us to use LibraryAware to create posters for these important promotional tools.

Provide excellence in daily operations:

- We completed the transition of the library website to Drupal 7, ensuring a more secure site and improving access to online library resources.
- Elizabeth wrote three press releases, Dewey Decibel Holiday Concerts, Talks@2 “A Tale of Two Shipwrecks,” and grants from the Friends of WRL, which generated three articles in the local press. Barry wrote a press release on the new director candidates that was picked up by the WY Daily.
- Barry researched and drafted several documents for the library director including questions for the LEAD group to ask potential library director candidates and a draft RFP for legal counsel for the library.
- Barry and Elizabeth finalized plans for two spring ad campaigns in the Williamsburg’s Next Door Neighbors magazine and on the williamsburfgamilies.com website. The first ad will be in the January issue of Williamsburg’s Next Door Neighbors, to be followed by ads in March and May. These ads will focus on digital content, library programs, and lifelong learning opportunities. Elizabeth will oversee the williamsburfgamilies.com campaign to run in February, April, and June, and which will focus on services to teens, digital content for young readers, and Summer Reading.
- Barry responded to two media inquiries from the Virginia Gazette, one on holiday decorations and one on the future of libraries.

Barry Trott, Special Projects Division Director
Youth Services Division Report  
November 2016

Provide excellent service:
- Using program descriptions written by Youth Services staff, Elizabeth Hornsby created a tri-fold brochure listing Youth Services winter programming. This brochure, which includes events happening in December, January, and February, is being distributed at the Williamsburg and James City County Libraries, as well as at the Mobile Library Services childcare and neighborhood stops.

Provide excellent programs:
- Eletha Davis, Tova Johnson, and Chris Russell conducted 34 story programs at outreach sites in the month of November. Total attendance was 808 children and caregivers.
- Susan Kelley, Valerie Steffey, Hannah Pierce, and Heather Hamblin presented storytimes to 181 children in the Bright Beginnings preschool programs at Norge and JB Blayton Elementary Schools.
- Eletha Davis conducted a library orientation for 36 WJCC-CAA Head Start staff members.
- Rita Dimmett coordinated a performance of the Nutcracker Suite by the Concert Ballet of Virginia. This abbreviated version of the holiday classic ballet was enjoyed by 245 children and caregivers.
- As part of International Games Day, Ginger Hutter created a life-sized version of the popular children’s board game, Candyland. In all, 114 children and caregivers made their way through the Lollypop Forest and waded through Gumball Lake on their way to King Candy's Castle.
- Sandy Towers presented a program for the Talks@2 series. The program, entitled “A Virtual Trip to Cumberland Island,” described Georgia's southernmost barrier island, including its early residents, designation as a National Seashore in 1972, and local wildlife. Fifty-six adults attended the talk.

Provide excellent collections:
- In order to serve our users efficiently, Ginger Hutter worked with Steve D’Amico to create a report to identify trace items with holds. Additionally, Morag Willey worked on locating books on the transit report (books with “In Transit” status for more than 7 days).

Provide excellence facilities:
- Eletha Davis worked with James City County Fleet Maintenance to coordinate the repair of the air conditioning and heater system in one of the Mobile Library Services vehicles.

Provide for excellence in daily operations:
- Hannah Pierce, Eletha Davis, and Sandy Towers met with Greg Tarbox and Zakiya Howell of James City County Parks & Recreation to discuss several projects. In January, the Mobile Library Services vehicle will begin a three-month pilot project delivering monthly van service to the 10 Parks & Recreation after school childcare sites. In February, Youth Services Librarians will visit
each of the nine elementary sites weekly for storytime as part of our “Booked for Breakfast”
program. In April, the students attending the Rec Camp during Spring Break will come to the
library for a science-themed show in the theatre.

- Hannah Pierce and Ginger Hutter worked together to set up the Polar Bear Reading Club, an
  online reading club for everyone in the family, including adults. Readers log their books and earn
  winter-themed online badges. Participants can also sign up to receive weekly emails with
  personalized book recommendations. The Polar Bear Reading Club runs December 1 – February
  28.

- Hannah Pierce coordinated a division-wide staff meeting promoting storytime ideas. Staff
  members participated in a parachute activity which could be used with children, took a closer look
  at transitional reader books, and shared favorite seasonal stories.

- Valerie Steffey attended a STEP into Storytime webinar on providing storytimes to an all ages
  crowd.

- Sandy Towers attended the meeting of the community-based Preschool Literacy Project task force.
  This group includes members of the community who have the shared goal of promoting preschool
  literacy in our area. One ongoing project of the group is the Play and Learn Storytime program at
  the Grove Christian Outreach Center. Seven children are now being served, and a translator helps
  some of the children and adults.

- Sandy Towers attended an ALA-sponsored webinar entitled, “Build a Great Team” with two other
  division directors.

Expressions of gratitude from our users:

Morag Willey noticed two mothers really enjoying each other’s company at the weekly Baby Stay & Play
session. She asked them if they had known each other for a long time because they seemed so friendly.
The mothers reported that they had met each other at Baby Stay & Play and now meet at the library
weekly with their 6 month-old children, who were born six days apart.

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

Provide excellent service:

- Mobile Library Services staff worked to spread the word about library services to the residents of Heritage Mobile Home Park and other Grove neighborhoods. They went door-to-door to inform residents of the MLS services, and also worked with Grove Christian Outreach to reach residents of Grove area. In December, residents in Heritage Mobile Home Park checked out 388 items from the MLS vehicle – an increase of 190 items checked out in November.

- Laurie Ziegler worked with Elizabeth Hornsby to replace one of the booklets in the Mother Goose packet with a large, informative bookmark that includes our storytime schedule. The Mother Goose packets are given to expectant families at the weekly Sentara Hospital New Parent/Sibling Tour.

Provide excellent programs:

- Eletha Davis, Tova Johnson, and Chris Russell conducted 31 story programs at outreach sites in the month of November. Total attendance was 671 children and caregivers.

- Storytime programs were offered at four local Head Start locations. Stories, songs, and fingerplays were enjoyed by 238 children and caregivers.

- The Rock Star Magic of Chris and Neal returned to the library by popular demand. They presented a winter-themed magic show for 140 awestruck children and their caregivers.

- Over the course of two days, 4,667 people joined the noise, fun, and wonder as the master craftsmen of the Fords Colony Model Railroad Club shared intricate model railroad scenes at the James City County Library.

- Laurie Ziegler and Morag Willey presented an original puppet show, A Christmas Without Rudolph. In addition to the puppet show, hot chocolate and a holiday craft were enjoyed by 45 children and caregivers.

- Another holiday treat enjoyed by 27 users this month was the Gingerbread House Craft. Youth aged 10-years-old and up created mini gingerbread houses with graham crackers, frosting and candies.

- Bubbles, music, and a balloon drop to ring in the New Year at the stroke of 12 ---PM, that is! Back for a second year, 97 children and caregivers welcomed the New Year with stories, games, crafts, and dancing.

- Hannah Pierce and Valerie Steffey finished editing the Battle of the Books practice questions and shared them with participating schools. The 27th annual local and regional Battles will take place in March.
Provide for excellence in daily operations:

- Morag Willey coordinated a division-wide staff meeting. In addition to discussing upcoming events such as the Battle of the Books, staff members were asked to share a favorite fingerplay with the group. Staff members also watched a training video, *Libraries and Autism – We’re Connected*, which offered information on providing library services to people with autism.

- Linda Niedzwick created a Special Needs Communication Guide for all public service desks and the MLS vehicle. This guide is designed to help library staff communicate with users who have a language barrier. This barrier could be due to a special need (such as being non-verbal due to a medical condition) or due to being a non-English speaker.

Expressions of gratitude from our users:

Chris Russell reported that two MLS users expressed gratitude for the services provided by the MLS vehicle. One user shared that because of difficult economic conditions, she was unable to access the library building like she used to, and no longer was able to afford cable television in her home. She was thankful that the vehicle comes to her neighborhood each week, providing access to materials that she would not otherwise be able to utilize. Another user was grateful for the resources available as he researched opening a small business. Chris was able to provide the user with helpful materials, as well as offer much-welcomed encouragement to the man.

*Sandy Towers, Youth Services Director*
### Circulation by Locality

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<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>
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<td>Williamsburg Library</td>
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<td>26,551</td>
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<td>271</td>
<td>40,022</td>
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<td>3,147</td>
<td>398</td>
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### Circulation by Type

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### User Questions

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### Program Attendance

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<th>YTD</th>
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<td>Outreach</td>
<td>894</td>
<td>1,885</td>
<td>2,779</td>
<td>16,408</td>
<td></td>
</tr>
</tbody>
</table>

### Meeting Room Use

<table>
<thead>
<tr>
<th>Location</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>1,756</td>
<td>8,311</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>567</td>
<td>2,437</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>189</td>
<td>1,015</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>2,512</td>
<td>11,763</td>
<td>36.8%</td>
</tr>
</tbody>
</table>

### PC & Wi-Fi Use

<table>
<thead>
<tr>
<th>Location</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>4,563</td>
<td>10,519</td>
<td>15,082</td>
<td>79,438</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>2,046</td>
<td>4,662</td>
<td>6,708</td>
<td>36,021</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>N/A</td>
<td>1,128</td>
<td>1,128</td>
<td>5,200</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>144</td>
<td>124</td>
<td>268</td>
<td>1,507</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>6,753</td>
<td>16,433</td>
<td>23,186</td>
<td>122,166</td>
<td>24.0%</td>
</tr>
</tbody>
</table>

### Collection

<table>
<thead>
<tr>
<th>Location</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>132,049</td>
<td>18,400</td>
<td>150,449</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>107,900</td>
<td>17,073</td>
<td>124,973</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>8,460</td>
<td>2,989</td>
<td>11,449</td>
<td></td>
</tr>
<tr>
<td>Digital Collection</td>
<td>N/A</td>
<td>22,088</td>
<td>22,088</td>
<td>-0.3%</td>
</tr>
</tbody>
</table>

### User Cards

<table>
<thead>
<tr>
<th>Location</th>
<th>Number</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg</td>
<td>9,966</td>
<td></td>
</tr>
<tr>
<td>James City County</td>
<td>47,298</td>
<td></td>
</tr>
<tr>
<td>York County</td>
<td>7,797</td>
<td></td>
</tr>
<tr>
<td>Other ****</td>
<td>150</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>65,211</td>
<td>6.1%</td>
</tr>
</tbody>
</table>

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

**** 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>8,215</td>
<td>27,766</td>
<td>5,601</td>
<td>238</td>
<td>41,820</td>
<td>241,005</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>1,349</td>
<td>19,373</td>
<td>2,256</td>
<td>334</td>
<td>23,312</td>
<td>222,027</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>588</td>
<td>2,895</td>
<td>87</td>
<td>155</td>
<td>3,725</td>
<td>24,637</td>
<td></td>
</tr>
<tr>
<td>Monthly Total</td>
<td>10,152</td>
<td>50,034</td>
<td>7,944</td>
<td>727</td>
<td>68,857</td>
<td>487,669</td>
<td>-5.0%</td>
</tr>
<tr>
<td>Percent of Monthly Total</td>
<td>14.74%</td>
<td>72.66%</td>
<td>11.54%</td>
<td>1.06%</td>
<td>Excludes Digital Collection</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 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>24,642</td>
<td>16,433</td>
<td>41,075</td>
<td>239,122</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>14,483</td>
<td>8,303</td>
<td>22,786</td>
<td>218,976</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>1,567</td>
<td>2,061</td>
<td>3,628</td>
<td>24,421</td>
<td></td>
</tr>
<tr>
<td>Digital Collection*</td>
<td>N/A</td>
<td>18,313</td>
<td>18,313</td>
<td>111,329</td>
<td></td>
</tr>
<tr>
<td>Monthly Total</td>
<td>40,692</td>
<td>45,110</td>
<td>85,802</td>
<td>593,848</td>
<td>3.9%</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>3,364</td>
<td>1,312</td>
<td>4,676</td>
<td>34,052</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>1,720</td>
<td>631</td>
<td>2,351</td>
<td>15,810</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>79</td>
<td>N/A</td>
<td>79</td>
<td>381</td>
<td></td>
</tr>
<tr>
<td>Outreach</td>
<td>1,048</td>
<td>169</td>
<td>1,217</td>
<td>8,617</td>
<td></td>
</tr>
<tr>
<td>Monthly Total</td>
<td>6,211</td>
<td>2,112</td>
<td>8,323</td>
<td>58,860</td>
<td>-6.9%</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>2,032</td>
<td>576</td>
<td>2,608</td>
<td>22,472</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>204</td>
<td>5,227</td>
<td>5,431</td>
<td>13,714</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>205</td>
<td>0</td>
<td>205</td>
<td>2,744</td>
<td></td>
</tr>
<tr>
<td>Outreach</td>
<td>585</td>
<td>1,288</td>
<td>1,873</td>
<td>18,281</td>
<td></td>
</tr>
<tr>
<td>Monthly Total</td>
<td>3,026</td>
<td>7,091</td>
<td>10,117</td>
<td>57,211</td>
<td>2.5%</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>1,582</td>
<td>9,893</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>384</td>
<td>2,821</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>377</td>
<td>1,392</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>2,343</td>
<td>14,106</td>
<td>24.1%</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>4,184</td>
<td>9,740</td>
<td>13,924</td>
<td>93,362</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>2,039</td>
<td>4,474</td>
<td>6,513</td>
<td>42,534</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>N/A</td>
<td>828</td>
<td>828</td>
<td>6,028</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>116</td>
<td>100</td>
<td>216</td>
<td>1,723</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>6,339</td>
<td>15,142</td>
<td>21,481</td>
<td>143,647</td>
<td>23.0%</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>130,530</td>
<td>18,431</td>
<td>148,961</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>107,224</td>
<td>17,044</td>
<td>124,268</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>8,442</td>
<td>2,955</td>
<td>11,397</td>
<td></td>
</tr>
<tr>
<td>Digital Collection***</td>
<td>N/A</td>
<td>22,347</td>
<td>22,347</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>246,196</td>
<td>60,777</td>
<td>306,973</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>9,974</td>
<td></td>
</tr>
<tr>
<td>James City County</td>
<td>47,419</td>
<td></td>
</tr>
<tr>
<td>York County</td>
<td>7,815</td>
<td></td>
</tr>
<tr>
<td>Other ****</td>
<td>147</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>65,355</td>
<td>5.9%</td>
</tr>
</tbody>
</table>

**** Non residents with special recognition cards