I. Call to Order – Chair Porter

II. Public Comment

III. Consent Calendar
   • Approval Minutes – May 24, 2017
   • May Finance Report
   • Monthly Staff Reports

IV. Chair’s Report – Porter
   • All Boards Meeting – October 25, 2017

V. Library Director’s Report – Ms. Fowler
   • Library Building Discussion
   • ALA Short Takes for Trustees
   • Action Item: Fund Balance Appropriation – MLS Vehicle

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

VII. Other Business
   • Resolution – Bill Porter

VIII. Adjournment

Other Enclosures:
   • May Statistics
   • FYI Articles, Kudos, and News Items
   • May Newsletter
   • AARP Partnership Agreement and Evaluation

Next Regular Meeting:
September 27, 2017, 3:00 p.m., Kitzinger Community Room, James City County Library

Attending: Bill Porter, Jim Axtell, Sally Andrews, Pam Franz, Wilford Kale, Natalie Miller-Moore, Jason Purse, and Jorge Rivas
Board of Trustees of the Williamsburg Regional Library  
Minutes of Board Meeting May 24, 2017  
Meeting Room 128, Stryker Center

Attending: Bill Porter, Jim Axtell, Sally Andrews, Pam Franz, Wilford Kale, Barry Marten, Natalie Miller-Moore, and Jason Purse;

WRL Foundation President Sam Sadler; Library Director Elizabeth B. Fowler; Assistant Library Director Janet Crowther; library staff members Barry Trott and Sarah App.

Absent: Letizia Gambrell-Boone, Vickie Herrick, and Jorge Rivas;

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

Public Comment: None.

Consent Calendar: The May 24, 2017 consent calendar was approved by a unanimous vote.

Mr. Porter announced he will discuss the Chair Report during the closed session.

Library Director’s Report: Ms. Fowler discussed the plumbing issues that occurred at the Williamsburg Library. The issues have been repaired and the library is fully functional. Mr. Kale suggested soliciting a full evaluation of the plumbing systems to review any issues before they cause the library to close.

Ms. Fowler gave a short presentation on the James City County Library renovations that included the proposed Marketplace and café area, circulation desk, and the Friends Book Nook.

Mr. Trott presented a map that displays where current active library card holders live throughout the county and city. He is also working on other GIS mapping projects with James City County. Ms. Franz requested the map be sent to York County representatives for their review.

Ms. Fowler discussed the staff field trips to area libraries that will be occurring in June, July, and August. She discussed the possibility of board members attending those field trips.

- **Action Item: FY2018 Proposed Budget** – Ms. Andrews moved to re-adopt the FY 2018 budget as presented. The motion was approved by a unanimous vote.

- **Action Item: Fund Balance Appropriation – JCCL Marketplace and Café Area** – Mr. Purse moved to approve the fund balance appropriation as presented in the amount of $45,000. The motion was approved by a unanimous vote.

- **Action Item: Policy Review – Behavior** – Mr. Kale moved to approve the presented changes to the Behavior policy. Mr. Kale suggested moving the food and beverage portion of the policy to a separate paragraph and reordering the first and third sentences. Mr. Kale moved to amend his first motion to defer the policy review changes until the June 28, 2017 meeting. The motion was approved by a unanimous vote.
• **MLS Vehicles Update** – Ms. Fowler discussed the current status of two of the MLS vehicles used by Youth Services outreach programs. Ms. Fowler will present a fund balance appropriation to the board at the June 28, 2017 meeting for their approval to replace these vehicles. Mr. Porter suggested selling the old vehicles at the James City County auction once the new are purchased.

**Friends of WRL/WRL Foundation Updates:** Mr. Sadler discussed the current stage of the Foundation/Friends merger; three task force committees have been created with equal representation from each of the boards. The committees have been working to update bylaws and articles of incorporation and draft new policies and procedures; the draft bylaws are projected to be presented at the July 18, 2017 joint meeting. The budgets of the two organizations will not merge until the fiscal year ends in December 2017. The Capital Campaign has officially ended.

**Closed Session:** Ms. Andrews moved the board go into closed session pursuant to Section 2.2-3711(A)(29) of the Code of Virginia. Mr. Kale seconded the motion. The motion was approved by all. The board began discussion at 3:45 p.m. and concluded at 4:00 p.m. Mr. Kale moved the board end the closed session. Ms. Andrews seconded the motion; the motion was approved by all present at the closed session.

At the conclusion of the closed session, Ms. Andrews moved the Certification of the Closed Session as follows and Mr. Kale seconded:

Whereas, the Board of Trustees of the Williamsburg Regional Library has convened a closed session 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)(29) of the Code of Virginia require a certification by this board that such closed session was conducted in conformity with Virginia law;

Now, therefore, be it resolved that the Board of Trustees of the Williamsburg Regional Library 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 session to which this certification resolution applies, and (2) only such public business matters as were identified in the motion convening the closed session were heard, discussed or considered by the Board of Trustees of the Williamsburg Regional Library. The motion was approved with a roll call vote.

<table>
<thead>
<tr>
<th></th>
<th>AYE</th>
<th>NAY</th>
<th>ABSTAIN</th>
<th></th>
<th>AYE</th>
<th>NAY</th>
<th>ABSTAIN</th>
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<tr>
<td>Porter</td>
<td><em>X</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><em>X</em></td>
<td></td>
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<tr>
<td>Axtell</td>
<td><em>X</em></td>
<td></td>
<td></td>
<td></td>
<td><em>X</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Andrews</td>
<td><em>X</em></td>
<td></td>
<td></td>
<td></td>
<td><em>X</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Franz</td>
<td><em>X</em></td>
<td></td>
<td></td>
<td></td>
<td><em>X</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ms. Andrews reported the board discussed only items pertinent to the awarding of a contract for legal services for Williamsburg Regional Library.

Mr. Kale motioned to amend the agenda to include a second closed session. The motion was approved by a unanimous vote.

**Closed Session:** Ms. Andrews moved the board go into closed session pursuant to Section 2.2-3711(A)(1) of the Code of Virginia. Mr. Kale seconded the motion. The motion was approved by all. The board began discussion at 4:05 p.m. and concluded at 4:17 p.m. Mr.
Kale moved the board end the closed session. Ms. Andrews seconded the motion; the motion was approved by all present at the closed session.

At the conclusion of the closed session, Ms. Andrews moved the Certification of the Closed Session as follows and Mr. Kale seconded:

Whereas, the Board of Trustees of the Williamsburg Regional Library has convened a closed session 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 session was conducted in conformity with Virginia law;

Now, therefore, be it resolved that the Board of Trustees of the Williamsburg Regional Library 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 session to which this certification resolution applies, and (2) only such public business matters as were identified in the motion convening the closed session were heard, discussed or considered by the Board of Trustees of the Williamsburg Regional Library. The motion was approved with a roll call vote.

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

Ms. Andrews reported the board discussed only items pertinent to a personnel issue.

Ms. Andrews moved to approve the presented resolution awarding the contract for legal services. Mr. Kale seconded, all approved. Approved resolution attached.

**Other Business:** Ms. Fowler announced the library was awarded the Lifetime Learning Award by the College of William and Mary’s Phi Betta Kappa Society.

Mr. Porter announced Mr. Axtell has been reappointed to the Board of Trustees for a second term that will expire June 30, 2021.

**Adjournment:** Mr. Kale moved to adjourn at 4:18 p.m. All agreed.

Respectfully submitted,

Sarah App

Approved by _______________________________
William J. Porter, Chair:
June 9, 2017

To: WRL Board of Trustees

From: Carrie L. Binsfeld, Finance Director

Subject: May Financial Statement Analysis

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Budget</th>
<th>Spent Encumbered</th>
<th>Explanation</th>
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</thead>
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<tr>
<td>Workers Comp &amp; Unemployment</td>
<td>$15,000</td>
<td>$19,515</td>
<td>130.1% Unbudgeted separation costs</td>
</tr>
<tr>
<td>Fringe Benefits (RM/DCM)</td>
<td>$14,882</td>
<td>$17,627</td>
<td>118.4% Unbudgeted separation costs</td>
</tr>
<tr>
<td>Bank Fees</td>
<td>$5,750</td>
<td>$6,696</td>
<td>116.4% Unbudgeted compliance fees</td>
</tr>
<tr>
<td>Building Maintenance</td>
<td>$30,000</td>
<td>$34,749</td>
<td>115.8% Repair costs higher than budgeted</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>$215,000</td>
<td>$212,672</td>
<td>98.9% Annual contracts paid (HVAC &amp; Sirsi Dynix)</td>
</tr>
<tr>
<td>Legal Services</td>
<td>$6,000</td>
<td>$6,000</td>
<td>100% Annual contract paid</td>
</tr>
<tr>
<td>Professional Services</td>
<td>$12,150</td>
<td>$11,450</td>
<td>94.2% Annual Audit services paid</td>
</tr>
</tbody>
</table>

Percentage of year passed 91.67%
<table>
<thead>
<tr>
<th>Expenditures</th>
<th>Final Budget</th>
<th>Actual</th>
<th>Encumbered</th>
<th>Total</th>
<th>% Spent &amp; Encumbered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Compensation</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries</td>
<td>3,001,591</td>
<td>2,646,031</td>
<td>2,646,031</td>
<td>2,646,031</td>
<td>88.2%</td>
</tr>
<tr>
<td>Wages</td>
<td>615,346</td>
<td>488,119</td>
<td>488,119</td>
<td>488,119</td>
<td>79.3%</td>
</tr>
<tr>
<td>FICA</td>
<td>276,699</td>
<td>231,187</td>
<td>231,187</td>
<td>231,187</td>
<td>83.6%</td>
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<tr>
<td>Virginia Retirement Systems</td>
<td>281,251</td>
<td>241,682</td>
<td>241,682</td>
<td>241,682</td>
<td>85.9%</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>583,050</td>
<td>480,084</td>
<td>480,084</td>
<td>480,084</td>
<td>82.3%</td>
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<tr>
<td>Workers Comp Insurance &amp; Unemploi</td>
<td>15,000</td>
<td>19,515</td>
<td>19,515</td>
<td>19,515</td>
<td>130.1%</td>
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<tr>
<td>VRS Group Life Insurance</td>
<td>36,393</td>
<td>34,457</td>
<td>34,457</td>
<td>34,457</td>
<td>94.7%</td>
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<tr>
<td>Fringe Benefits (RM/DCM)</td>
<td>14,882</td>
<td>17,627</td>
<td>17,627</td>
<td>17,627</td>
<td>118.4%</td>
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<td>Tuition Assistance</td>
<td>3,600</td>
<td>2,400</td>
<td></td>
<td>2,400</td>
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<td><strong>Benefits Total</strong></td>
<td>1,210,875</td>
<td>1,026,951</td>
<td>0</td>
<td>1,026,951</td>
<td>84.8%</td>
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<td><strong>Subtotal</strong></td>
<td>4,827,812</td>
<td>4,161,101</td>
<td>0</td>
<td>4,161,101</td>
<td>86.2%</td>
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<td>Collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Subtotal</strong></td>
<td>510,000</td>
<td>417,432</td>
<td>51,057</td>
<td>468,489</td>
<td>91.9%</td>
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<tr>
<td>Operations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Advertising</td>
<td>12,500</td>
<td>6,674</td>
<td></td>
<td>6,674</td>
<td>53.4%</td>
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<tr>
<td>Bank Fees</td>
<td>5,750</td>
<td>6,696</td>
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<td>6,696</td>
<td>116.4%</td>
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<tr>
<td>Bindery</td>
<td>2,000</td>
<td>1,455</td>
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<td>Building Maintenance</td>
<td>30,000</td>
<td>34,749</td>
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<td>34,749</td>
<td>115.8%</td>
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<td>Communications</td>
<td>55,000</td>
<td>31,466</td>
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<td>Computer Software &amp; Supplies</td>
<td>20,000</td>
<td>14,363</td>
<td>600</td>
<td>14,963</td>
<td>74.8%</td>
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<tr>
<td>Contractual Services</td>
<td>215,000</td>
<td>210,115</td>
<td>2,557</td>
<td>212,672</td>
<td>98.9%</td>
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<tr>
<td>Equipment - General</td>
<td>750</td>
<td>0</td>
<td></td>
<td>0</td>
<td>0.0%</td>
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<tr>
<td>Financial Services</td>
<td>21,567</td>
<td>21,567</td>
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<td>Fund Balance Appropriations</td>
<td>280,126</td>
<td>160,045</td>
<td>41,062</td>
<td>201,107</td>
<td>71.8%</td>
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<tr>
<td>Human Resource Services</td>
<td>72,827</td>
<td>60,671</td>
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<td>Insurance</td>
<td>42,500</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>5,052</td>
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<td>5,052</td>
<td>84.2%</td>
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<tr>
<td>Library Catalog &amp; Website Services</td>
<td>57,000</td>
<td>54,326</td>
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<td>54,326</td>
<td>95.3%</td>
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<tr>
<td>Library Programs</td>
<td>15,000</td>
<td>7,130</td>
<td>1,000</td>
<td>8,130</td>
<td>54.2%</td>
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<tr>
<td>Local Mileage</td>
<td>5,000</td>
<td>1,227</td>
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<tr>
<td>Maintenance Supplies</td>
<td>14,500</td>
<td>9,451</td>
<td>957</td>
<td>10,408</td>
<td>71.8%</td>
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<tr>
<td>Memberships</td>
<td>8,000</td>
<td>6,586</td>
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<td>6,586</td>
<td>82.3%</td>
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<tr>
<td>Miscellaneous</td>
<td>500</td>
<td>205</td>
<td></td>
<td>205</td>
<td>41.2%</td>
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<tr>
<td>PC Replacement Plan</td>
<td>37,500</td>
<td>34,265</td>
<td>430</td>
<td>34,695</td>
<td>92.5%</td>
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<tr>
<td>Postage</td>
<td>19,500</td>
<td>14,468</td>
<td></td>
<td>14,468</td>
<td>74.2%</td>
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<tr>
<td>Printing</td>
<td>3,500</td>
<td>3,028</td>
<td></td>
<td>3,028</td>
<td>86.5%</td>
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<tr>
<td>Professional Services</td>
<td>12,150</td>
<td>11,450</td>
<td></td>
<td>11,450</td>
<td>94.2%</td>
</tr>
<tr>
<td>Supplies</td>
<td>75,000</td>
<td>53,074</td>
<td>1,839</td>
<td>54,913</td>
<td>72.2%</td>
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<tr>
<td>Travel &amp; Training</td>
<td>28,000</td>
<td>8,996</td>
<td></td>
<td>8,996</td>
<td>32.1%</td>
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<tr>
<td>User Refunds</td>
<td>0</td>
<td>459</td>
<td></td>
<td>459</td>
<td>N/A</td>
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<td>Utilities</td>
<td>179,000</td>
<td>149,892</td>
<td></td>
<td>149,892</td>
<td>83.7%</td>
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<tr>
<td>Vehicle Services</td>
<td>33,000</td>
<td>23,085</td>
<td></td>
<td>23,085</td>
<td>70.0%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>1,257,670</td>
<td>962,816</td>
<td>48,446</td>
<td>1,011,262</td>
<td>80.4%</td>
</tr>
</tbody>
</table>

**TOTAL**                        | 6,595,482    | 5,541,349 | 99,503     | 5,640,851 | 85.5%                |
## REVENUE

<table>
<thead>
<tr>
<th>Program</th>
<th>Budget</th>
<th>Received</th>
<th>% Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Williamsburg</td>
<td>841,160</td>
<td>771,063</td>
<td>91.7%</td>
</tr>
<tr>
<td>James City County</td>
<td>4,431,020</td>
<td>4,061,768</td>
<td>91.7%</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>307,882</td>
<td>100.0%</td>
</tr>
<tr>
<td>Lost Books</td>
<td>11,500</td>
<td>11,702</td>
<td>101.8%</td>
</tr>
<tr>
<td>Interest</td>
<td>2,000</td>
<td>7,926</td>
<td>396.3%</td>
</tr>
<tr>
<td>Copy Machines</td>
<td>29,000</td>
<td>26,026</td>
<td>89.7%</td>
</tr>
<tr>
<td>Library Fines</td>
<td>55,000</td>
<td>46,571</td>
<td>84.7%</td>
</tr>
<tr>
<td>Set Off Recovery</td>
<td>9,500</td>
<td>8,647</td>
<td>91.0%</td>
</tr>
<tr>
<td>Other Library Revenue</td>
<td>7,000</td>
<td>6,851</td>
<td>97.9%</td>
</tr>
<tr>
<td>Meeting Room Use</td>
<td>40,000</td>
<td>49,228</td>
<td>123.1%</td>
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<tr>
<td>Transfer From Fund Balance</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>6,315,356</td>
<td>5,878,909</td>
<td>93.1%</td>
</tr>
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</table>

## 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>
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</thead>
<tbody>
<tr>
<td>Gifts &amp; Memorials</td>
<td>46,873</td>
<td>41,269</td>
<td>7,575</td>
<td>48,844</td>
</tr>
<tr>
<td>Friends</td>
<td>95,485</td>
<td>99,623</td>
<td>4,500</td>
<td>104,123</td>
</tr>
<tr>
<td>Foundation</td>
<td>181,151</td>
<td>196,880</td>
<td>11,189</td>
<td>208,070</td>
</tr>
<tr>
<td>Library Grants</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Program Services</td>
<td>22,820</td>
<td>27,526</td>
<td></td>
<td>27,526</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>346,330</td>
<td>365,298</td>
<td>23,264</td>
<td>388,562</td>
</tr>
</tbody>
</table>

- Percentage of year past: 91.67%
- Payroll % of year past: 91.67%
Director’s Report
May 2017

Excellence in daily operations
- Attended the May 24th Library Board of Trustees meeting and presented a request for funds and made a presentation on the updated Library Marketplace plans and Friends Book Nook at the James City County Library. Also presented an MLS vehicle update.
- Conducted All Staff meetings at each library location.
- Met weekly with the division directors and the library development officer.
- Attended Library Board of Trustees Legal RFP Committee meetings and interview.
- Attended and spoke at Circulation Services Division meeting.
- Conducted staff volunteer coordinators meeting.
- Spoke with library users and staff throughout the month regarding library experiences, suggestions, and concerns.

Strengthening community connections and partnerships
- Lunched with Kevin Smith, York County Library Director to discuss library updates and areas of possible collaboration.
- Attended semi-monthly meetings of the James City County Executive Leadership Team and the City of Williamsburg Manager’s Team.
- Met with local AARP Tax-Aide representatives regarding next year’s tax assistance program and updated the partnership MOU.
- Met with members of former library book clubs to discuss possible future collaborations.
- Attended Foundation Merger Implementation Task Force’s Grants Committee, Business Plan Committee, and Governance Committee meetings.
- Introductory lunch with Joan Peterson, Director, and Literacy for Life hosted by Kathy Hornsby and toured Literacy for Life offices and classrooms.

Communicating and raising awareness
- Interviewed by Williamsburg’s Next Door Neighbor magazine.
- Hosted library volunteer meeting to get acquainted, share information, and answer questions.

Rethinking library spaces
- Toured new Henrico County library facilities and talked to Henrico County Library staff.
- Continued to work on and refine JCCL Library Marketplace designs with staff.
- Worked with staff, vendors, and contractors on specifications and quotes for shelving, lighting, furniture, flooring, lighting, and collection layouts.
Other

- Worked with library staff to coordinate GIS mapping of James City County Library users.
- Developed plans for strengthening JCCL Library usage through building updates, collection marketing, signature events, and strong children’s and family programming throughout the year.
- Worked on benchmarking Williamsburg Regional Library facilities to state and national trends.
- Reviewed volunteer orientation and training.
- Analyzed data on library programs and program staff.

Elizabeth B. Fowler, Director
Adult Services Division Report
May 2017

Provide excellent services:

• Use technology where appropriate to enhance users’ experience.
  • Adult Services staff and volunteers taught 12 computer classes and held eight open lab sessions in May.
  • Adult Services/MLS received five requests for help through Book-a-Librarian.
• Andrew Smith, Ann Marie Weissert, Avery Hicks, Barbara Jones, Charlotte Burcher, Connie Van Bourgondien, Janet Curtis, Jennifer Holliday, and Jesse Kelley are among the 11 case managers selecting items for Homebound clients.
• WRL ridealong helpers to MLS stops included Cheryl Edwards, Dwight Woodward, Emma Pruss, Janet Curtis, and Jennifer Kuncken.
• MLS began service to Edgeworth Park. The activity director reported that the library stop was “the talk of the day” among residents.

Provide excellent collections:

• Emma Pruss, Barbara Riebe, and I met with Barry Trott to decide which digital magazine subscriptions to change. We recommended starting subscriptions to Harper’s, The Week, and Wired and stopping subscriptions to Billboard and Seventeen for low use.
• Avery Hicks worked with Special Projects to update instructions for ebooks, Zinio, and Freegal. Avery also began testing “Libby,” OverDrive’s new e-book interface.

Provide excellent programs:

• Adult programs this month included Thursday film series (Guy Singers), Talks @2 (Music of Shakespeare), as well as a program on “Me Before You” and philosophy discussion, Battle of Williamsburg lecture, and First Ladies: Behind the Gowns lecture. Despite the last minute change of venue due to plumbing issues, the audience for First Ladies filled the large meeting room in the Stryker Center.
• Teen programs this month included Anime Club, Teen Advisory Group, Super Smash Sunday (wiiU gaming), and the final Princeton SAT review class.
• Jesse Kelley attended the JCC Benefits Fair and explained library resources available to JCC employees. Circulation Services staff signed people up for library cards.
• Jesse Kelley gave Short Talk programs about the history of the banjo and Connie Van Bourgondien gave Short Talk programs about baseball to assisted living facilities.

Provide excellence in daily operations:

• Andrew Smith, Barbara Riebe, Neil Hollands, and I went with other library staffers on a field trip to two Central Rappahannock libraries. Everyone submitted photos, and Neil helped put together a presentation for the all-staff meetings.
• Barbara Jones, Dwight Woodward, Emma Pruss, and Jennifer Holliday attended customer service training (Don’t Eat the Red Frog); Ann Marie Weissert, Janet Curtis, and Jennifer Holliday attended the VLA Paraprofessional Conference.
• Charlotte Burcher led the April Adult Services staff meeting. Charlotte gave a brief demonstration of Ancestry.com and Library of Virginia genealogy resources.

Melissa Simpson, Adult Services Director
Provide excellent service:
- I supported Friend-Foundation implementation task force efforts throughout the month, including researching best practices for donor recognition in public libraries in Virginia and across the country.
- I supported WRL Foundation nominating committee efforts throughout the month.
- On May 23, I attended the first ever joint Friends and Foundation boards meeting. The board elected three new members and nonprofit consultant Cris Wineinger provided an update on merger implementation progress.
- 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 for ensuring these funds are used as instructed by the donors. Also, recognizing our donors is an important aspect of stewarding these resources and supporters.

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

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

Provide for excellence in daily operations:
- With Betsy Fowler and Barry Trott, I drafted and submitted a VLA Trustee Library Award to recognize the service of Bill Porter.
- On May 4, I met with Betsy, Barry, Janet Crowther, and WRL supervisors of library volunteers to discuss the volunteer program, communicating with library volunteers, and related topics.
- On May 12, select LEAD members discussed the professional development book “Deep Work” by Cal Newport.
- Throughout May I participated in weekly LEAD meetings. I attended Betsy’s monthly staff update meetings on May 24 (WL) and 25 (JCCL).
- I chaired the Peninsula Agency on Aging (PAA) Seniors as a Resource (SAAR) Committee meeting on May 5. The committee discussed whether or not to host a job fair for older workers later this year. The SAAR committee also met on May 26 to further discuss whether or not to hold a job fair. Later on the 26th, I attended a ceremony during which PAA’s Family Care Givers Lunch & Learn program received a state-wide “Best Practices” award from the Commonwealth Council on Aging.

Benjamin J. Goldberg, Library Development Officer
FOUNDATION SUPPORT

Perpetual Book Funds
Richard and Isi Dawson Perpetual Book Fund
• Bertie E. De Lorey (in honor of Richard’s birthday)

Nancy Webster Dutro Perpetual Book Fund
• Benjamin Goldberg (in memory of Bob Dutro)

Maxwell Houghland/Sally Roberts Perpetual Book Fund
• Sarah and Chips Houghland

Dorothy de Matteo Jay Perpetual Book Fund
• Caroline B. Talbot

Marilyn June Kochler Perpetual Book Fund
• Kyle, Ursula, and Serena (in honor of Mother’s Day)

John F. Maloney Perpetual Book Fund
• Deana and Michael Maloney

John J. and Margaret L. Maloney Perpetual Book Fund
• Deana and Michael Maloney

Lewis Williamson Perpetual Book Fund
• Christine and Woods Williamson

Our Library - Our Future Endowment – Next Generation Fund
• Deana and Michael Maloney

ANNUAL APPEAL
Sincere Reader (up to $249)
• Nancy Bolash (in honor of Steve and Barbara Cummings)
• Barbara and Pete Vollmer

HONORARY & MEMORIAL GIFTS
In memory of:
• Mary Haldane Coleman from Soroptimist International of Williamsburg
• Christopher Winslow Doak from Edith and Jerry Chutkow
• Louise A. Hutchinson from Michael Fox and Priscilla Peterson
• Arthur Max Mebert from Sandie and Jack Eckenrode, Doris Gerard, and Jonathan Kohoe
• Luke Andrew Phillips from John Cowan and Cathy Zimeras

Ali Kaplan Memorial Fund
• Junior Woman’s Club of Williamsburg

Summer Reading
• Baskin-Robbins Ice Cream Store
• Bikes Unlimited
• Chick-fil-A
• Chipotle
• The Colony Group
• Friends of Williamsburg Regional Library
• James Pest Control
• Lokal
• Parks Orthodontics
• Retro’s Good Eats
• Virginia Living Museum
• Williamsburg Eye Care
• Williamsburg KOA Resorts
• Wythe Candy & Gourmet Shop

Local Authors Project
• John J. Fennell – They Called Them: The Immortals, The Last of the Class
• Steven Z. Fletcher – Notes from Underground 2.0
• Martha McCartney – Powhatan Indian Place Names in Tidewater Virginia

In-kind Materials
• Susan Axtell
IT & Technical Services Division Report
May 2017

Provide excellent service:
- Brett began to configure a backup server for our global File Server (“Alfred”) and initiated a replacement under warranty for a failed piece of hardware.
- Steve worked with Sirsi/Dynix to fix Telemessaging server issues, deleted 260 erroneous borrower blocks to give users access to telephone messaging.
- Kraston setup flatbed scanners on a couple laptops in eClic for the preserving African American History program put on by Adult Services in conjunction with Hampton U.

Provide for excellence in daily operations:
- Brett began working with Microsoft support configuring the email component of Office 365 for our uses with feedback from our test group of volunteer staff.
- TS staff members added 2102 titles in April, comprising 3491 items. They withdrew 3522 titles, comprising 6185 items. Over 1300 catalog enhancements were made in April. TS staff members worked 38 hours in support of other library divisions and attended 18 hours of training.
- Christie updated catalog records with no ISBN, adding one where available so that cover art will display in the catalog.
- Brett worked with SirsiDynix to determine the firewall allowances required for our ongoing migration to their Enterprise product.
- Created Targeted Use report for Admin to better track usage stats.
- TS staff members continued monthly cataloging meetings. Topics this month included handling errors in CIP records, possibly eliminating the GMD from the catalog records, resolving inconsistency cataloging of youth book/cd sets, subject limits in the new Enterprise catalog, MARC records for digital audiobooks, and items coming into technical services for mending.
- Kraston put together quotes for technology equipment that would be used in the Café remodel at JCCL.
- Jean Marie completed the first phase of removing MARC heading 655 _7 Children's audiobooks from records for YA audiobooks as part of a database cleanup project.
- Christie gave the first Technical Services mini-workshop. The topic was basic SQL.

Barry Trott, Interim IT & Technical Services Director
Program Services Monthly Report
May 2017

Provide excellent programs:

- “ICING” was on display in the Stryker Center exhibit space.
- “Doorways, Thresholds, & Passages” was on display in the Stryker Center exhibit space.
- Works celebrating National Bike Month were on display in the Williamsburg Library Gallery.
- Joan and Joni made their Dewey Decibel Concert Series debut to a very eager and enthusiastic audience Saturday, May 20.
- Met with Nancy Rogan, WHRO, Director of Community Engagement to coordinate the premiere of Ken Burns’ “Vietnam” at the Williamsburg Library Theatre on June 15.
- Planning for fall and winter programs, including the Dewey Decibel Concert Series, Virginia Symphony Presents, Centuries of Art Lecture Series, and the Italian and Celtic Film Series.
- Completed 2016/2017 AARP Foundation Tax-Aide Program Partnership Agreement review.

Provide excellent services:

- Promoted library programs and services through four radio ads, as well as website updates, and other electronic distribution of publicity.
- Donated a Smartboard and LCD projector to the Eastern Shore Public Library.
- Attended WRL/WJCC partnership meeting.

Provide excellent facilities:

- Program Services staff processed 244 room bookings during the month.
- There were 415 meeting room uses by 7,577 people at all three WRL locations during the month. Theatre and rooms were “turned over” 180 times. Rooms are checked after each use and cleaned as necessary.

Provide excellence in daily operations:

- Program Services staff members fielded and answered 643 reference questions.
- Micah Lewis provided staff training on the new Mondopads.
- Scheduled installation of hearing assist system in Room 127 at Stryker Center.

Robert Haas, Program Services Director
Strengthen Community Connections and Partnerships

- Barry chaired the spring meeting of the WRL/W-JCC schools partnership team. The team discussed services to ESL students and families, planning for 2017 summer/fall events, and began work on the partnership evaluation.

Provide excellent collections:

- Digital collection use continues to be strong, with ebooks and streaming music leading the way. Thus far in FY17, digital use is up 70% from FY16.
- Barry worked with Melissa, Emma, and Barbara Riebe to plan out the FY18 digital magazine collection based on statistical reports that Barry put together.
- Elizabeth worked with Avery to update the digital resources rack cards and flyers.

Provide excellent programs:

- Elizabeth completed media plan for the 2017 Summer Reading program. She also created printed promotional materials (flyers etc.) and coordinated other promotional efforts with YS staff.
- Elizabeth led a meeting of the Mobile War Museum planning group to continue to revise the media plan and provide updates on project progress in preparation for the summer events.

Provide excellence in daily operations:

- Barry and Elizabeth worked with Rob Haas and met with WYDaily sales reps to finalize our FY18 paid advertising campaigns in the WYDaily, Williamsburg’s Next Door Neighbors, and Williamsburgfamilies.com.
- Elizabeth wrote five press releases, three of which were picked up by local media and two that will go out in June.
- Barry continued working with Steve D’Amico in IT Services to pull user address information to use in a GIS mapping project. Working with JCC staff, we mapped all cardholders by borrower type in the three funding jurisdictions by cardholder address information to aid in planning for library spaces, marketing library resources and in planning for outreach services.
- Elizabeth continued working on developing new social media and digital display content calendars and best practices recommendations in preparation for meeting with the social media team in May.
- Elizabeth and Barry finalized plans for rejuvenating the library’s digital displays. We will be posting fewer slides in order to improve the user experience, using more attractive templates created by Micah Lewis from Program Services, and taking advantage of the different zones to niche market information.
- Barry and Elizabeth met with social media team to discuss new Facebook posting schedule/system based on recommendations that Elizabeth prepared based on research of best practices for social media.
- Elizabeth trained select Adult Services staff on the new WRL style guide. She also trained Program Services staff on using LibraryAware.

Barry Trott, Special Projects Division Director
Youth Services Division Report  
May 2017

Provide excellent service:

• All Youth Services staff received training in May on using the electronic resources. Staff members worked one-on-one with Adult Services Librarians to learn how to use Overdrive (ebooks), OneClick Digital (downloadable audiobooks), Zinio (downloadable magazines), and Freegal (downloadable and streaming music).

• Charlotte Wood updated the book lists and chose theme guides for our online summer reading program.

Provide excellent collections:

• The building juvenile nonfiction weeding project continued. By weeding the collection based on use, age, relevance, and condition, we have created a more appealing collection for our users.

• Laurie Ziegler ordered 100 hardback replacement books for worn paperback copies of juvenile picture books with CDs.

• Tova Johnson selected junior fiction and nonfiction ebooks through the OverDrive Marketplace for the WRL digital collection.

• Ginger Hutter and Sara Meldrum updated the new books displays at both buildings in order to allow for books on to remain on “new” status for a longer period of time to help boost circulation.

• Eletha Davis, Chris Russell, and Tova Johnson expanded the graphic novel collection on the vehicle. This change was based on increased circulation statistics for the graphic collection.

• Charlotte Wood chaired the Book Neighborhoods Committee. The committee was tasked with implementing the new book categories project at both buildings. They chose carts for displaying the materials, as well as determined which categories to include. We look forward to launching the project as soon as the carts arrive.

Provide excellent programs:

• Eletha Davis, Tova Johnson, and Chris Russell conducted 40 story programs at outreach sites in the month of May. Total attendance was 894 children and caregivers.

• Linda Niedzwick presented a Sensory Storytime for children with special needs. Eight children and caregivers attended in May. Linda plans to make a few changes to the program and offer it again in the fall.

• Morag Willey presented a pig storytime and craft for 40 children on May 6, with special guest Charlotte the piglet. This was our final installment of our “Watch Charlotte Grow” storytime series.

• Rita Dimmett offered a Mother’s Day craft at the James City County Library on May 7. Forty-two children and caregivers made a potted plant gift for their mother.

• Eletha Davis led a Mother’s Day craft project during neighborhood stops during May. Children enjoyed making colorful purse cards for their mothers.

• If you saw bubbles drifting out of the Kitzinger Room on May 13, it may have been a part of May’s Preschool Dance Party. Sara Meldrum led 42 children and caregivers as they danced with streamers, bubbles, and balloons.

• Williamsburg Library tours were conducted in May for 145 children in kindergarten and first grade.

• Ginger Hutter and Laurie Ziegler presented a life-sized Candy Land game at the James City County Library on May 20. Fifty-two children and caregivers made their way through the Gumball Lake, Chocolate Swamp, and other sweet locations to end up at the Candy Castle.
On May 26, Hannah Pierce and Laurie Ziegler hosted Paper Airplane Day at the Williamsburg Library in honor of National Paper Airplane Day. Thirty-two participants stopped by to make Dynamic Darts, Tailspins, helicopters, and planes of their own design. Laurie created an Animoto video which explained the science behind airplane flight. A highlight of the program was dropping helicopters off the 2nd floor of the library and flying planes in the theatre. Flying a paper airplane through a hula hoop is much more difficult that it looks!

Rita coordinated a visit to the Williamsburg Library from the Teeny Tiny Farm on May 5. Despite having to move the event indoors due to torrential downpours, 180 children and caregivers attended and were delighted by miniature animals, which included a cow, horse, alpaca, donkey, pig, and multiple goats, sheep, and ducklings. If you missed it – don’t worry. The Teeny Tiny animals are coming to the James City County Library this summer.

Provide for excellence in daily operations:

- Eletha Davis, Hannah Pierce, and Sandy Towers met with the WJCC Summer Program principals on May 4 to plan for summer service.
- Eletha Davis, Hannah Pierce, and Sandy Towers met with the WRL-WJCC Partnership Committee on May 9. We reviewed this year’s activities and planned for next year.
- Susan Kelley went on the library field trip to England Run and Salem Church libraries in the Central Rappahannock Regional Library system. Susan and other WRL staff met with the collection development librarian and toured both facilities.
- On May 19, Sandy Towers met with Robin Ford, coordinator of the WJCC English Language Learner Summer Academy, to plan for summer service to the ELL families. We’ll be repeating the bilingual tour of the Williamsburg Library again this year, as well as expanding our outreach to the Academy on four evenings in June and July. Sara Meldrum will be conducting the tour and the outreach programs.
- On May 8, interviews were conducted for the Youth Services Librarian I position. Ginger Hutter, Rachael Nelson, and Sandy Towers participated in the interviews.
- Hannah Pierce announced the fall author visit to the WJCC elementary schools. Author and Illustrator Victoria Jamieson will be visiting all nine elementary schools in October 2017. Victoria’s book, Roller Girl, won a Newbery Honor award in 2016.
- Tova Johnson and Sara Meldrum met to plan for the new bilingual storytime, Contemos un Cuento.
- Tova Johnson has been awarded the Blanche Woolls Spectrum Scholarship by the School of Information at San Jose State University. Tova is pursuing a master’s degree in Library and Information Science.

It’s always nice when our users fondly recall childhood memories at WRL. Recently, a woman with a teenaged daughter stopped by the desk and told Laurie Ziegler that she warmly remembers the Princess-themed storytime that Morag and Laurie presented ten years ago!

Chris Russell and Tova Johnson were touched by the thoughtfulness of the preschool classes which expressed their appreciation for monthly storytimes throughout the year. The classes shared special songs, cards, and sweet treats to thank them for reading with them.

Sandy Towers, Youth Services Director
Welcome to Short Takes for Trustees, a series of 10 short videos (8-10 minutes each) that can be shown during Trustee meetings to stimulate discussion about the important role that Trustees play in the governance of their libraries. Topics in the series explain the basics, such as what it means to be a Trustee (discussing the broad fiduciary responsibilities of governing boards as well as the limits of an advisory board), as well as how to set policy, how to evaluate the library director (and why you should!), along with board self evaluation, and the ethical and parliamentary standards for boards — both governing and advisory.

Please follow the links below to access the videos as well as the resource handouts for each topic. When you click the video link, you will be asked to provide your name, email address, library name, and state.

For technical assistance, please call (800) 545-2433, ext. 2161 or email united@ala.org. Statewide group members can return to their state resource page by clicking the following state-specific links: Michigan, Nebraska, or Texas.

What It Means to Be a Trustee

- **Video**
- **Resource Handout** (PDF, 172 kb)

Board Meetings

- **Video**
- **Resource Handout** (PDF, 51 kb)

Board Ethics

- **Video**
- **Resource Handout** (PDF, 89 kb)
Library Advocacy

- Video
- Resource Handout (PDF, 225 kb)

Library Policies

- Video
- Resource Handout (PDF, 205 kb)

Strategic Planning

- Video
- Resource Handout (PDF, 132 kb)

Working with Friends

- Video
- Resource Handout (PDF, 356 kb)

Evaluating the Library Director

- Video
- Resource Handout (PDF, 210 kb)

Board Self Evaluation

- Video
- Resource Handout (PDF, 118 kb)
- A Library Board's Practical Guide to Self-Evaluation (PDF, 357 kb)

Succession Planning and New Board Orientation

- Video
- Resource Handout (PDF, 127 kb)
To: WRL Board of Trustees
From: Betsy Fowler, Library Director
Date: June 28, 2017
Re: Action Item: Fund Balance Appropriation

The Williamsburg Regional Library requests appropriation of carryover funds in the amount not to exceed $275,000 for the following project:

$ 275,000 Mobile Library Services (MLS) Outreach Vehicles
$ 275,000 Total

MLS Outreach Vehicles
The WRL Strategic Plan identifies outreach service as a core function that requires library vehicles that are reliable and equipped to provide efficient and effective service. Both of the MLS Youth and Family outreach vehicles are no longer reliable or designed to deliver best practices in outreach service. The library needs a minimum of two mobile library services vehicles to provide youth and family outreach needs in the community. The $275,000 request would purchase vehicles to meet library outreach services goals.
### Reserve Funds

**Beginning FY 2017 Reserve Funds**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less: NonSpendable Funds (Prepays)</td>
<td>$(28,828)</td>
</tr>
<tr>
<td>Less: Committed Funds</td>
<td>$(47,077)</td>
</tr>
<tr>
<td><strong>Total Available Reserve Funds</strong></td>
<td>$2,240,496</td>
</tr>
</tbody>
</table>

**Assigned To:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less: Board Designated - Reserve</td>
<td>$(500,000)</td>
</tr>
<tr>
<td>Less: Board Designated - State Aid Reserve</td>
<td>$(300,000)</td>
</tr>
<tr>
<td>Less: Board Designated - Catalog Upgrade</td>
<td>$(74,925)</td>
</tr>
<tr>
<td><strong>Total Unassigned Fund Balance Amount</strong></td>
<td>$(1,289,667)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Expenditures to date</td>
<td>$(160,045)</td>
</tr>
<tr>
<td>Encumbered Projects to date (see below)</td>
<td>$(41,062)</td>
</tr>
<tr>
<td>Obligations to date</td>
<td>$</td>
</tr>
<tr>
<td>Pending Projects (see below)</td>
<td>$(155,222)</td>
</tr>
<tr>
<td><strong>Total Unassigned Fund Balance Amount</strong></td>
<td>$(356,330)</td>
</tr>
</tbody>
</table>

**As of May 31, 2017**

**Appropriation Expenditure Summary**

<table>
<thead>
<tr>
<th>Description</th>
<th>Appropriation</th>
<th>Total Spent</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>* ILS Public Catalog Upgrade to Enterprise (Oct 2014)</td>
<td>AH $38,000</td>
<td>$27,530</td>
<td>$10,471</td>
</tr>
<tr>
<td>* WRL Facilities Master Plan (April 2016)</td>
<td>AT $30,000</td>
<td>$-</td>
<td>$30,000</td>
</tr>
<tr>
<td>* FY 2017 - Director Search</td>
<td>AU $10,000</td>
<td>$5,670</td>
<td>$4,330</td>
</tr>
<tr>
<td>* WL Meeting Room Technology Upgrade</td>
<td>AX $15,000</td>
<td>$14,152</td>
<td>$848</td>
</tr>
<tr>
<td>* Replacement ILS Servers</td>
<td>AY $20,000</td>
<td>$12,055</td>
<td>$7,945</td>
</tr>
<tr>
<td>* JCCL Kitzinger Meeting Room Technology Upgrade</td>
<td>AZ $25,000</td>
<td>$7,980</td>
<td>$17,020</td>
</tr>
<tr>
<td>* Office 365 - Webmail Migration</td>
<td>BA $8,000</td>
<td>$-</td>
<td>$8,000</td>
</tr>
<tr>
<td>* WL Adult Services Public Seating Replacement</td>
<td>BB $10,000</td>
<td>$8,827</td>
<td>$1,173</td>
</tr>
<tr>
<td>* JCCL Adult Services Public Seating Replacement</td>
<td>BC $22,000</td>
<td>$17,434</td>
<td>$4,566</td>
</tr>
<tr>
<td>* WL Basement Elevator Replacement</td>
<td>BD $40,000</td>
<td>$12,010</td>
<td>$27,991</td>
</tr>
<tr>
<td>* JCCL Marketplace and Café Area</td>
<td>BE $45,000</td>
<td>$2,120</td>
<td>$42,880</td>
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<tr>
<td><strong>Total</strong></td>
<td>$263,000</td>
<td>$107,778</td>
<td>$155,222</td>
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</table>
## CIRCULATION by Locality

<table>
<thead>
<tr>
<th>Library</th>
<th>WMSB</th>
<th>JCC</th>
<th>YORK</th>
<th>OTHER</th>
<th>Monthly</th>
<th>YTD</th>
<th>FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>8,383</td>
<td>29,447</td>
<td>6,341</td>
<td>217</td>
<td>44,388</td>
<td>474,110</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>1,503</td>
<td>20,267</td>
<td>2,201</td>
<td>254</td>
<td>24,225</td>
<td>346,665</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>520</td>
<td>3,163</td>
<td>164</td>
<td>164</td>
<td>4,011</td>
<td>45,561</td>
<td></td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>10,406</strong></td>
<td><strong>52,877</strong></td>
<td><strong>8,706</strong></td>
<td><strong>635</strong></td>
<td><strong>72,624</strong></td>
<td><strong>866,336</strong></td>
<td><strong>-4.6%</strong></td>
</tr>
<tr>
<td><strong>Percent of Monthly Total</strong></td>
<td><strong>14.33%</strong></td>
<td><strong>72.81%</strong></td>
<td><strong>11.99%</strong></td>
<td><strong>0.87%</strong></td>
<td>Excludes Digital Collection</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## CIRCULATION by Type

<table>
<thead>
<tr>
<th>Library</th>
<th>Print</th>
<th>Non-Print</th>
<th>Monthly</th>
<th>YTD</th>
<th>FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>29,584</td>
<td>14,687</td>
<td>44,271</td>
<td>471,557</td>
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</tr>
<tr>
<td>James City County Library</td>
<td>15,076</td>
<td>9,079</td>
<td>24,155</td>
<td>342,868</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>1,768</td>
<td>2,143</td>
<td>3,911</td>
<td>45,168</td>
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</tr>
<tr>
<td>Digital Collection *</td>
<td>N/A</td>
<td>18,286</td>
<td>18,286</td>
<td>205,861</td>
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</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>46,428</strong></td>
<td><strong>44,195</strong></td>
<td><strong>90,623</strong></td>
<td><strong>1,065,454</strong></td>
<td><strong>4.7%</strong></td>
</tr>
</tbody>
</table>

## USER QUESTIONS

<table>
<thead>
<tr>
<th>Library</th>
<th>Adult</th>
<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
<th>FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>3,589</td>
<td>1,299</td>
<td>4,888</td>
<td>62,136</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>2,012</td>
<td>723</td>
<td>2,735</td>
<td>30,070</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>66</td>
<td>N/A</td>
<td>66</td>
<td>781</td>
<td></td>
</tr>
<tr>
<td>Outreach</td>
<td>1,104</td>
<td>249</td>
<td>1,353</td>
<td>15,449</td>
<td></td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>6,771</strong></td>
<td><strong>2,271</strong></td>
<td><strong>9,042</strong></td>
<td><strong>108,436</strong></td>
<td><strong>-4.7%</strong></td>
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</tbody>
</table>

## PROGRAM ATTENDANCE

<table>
<thead>
<tr>
<th>Library</th>
<th>Adult</th>
<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
<th>FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>1,171</td>
<td>1,240</td>
<td>2,411</td>
<td>44,109</td>
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<tr>
<td>James City County Library</td>
<td>319</td>
<td>983</td>
<td>1,302</td>
<td>23,291</td>
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</tr>
<tr>
<td>Stryker Center</td>
<td>430</td>
<td>0</td>
<td>430</td>
<td>5,194</td>
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</tr>
<tr>
<td>Outreach</td>
<td>688</td>
<td>1,585</td>
<td>2,273</td>
<td>37,762</td>
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</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>2,608</strong></td>
<td><strong>3,808</strong></td>
<td><strong>6,416</strong></td>
<td><strong>110,356</strong></td>
<td><strong>3.9%</strong></td>
</tr>
</tbody>
</table>

## MEETING ROOM USE

<table>
<thead>
<tr>
<th>Library</th>
<th>Monthly</th>
<th>YTD</th>
<th>FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>2,536</td>
<td>18,140</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>573</td>
<td>5,681</td>
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</tr>
<tr>
<td>Stryker Center</td>
<td>325</td>
<td>3,380</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,434</strong></td>
<td><strong>27,201</strong></td>
<td><strong>18.5%</strong></td>
</tr>
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</table>

## PC & Wi-Fi USE

<table>
<thead>
<tr>
<th>Library</th>
<th>PC Use</th>
<th>Wi-Fi**</th>
<th>Monthly</th>
<th>YTD</th>
<th>FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>4,069</td>
<td>10,046</td>
<td>14,115</td>
<td>170,921</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>2,200</td>
<td>4,597</td>
<td>6,797</td>
<td>78,074</td>
<td></td>
</tr>
<tr>
<td>Stryker Center</td>
<td>N/A</td>
<td>1,016</td>
<td>1,016</td>
<td>11,701</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>113</td>
<td>108</td>
<td>221</td>
<td>2,709</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,382</strong></td>
<td><strong>15,767</strong></td>
<td><strong>22,149</strong></td>
<td><strong>263,405</strong></td>
<td><strong>18.9%</strong></td>
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</table>

## COLLECTION

<table>
<thead>
<tr>
<th>Library</th>
<th>Print</th>
<th>Non-Print</th>
<th>Total</th>
<th>FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>127,948</td>
<td>18,056</td>
<td>146,004</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>102,107</td>
<td>16,522</td>
<td>118,629</td>
<td></td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>8,854</td>
<td>3,019</td>
<td>11,873</td>
<td></td>
</tr>
<tr>
<td>Digital Collection***</td>
<td>N/A</td>
<td>23,616</td>
<td>23,616</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>238,909</strong></td>
<td><strong>61,213</strong></td>
<td><strong>300,122</strong></td>
<td><strong>-2.5%</strong></td>
</tr>
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</table>

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

## USER CARDS

<table>
<thead>
<tr>
<th>Library</th>
<th>Number</th>
<th>FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg</td>
<td>10,211</td>
<td></td>
</tr>
<tr>
<td>James City County</td>
<td>48,543</td>
<td></td>
</tr>
<tr>
<td>York County</td>
<td>7,923</td>
<td></td>
</tr>
<tr>
<td>Other ****</td>
<td>148</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>66,825</strong></td>
<td><strong>6.0%</strong></td>
</tr>
</tbody>
</table>

**** Non residents with special recognition cards
WILLIAMSBURG REGIONAL LIBRARY (WRL)  
AND THE AARP FOUNDATION TAX-AIDE PROGRAM (TAX-AIDE)  

PARTNERSHIP AGREEMENT  
July 1, 2017 – June 30, 2018

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

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

PROJECT RESPONSIBILITIES

Williamsburg Regional Library Responsibilities

Use of library buildings

- Provide Tax-Aide program space, free of charge, at both library facilities with support for room set-up and wireless access where possible. The 2017-18 Tax-Aide room reservation schedule is attached (see Attachment 1). Any request to adjust the 2017-18 program schedule should be directed to the Program Services Director. Any request by Tax-Aide to increase to the number of hours the program may use library facilities will be referred to the Library Director.

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

- Provide the Tax-Aide volunteers access to the WRL staff lunchrooms.

- Allow the use of the Williamsburg Library Gallery space as a client waiting area, except when the area has been reserved. During these occasional times, the Tax-Aide waiting area will be relocated to the Young Adult section of the library outside the Schell Room door.

- Allow the daily use of meeting rooms B or C at the Williamsburg Library, as space is available each morning for added consulting space for Tax-Aide preparers. These meeting rooms may only be used with the approval of the Program Services Director.

Resources

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

- Adult Services staff will be available to help Tax-Aide clients locate tax forms, instructions, and publications.
• The Program Services Director may coordinate a meeting of the Information Technology Services Director and IT staff members, the Tax-Aide District Coordinator and the Tax-Aide Technical Coordinator in fall 2017 to review any technical and facilities issues for the 2017-18 Tax-Aide season [see Attachment 1]. The IT staff members will (a) secure wireless access for electronic filing for the Patricia Schell Memorial Meeting Room, the Grace and Stanley Kitzinger Community Room, and e-CLIC, and (b) provide basic ongoing trouble-shooting consultation for network and telephonic issues related to WRL building facilities.

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

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

Promotion

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

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

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

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

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

Partnership

• Annually evaluate program.

• Provide event space in one of the library buildings in April 2018 for the Tax-Aide reception to honor the program volunteers.

• Work with Tax-Aide to implement the annual program timeline. [See Attachment 3]

Tax-Aide Responsibilities

Services and Resources

• Designate a Tax-Aide coordinator to plan and implement the Tax-Aide program, serve as the program liaison to the library, recruit and train volunteer tax preparers, schedule preparers to assist clients in the library locations, and coordinate the work of the Communications Coordinator and the Technical Coordinator. The Tax-Aide Coordinator will work with the Program Services Director to implement the attached program timeline. [See Attachment 3]
• Provide adequate number of trained volunteer tax preparers to offer the public daytime, evening, and Saturday tax assistance at the Williamsburg Library; daytime, evening, and Saturday tax assistance at the James City County Library.

• Provide a Communications Coordinator and a Technical Coordinator to work as part of the partnership team under the supervision of the Tax-Aide Coordinator. For Taxable Year 2017 they are Terry Lowe, Communications Coordinator (trollowe777@gmail.com) and Mike Alcorn, Technical Coordinator (mike@thealcorns.com).

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

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

• Assist in setting up wifi subnets for tax preparation. Subnet routers will be provided by AARP Tax-Aide.

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

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

• The Tax-Aide District Coordinator, Communications Coordinator, and the Technical Coordinator will attend any fall 2017 planning meetings called by the Program Services Director to discuss logistics and issues related to the 2017-18 Tax-Aide season. [See Attachment 3]

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

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

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

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

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

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

- Explore recognition for Williamsburg Regional Library through the IRS or AARP.

Partnership

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

- Sponsor an end of the tax year reception in April 2018 to honor the Tax-Aide volunteers.

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

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

TAX-AIDE AND WRL PROGRAM COORDINATION RESPONSIBILITIES

Tax-Aide and WRL will designate appropriate representatives to work as a team to plan, coordinate, promote, and evaluate the annual Tax-Aide program and the partnership. The following people have been identified as the 2017-18 Team, unless otherwise designated and communicated by the partner organizations: George Richmond, AARP Tax-Aide District Coordinator and Rob Haas, Program Services Director. Rob will act as the library’s contact person for all communications to and from Tax-Aide.

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

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

(Signature)  Date 26 May 2017

WILLIAMSBURG REGIONAL LIBRARY
Betsy Fowler
Library Director

(Signature)  Date 5/26/2017
Attachment 1

Room Reservations for the 2017-18 Tax-Aide Program

<table>
<thead>
<tr>
<th>Location</th>
<th>Date(s)</th>
<th>Time(s)</th>
<th>Event(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Williamsburg Library Theatre</strong></td>
<td></td>
<td>10 am to 3 pm</td>
<td>Returning Tax Volunteers</td>
</tr>
<tr>
<td><strong>Orientation</strong></td>
<td></td>
<td>December 4, 2017, Mon</td>
<td></td>
</tr>
<tr>
<td><strong>Room Reservations for the 2017-18 Tax-Aide Program</strong></td>
<td><strong>Williamsburg Library Schell Room</strong></td>
<td>10 am to 3 pm</td>
<td>All Tax Volunteer Roundup</td>
</tr>
<tr>
<td></td>
<td></td>
<td>January 17, 2018, Wed</td>
<td></td>
</tr>
<tr>
<td><strong>Week of January 24, 2018</strong></td>
<td></td>
<td>10 am to 9 pm</td>
<td>Client Facilitator Training</td>
</tr>
<tr>
<td><strong>January 18, 2018, Thurs</strong></td>
<td></td>
<td>10 am to 9 pm</td>
<td>Shift Coordinator/QR Training</td>
</tr>
<tr>
<td><strong>January 19, 2018, Fri</strong></td>
<td></td>
<td>9 am to 9 pm</td>
<td>Room set-up</td>
</tr>
<tr>
<td><strong>January 22, 2018, Mon</strong></td>
<td></td>
<td>9 am to 2 pm</td>
<td>Site Orientation Training</td>
</tr>
<tr>
<td><strong>February 1 - April 18, 2018</strong></td>
<td></td>
<td>10 am to 9 pm</td>
<td>Tax season</td>
</tr>
<tr>
<td><strong>James City County Library Kitzinger Community Room</strong></td>
<td>10 am to 2 pm</td>
<td>December 12, 13, 14, 2017</td>
<td>Optional Refresher Training</td>
</tr>
<tr>
<td></td>
<td></td>
<td>December 7, 2017, Thurs</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>January 3, 5, 8, 10, 12, 16, 2018</td>
<td>New Volunteer Orientation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>January 4, 9, 11, 2018</td>
<td>New Tax Counselor Training</td>
</tr>
<tr>
<td></td>
<td></td>
<td>January 23, 25, 2018</td>
<td>Returning Tax Counselors</td>
</tr>
<tr>
<td><strong>James City County Library e-CLIC</strong></td>
<td>10 am to 9 pm</td>
<td>February 1 - April 18, 2018</td>
<td>Site Orientation Training JCCL</td>
</tr>
<tr>
<td><strong>Tax season</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6
## Attachment 2

**Tax-Aide Program**  
**2018 Public Service Schedule**

*Location, Dates, and Times*

<table>
<thead>
<tr>
<th>Location</th>
<th>Dates</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>February 1 - April 17, 2018</td>
<td>Monday - Friday: 10:00am - 2:00pm</td>
</tr>
<tr>
<td>Patricia Schell Memorial Room</td>
<td>Wednesday - Saturday: 10:00am - 2:00pm</td>
<td></td>
</tr>
<tr>
<td>James City County Library</td>
<td>February 1 - April 17, 2018</td>
<td>Tuesday - Thursday: 10:00am - 7:00pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wednesday: 10:00am - 2:00pm</td>
</tr>
<tr>
<td>e-CLIC</td>
<td></td>
<td>Monday, Saturday: 10:00am - 2:00pm</td>
</tr>
</tbody>
</table>

* Appointments only
Attachment 3

WRL-Tax-Aide Partnership Implementation Timeline

November 2017  Program Services Director coordinates a planning meeting with the Tax-Aide District Coordinator to finalize logistical and technology issues and to coordinate program publicity.

December 2017 - January 2018  
Training volunteers and setting-up for service at both library buildings.

February 1, 2018  Tax-Aide program opens to the public.

April 2018  Tax-Aide sponsors reception for volunteers at one of the library buildings.

By May 1, 2018  Evaluate 2017 partnership. 
Partnership Agreement updated for FY2018-19 and rooms reserved.
EVALUATING LIBRARY PARTNERSHIPS

Attached is a partnership evaluation form intended to be completed by both the library partnership manager and the partnering agency partnership coordinator. Most questions consist of three parts: a question about achieving one of the specific goals that partnering is intended to satisfy per the library's strategic plan; a section to rate the importance of that goal for this particular partnership; and a section for elaborating on how and why the goal was realized. Part I of the evaluation is for library staff. Part II is for partnering agencies. For assistance in completing this evaluation and other related questions please contact the WRL Assistant Director, Janet Crowther.

Below are some project measurement tools that should be considered in preparing this evaluation.

GOAL 1. Reach new users

<table>
<thead>
<tr>
<th>survey</th>
<th>new user registrations</th>
<th>program evaluation form</th>
<th>interviews or focus groups</th>
<th>program attendance figures</th>
</tr>
</thead>
</table>

GOAL 2. Reach library users in a new way

<table>
<thead>
<tr>
<th>survey</th>
<th>number of circulations</th>
<th>program evaluation form</th>
<th>interviews or focus groups</th>
<th>program attendance figures</th>
</tr>
</thead>
</table>

GOAL 3. Tap into community assets and strengths

<table>
<thead>
<tr>
<th>List of, and $ value of assets/strengths</th>
<th>program attendance figures</th>
<th>survey</th>
<th>interviews or focus groups</th>
</tr>
</thead>
</table>

GOAL 4. Gain support for library resources/programs

<table>
<thead>
<tr>
<th>survey</th>
<th>program attendance figures</th>
<th>new user registrations</th>
<th>number of circulations</th>
<th>monetary contribution</th>
</tr>
</thead>
</table>

GOAL 5. Gain valuable feedback

<table>
<thead>
<tr>
<th>survey</th>
<th>interviews or focus groups</th>
<th>program attendance figures</th>
<th>program evaluation form</th>
</tr>
</thead>
</table>

GOAL 6. Create new resources

<table>
<thead>
<tr>
<th>monetary contribution</th>
<th>number of circulations</th>
<th>website hits</th>
<th>lists of created resources</th>
</tr>
</thead>
</table>
WRL Partnership Evaluation Form

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

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

Community partner: AARP Tax Aide

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

Evaluation of Partnership for the year: 2017
Date evaluation completed: May 5, 2017

SECTION I: LIBRARY PARTNERSHIP MANAGER

1. Did the partnership reach new users?
   _ Definitely _XX_ Somewhat ____ No ___ Not Sure

   On a scale of 1 to 10 (with 10 being most important) please rate the importance of reaching new users for this partnership project:
   
   
   Estimate how many new users were reached and explain how you know they were reached (attach measurement tool results):

   Tax Aide statistics showed a 13.1% increase in filings over the previous year. [2017 statistics attached]

2. Did the partnership project reach library users in a new way?
   _XX_ Definitely ___ Somewhat ____ No ___ Not Sure

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

   
   1  2  3  4  5  6  7  8  9  10
Explain the new way in which library users were reached and how you know they were reached (attach measurement tool results):

The fifth year of expanding services at JCCL, Saturday 10 a.m. to 2 p.m. and the first year of expanding services to Monday 10 a.m. to 2 p.m., resulted in a 30.29% increase over last year. Taking appointments immediately (2nd year for this procedure) allowed for a more even workflow for the tax aide counselors and shorter wait times for the clients. This is a program that the library could not offer itself on this scale without the AARP tax volunteers. [April 2017 statistics attached]

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

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

   1  2  3  4  5  6  7  8  9  10

   What is the value to the library?

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

4. Did the partnership gain support for library resources/programs?

   ___ Definitely _XX_ Somewhat ____ No ____ Not Sure

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

   1  2  3  4  5  6  7  8  9  10

   Explain the support gained for library resources/programs and how you measured the support:

   For many of the participants in this service it may be the only time they use the library during the year. Continued efforts to encourage people to take advantage of the library’s resources, sometimes literally within arm’s reach, have not generated any positive effect.
5. Did the partnership enable the library to gain valuable community feedback?

___ Definitely ___ Somewhat ___ No ___ Not Sure

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

1 2 3 4 5 6 7 8 9 10

Describe feedback collection methods, forums and other pertinent details:

Most positive feedback was anecdotal through the Tax counselors and comments directed to Program Services staff. Tax Aide software allows for tracking various stats such as languages and age groups. [April 2017 statistics attached]

6. Did the partnership create new library resources?

__XX__ Definitely ___ Somewhat ___ No ___ Not Sure

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

1 2 3 4 5 6 7 8 9 10

List what resources were created:

Library programing for a largely underserved audience within the Library buildings

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

No. Library staff would not have the time or the training to conduct a similar service for such a large number within the community. This year 10,979 volunteer hours were devoted to this program by Tax Aide volunteers.

7. Were requirements of the Letter of Agreement satisfied? If no, explain below.

__XX__ Definitely ___ Somewhat ___ No ___ Not Sure

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

N/A

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

Exclusive use of the Schell Room from January through the third week of April. Use of the Kitzinger Community Room for three days per week during the tax season, as well as use of the e-CLIC room and McGaw (waiting area) Saturdays during the tax season. Partial use of the WL Theatre as well as the Kitzinger Community Room for pre-service training. Space at JCCL to store a file cabinet, printer cart, and office supplies. Use of wireless Internet. Use of copy machine at both libraries.
Resetting of the Kitzinger Community Room at JCCL three times a week. Cleaning and straightening of both rooms. Answering phones and queries at the public service desks regarding tax aide hours. Printing of fliers listing hours of service.

Updating and printing the annual AARP Tax Aide service brochure.

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

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

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

WRL’s Strategic Plan 2016-18 prioritizes rethinking our library buildings and spaces to better meet the needs of the public. In FY18 the interior spaces at the James City County Library will be reconfigured and adapted to showcase library print and digital collections and to improve the user experience. The library will also increase public programming at both JCCL and WL which places an increased demand for the library’s meeting room spaces. These dynamics and library priorities may impact the space available to the AARP Tax Aide program in FY18.

To move all sessions during tax season from the Grace and Stanley Kitzinger room to the e-CLIC room.

With the continued success of the e-CLIC room for another full session, it is recommended that Saturdays continue in 2018.

Also, with the increased numbers at JCCL it is recommended that the additional Wednesday session, 10 a.m. to 2 p.m., be retained as well as adding a Monday session, 10 a.m. to 2 p.m.

An additional recommendation would be to modify the hours of service at WL on Tuesdays from 10 a.m. to 6 p.m. to 1 p.m. to 7 p.m. and increase hours of service at JCCL on Wednesdays from 10 a.m. to 2 p.m. to 10 a.m. to 6 p.m.

On Saturdays at JCCL, the library recommends the elimination of the McGaw Room as a waiting area. Seating can be provided along the wall outside the door to the e-CLIC room.

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

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

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

PARTNERSHIP COORDINATOR

1. Did the partnership with the Library meet your organization's expectations and goals?
   \_
   \_ X \_ definitely ___ somewhat ___ no ___ not sure

   Explain expectations and goals that were both met and unmet:

   WRL provided the workspace, high-speed internet access, and publicity support essential to
   the success of our free tax service for this community. With WRL support, over 73 AARP tax
   volunteers received training to pass IRS tests so that they could help prepare and submit
   over 3,000 tax returns for our citizens. That is a record high for this area.

2. Were requirements of the Letter of Agreement satisfied?, If no, explain below.
   \_
   \_ X \_ definitely ___ somewhat ___ no ___ not sure

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

   All elements were satisfied. Tax shift leaders and counselors at both library sites appreciate
   the strong support they received, as elaborated in the partnership agreement. Improved
   internet performance was particularly noteworthy at the James City County Library site.

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

   No changes are recommended. We are very appreciative of all WRL efforts to make the
   2017 tax filing season a most successful one for the Williamsburg Tax-Aide program.

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

Library Partnership Manager  Partnering Agency Partnership Coordinator

Revised 5/5/17