BOARD OF TRUSTEES AGENDA
August 23, 2017
3:00 p.m., Meeting Room 128, Stryker Center

I. Call to Order – Chair Miller-Moore
II. Public Comment
III. Mission Moment
IV. Consent Calendar
   • Approval Minutes – June 28, 2017
   • Monthly Staff Reports
V. Chair’s Report – Miller-Moore
   • Introduction of New Board Members
   • Board Field Trip to Richmond Libraries
   • Friends of WRL Foundation Memorandum of Understanding
   • VLA Conference – October 11-13, 2017 – Norfolk
VI. Library Director’s Report – Fowler
   • Summer Highlights – Adult and Youth Services
   • Facilities Update
   • Proposed 2017 - 2018 Division Presentation Schedule
VII. Friends of WRL/WRL Foundation Updates
   • Task Force Update
VIII. Other Business
IX. Adjournment

Other Enclosures:
   • June 2017 Statistics
   • FYI Articles, Kudos, and News Items
   • July & August Newsletter

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

Board of Trustees of the Williamsburg Regional Library
Minutes of Board Meeting June 28, 2017
Meeting Room 128, Stryker Center

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

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

Absent: Vickie Herrick

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

Public Comment: None.

Consent Calendar: Ms. Binsfeld discussed the “Bank Fees” budget item from the finance report per Mr. Porter’s request. The board discussed fees associated with credit card use and ways in which the library can avoid higher fees. Ms. Andrews asked the minutes from May 24, 2017, be corrected to use the correct code section for the closed session certifications (Section 2.2-3712 (D)). The May 24, 2017 consent calendar, with amended changes, was approved by a unanimous vote.

Chair’s Report: Mr. Porter announced the All-Boards Meeting is scheduled to take place on October 25, 2017, at 4:00 p.m. directly following the board of trustees meeting in the Stryker Center, Meeting Room 127.

Library Director’s Report: Ms. Fowler discussed her attendance at the Annual ALA Conference in Chicago, Illinois.

Ms. Binsfeld presented an assessment of the Williamsburg Library building. She met with Tom Leitch, City of Williamsburg Building Facilities Manager. Overall, his assessment is the mechanical systems are in good shape. The electrical issues with the sump pumps have been repaired. The library will continue to work with the City of Williamsburg on determining if a more substantial overall is needed. The HVAC systems continue to be replaced on the City’s CIP schedule. The plumbing and electrical systems are original and not slated or recommended for replacement. The library has routine annual inspections of the fire and alarm systems and fire department makes a thorough annual fire inspection of the building. The elevators are inspected annually and the basement wheelchair lift is currently being replaced. The roof has been maintained and moderately repaired in 2007 by the City. The telephone system will need replacement as James City County moves to a new system. Mr. Kale requested a similar report be compiled for the James City County Library.

Ms. Fowler updated the board on the current state of the Friends of WRL Foundation merger. Ms. Fowler announced the WRL Foundation was awarded the United for Libraries/Baker & Taylor Award for friends groups and library foundations. Ms. Fowler announced the City of Williamsburg and the Williamsburg Regional Library have signed a revised amendment to the original Stryker Center contract that will extend the current modification regarding after hours staffing for another year, to expire July 1, 2018.

Ms. Fowler updated the board on the current progress of the JCCL Marketplace and Café renovations. She gave a short presentation on where current active library card holders live throughout the counties and city and the statistics regarding population and square footage of the libraries. The board discussed the possibility of and planning needed for a third library location. Ms. Franz requested the presentation be sent to York County.
Ms. Miller-Moore suggested the board members plan different outings to visit other community library locations.

Mr. Porter presented a handout detailing a set of short videos by the ALA for board members. He announced the videos will be shown at future board meetings.

The board discussed the need for the board to meet in August. The board agreed to meet on August 23, 2017, the optional meeting date.

- **Action Item: Fund Balance Appropriation – MLS Vehicle** – Ms. Andrews moved to approve the fund balance appropriation as presented in an amount not to exceed $275,000. The board discussed the need for new MLS vehicles and the steps used in the procurement process. Mr. Kale requested a detailed description of each of the vehicles that will be purchased prior to approval. The motion was approved with a roll call vote.

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

Mr. Trott discussed the different services to English language learners and their families that the library has been developing through the library’s partnership with the Williamsburg-James City County Public Schools.

**Friends of WRL Foundation Updates:** Mr. Sadler discussed the current stage of the Foundation/Friends merger; the committees have been working to update by-laws and articles of incorporation and to draft new policies and procedures; the draft by-laws are anticipated to be presented at the July 18, 2017, joint meeting. The committees are also working on a memorandum of understanding that will be presented to the WRL Board of Trustees once completed. The foundation has approved the funding for the Book Nook move and renovations at the James City County Library.

**Other Business:**

- **Resolution for Bill Porter:** A resolution was prepared to honor Bill Porter for his exemplary service to the Williamsburg Regional Library Board of Trustees since July 2009. Mr. Kale moved to approve the resolution. The motion was approved by a unanimous vote. Mr. Kale thanked Mr. Porter for his steadfastness and attention to detail and stated the library has been fortunate to have him as a member of the board. Ms. Fowler presented Mr. Porter with a book entitled “A Morning with Grandpa” that will be donated in his honor to the library collection.

**Adjournment:** Mr. Kale moved to adjourn at 4:20 p.m. All agreed.

Respectfully submitted,

Sarah App

Approved by _______________________________

William J. Porter, Chair:
Library Director Report  
June 2017

Excellence in daily operations

- Conducted weekly LEAD team meetings.
- Conducted all staff meetings at each library location.
- Attended the June 28th Library Board of Trustees meeting.
- Met weekly with division directors and the library development officer.
- Enjoyed Staff Connections Staff BBQ lunch with library staff.
- Presented CIP request for HVAC equipment to Williamsburg City Council.
- Attended American Library Association Conference.

Strengthening community connections and partnerships

- Met with director of Williamsburg Community Symphony to discuss possible collaborations.
- Met with Friends at JCC Library.
- Attended joint Tidewater Library Directors and Richmond Area Library Directors meeting in Richmond.
- Attended Literacy for Life Celebration.
- Met with Literacy for Life Director Joan Peterson and School Superintendent Dr. Heron to explore collaborative ventures.
- Attended semi-monthly meetings of the James City County Executive Team and the City of Williamsburg City Manager’s Team.
- Attended joint Friends of WRL and WRL Foundation Meeting.
- Attended Foundation Implementation Task Force meeting.
- Attended JCC Board of Supervisors meeting in support of HVAC CIP consent agenda.

Communicating and raising awareness

- Guest speaker at the Middle Plantation lunch meeting.
- Guest presenter at the Homeowners Meeting at Quarterpath.
- Attended semi-monthly meetings of the James City County Executive Team and the City of Williamsburg City Manager’s Team.

Rethinking Library Spaces

- Worked with contractors, vendors, and library staff on the design and plans for the James City County Library Marketplace Café Area renovation.

Implementations: System upgrade to Office365, preparation for a fall launch of a number of library book clubs and scheduled safety trainings.

Betsy Fowler, Library Director
Excellence in Daily Operations
- Conducted weekly LEAD team meetings.
- Conducted all staff meetings at each library location.
- Met weekly with division directors and the library development officer.
- Met with adult services division.
- Attended Code of Conduct training led by JCC HR Director for LEAD team.

Strengthening community connections and partnerships
- Met with City Manager Marvin Collins to discuss library facilities and programming.
- Attended Foundation Implementation meeting.
- Met with library board chair and foundation member for lunches.
- Attended Foundation Endowment Committee Meeting.
- Met with James City County Library book club.
- Met with JCC HR Director for meeting and lunch.
- Lunch and tour of Swem Library with the director.

Communicating and raising awareness
- Interview on The Tide radio station with excerpts subsequently aired as commercials for two weeks on air.

Rethinking Library Spaces
- Worked with contractors, vendors, and library staff on the design and plans for the James City County Library Marketplace Café Area renovation.

Betsy Fowler, Library Director
Provide excellent programs:

The big event of the month was the “Teen’s Night Out” program on June 9. Rachael Nelson spent several months coordinating the event with the Teen Advisory Group. The teens brainstormed activities and volunteered to staff the event. The group suggested Wii games, book giveaways, movies, poster raffles, and a sundae bar. Rachael enlisted library staff from all divisions to help monitor the activities. The library received good publicity for the program from newspapers, radio, and school media specialists. Over 60 teens came to the event – an all-time high for teen-only programs. Rachael is planning another after-hours event in September at the James City County Library.
Adult Services Division Report
June 2017

Provide excellent services:
• Use technology where appropriate to enhance users’ experience.
  • Adult Services staff and volunteers taught 11 computer classes and held four open computer help sessions in June.
  • 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 Barbara Riebe, Charlotte Burcher, Cheryl Edwards, Dwight Woodward, Emma Pruss, Janet Curtis, and Jennifer Kuncken.
  • Avery Hicks did a great job explaining the changes to downloadable audio and magazine apps at the June staff meeting. She followed up with instructions and updates for both Youth and Adult Services staff as RBDigital launched.
  • Connie Van Bourgondien and Ann Marie Weissert shared some comments from users about the MLS service to adult facilities:
    “This service is the best thing that happens to us.” “I always look for your picks and I am never disappointed.” “You don’t know how much we talk about you. Everyone says such wonderful things about the library service!”

Provide excellent collections:
• Adult Services staff reviewed the entire nonfiction collection at James City County Library in preparation for shifting audiobooks to the beginning of that collection. The shift will open up space for the Marketplace.

Provide excellent programs:
• Adult programs this month included Thursday film series, Talks @2 (Frank Sinatra), as well as Hampton University’s Digital Days for scanning African American documents, “In Service” lecture, History of the Banjo talk, and traditional Chinese music.
• Teen programs this month included a very successful “Teen’s Night Out” (over 60 teens!), Anime Club, Teen Advisory Group, Super Smash open play, String and Nail craft, Teen Writing Lounge, and The Outsiders movie.
• I gave a Short Talk program to Edgeworth Park about Frank Sinatra as part of our pilot service to the new facility. Cheryl Edwards and I gave a longer presentation on Frank Sinatra to residents of Brookdale. Ann Marie Weissert gave Short Talk programs about Virginia’s natural wonders to assisted living facilities.

Provide excellence in daily operations:
• Avery Hicks, Janet Curtis, Jennifer Holliday, and I went with other library staffers on a field trip to Henrico County’s Varina branch. Avery is putting together a presentation for the all-staff meeting.
• Cheryl Edwards led the June Adult Services staff meeting.

Melissa Simpson, Adult Services Director
Adult Services Highlight

July 2017

Provide excellent collections:

July’s special focus was on collections at James City County. Adult Services staff took a critical look at the nonfiction collection and weeded worn, outdated, or unused items. All Adult Services staff members have a nonfiction collection to manage, so this really was a team activity. Once items were removed from the shelves, several Adult Services staff members, as well as Nancy Cludinski and Janet Crowther, came in on a Sunday to complete a shift so that the audiobook collection would fit on the first range of shelves. There were a lot of hands helping, and we managed to get everything moved before the library opened at 1 p.m. The rest of the month was spent fine-tuning that nonfiction shift and relabeling the shelves. Once the shelving arrives in August, new audiobooks will be moved to display space at the front of the library to become part of the exciting Market Place.
Adult Services Division Report
July 2017

Provide excellent services:
- Use technology where appropriate to enhance users’ experience.
  - Adult Services staff and volunteers taught 10 computer classes and held four open computer help sessions in July.
  - 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.
  - Connie Van Bourgondien shared an email from the daughter of a long-time MLS user who had died. In addition to designating WRL for memorials, she wrote: “You and the others at the library did so much to make her last year wonderful. I can’t thank you enough. I wanted to let you know that you and your team touch people’s lives every day, and probably don’t even know it.”

Provide excellent collections:
- Several Adult Services staff as well as Nancy Cludinski and Janet Crowther, joined me on a Sunday to shift the nonfiction and biography section to make room for the audiobook collection. With concentrated effort, we fit everything back on the shelves before we opened, then staff continued to make adjustments to the shelving throughout the next two weeks to balance the shelves and create space for face-out displays.
- Avery Hicks and Jennifer Holliday stickered new audiobooks so that they would be ready for the new Marketplace shelving.

Provide excellent programs:
- Adult programs this month included Thursday film series, Silk Scarf painting, and a Family Spelling Bee. Much of July was spent preparing for the Profiles of Honor programming in August and preparing for the launch of five new book groups in September.
- Teen programs this month include Anime Club, Teen Advisory Group, Super Smash open play and a tournament, Teen Writing Lounge, Creative Costume workshop, and Sphero and Gizmo’s robotic workshops (STEM activities).
- Barbara Jones and Connie Van Bourgondien gave Short Talk programs to assisted living facilities. Barbara’s talk was “Monumental DC;” and Connie’s talk was on ice cream. Both were big hits with the residents.

Provide excellence in daily operations:
- Jennifer Kuncken, Jesse Kelley, and I joined other library staffers on a field trip to the Norfolk Public Library’s Slover branch. Jennifer Holiday, Dwight Woodward, and I went with other library staffers back to Henrico County’s Varina branch. Avery Hicks gave a presentation about Varina during both all-staff meetings.
- Barbara Jones prepared personalized plans for library service and statements of understanding for all of the adult facilities that receive outreach services.

Melissa Simpson, Adult Services Director
Development Officer Report
June 2017

In June we learned that the WRL Foundation received national recognition as a recipient of one of two United for Libraries/Baker and Taylor Awards for Friends Groups and Library Foundations. The award recognizes the Foundation’s highly successful 2015-16 capital campaign to support the Stryker Center. National recognition is not often achieved, so this award is worth noting.

During the month the Staff Connections Committee (SCC) hosted a much-enjoyed barbeque and chicken lunch for library staff. There also was a “changing of the guard” on the committee, as some staff rotated off the committee and others joined it. SCC is important in encouraging camaraderie and morale among staff and also among members of SCC. Another morale building event was Betsy’s inaugural chat with library volunteers at JCCL. Betsy provided updates to WRL volunteers about the marketplace enhancements coming to that building. We will hold a similar event at WL in December for our volunteers.

Benjamin J. Goldberg, Library Development Officer
Development Officer Report
June 2017

Provide excellent service:
- I supported Friend-Foundation implementation task force efforts throughout the month, including researching best practices for donor recognition in public libraries and museums in Virginia and across the country.
- On June 21, I attended a meeting with Friends volunteer coordinators, staff, and others to discuss select topics with respect to the merger of the Friends and the Foundation.
- In June we learned that the WRL Foundation received national recognition as a recipient of one of two United for Libraries/Baker and Taylor Awards for Friends Groups and Library Foundations. The award recognizes the Foundation’s highly successful 2015-16 capital campaign to support the Stryker Center.
- Attached to this report is the honorary and memorial gifts page that lists donations made to the Williamsburg Regional Library and the WRL Foundation. We are responsible to ensure these funds are used as instructed by the donors. Also, recognizing our donors is an important aspect of stewarding these resources and supporters.

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

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

Provide for excellence in daily operations:
- As a Staff Connections Committee (SCC) member, I supported the annual barbeque and chicken lunch on June 8. Staff enjoyed themselves during the informal gathering. On June 20, I attended an SCC meeting during which outgoing members Lisa Hilleary and Gemma Mason were thanked and incoming members Mandy Malone and Kim Stone were welcomed. Starting in July, Ginger Hutter will chair the committee.
- I coordinated and attended the June 13 “volunteer chat with the library director” at JCCL. Betsy provided updates to WRL volunteers about the marketplace enhancements coming to that building.
- I joined fellow members of G.W.A.V.A. on June 14 for a networking meeting and luncheon.
- On June 16, I participated in the PAA Advisory Council meeting, immediately followed by a community meeting that featured a panel discussion on end of life legal issues.
- Throughout June I participated in weekly LEAD meetings. I attended Betsy’s monthly staff update meetings on June 16 (JCCL) and 19 (WL).
- I chaired the Peninsula Agency on Aging (PAA) Seniors as a Resource (SAAR) Committee meeting on June 23. The committee confirmed it will organize and host a job fair for older workers in October.
- Toward the end of the month, I scheduled a Book a Librarian session with a volunteer from a local organization to discuss WRL grant writing resources as well as grant research and the application process.

Benjamin J. Goldberg, Library Development Officer
FOUNDATION SUPPORT
Perpetual Book Funds
Andrew Carver Diakun Perpetual Book Fund
  • Laura and Ralph Pupo (in honor of Richard Diakun)

Nancy Webster Dutro Perpetual Book Fund
  • Elizabeth and Alan Diakun (in memory of Robert S. Dutro)

Walter B. Horne Perpetual Book Fund
  • Janis M. Horne

ANNUAL APPEAL
Enthusiastic Reader (up to $250-$999)
  • Anonymous

HONORARY & MEMORIAL GIFTS
In memory of:
  • Christopher Winslow Doak from Ann Booth Young
  • Arthur Max Mebert from the First Presbyterian Church of Flushing
  • Tom Power from the Middle Plantation Club
  • Joan Schilling from the College of William and Mary Law Library
  • Edward Stock from John Herringshaw

In honor of:
  • Lori Grygalonis from the Women's Club of Williamsburg – GFWC
  • Kibby from Barbara Hodson
  • WRL staff from Marilyn Fanning

Guest Speaker Book Program
  • Rotary Club of Williamsburg

Summer Reading
  • Ben and Jerry’s Ice Cream
  • Tina D’Amico, LCSW Coupledom Counseling
  • Go-Karts Plus
  • Nauticus
  • Quirks!
  • Rita’s Ice
  • Sweet Frog, Williamsburg
  • Traditional Golf Club at Stonehouse
  • Yankee Candle Village

Local Authors Project
  • Andy Bell and Bruce Razey – Cops of Acadia: The Beginning
  • Joe Freitus – Yankee Privateers Trilogy Books 1 – 3
  • Arleigh Hatcher – Heart of a Mompreneur
  • Ramel Majette – P.P.W. Blueprint Planet Pluto World Schizoaffective Vision
  • Ron Savage – Silence of My Father
  • Jeffrey K. Walker – None of Us the Same

In-kind Materials
  • Marilyn Younger
  • Laurie Ziegler (in memory of Micky Yoho)
Development Officer Report
July 2017

This month the Friends of Williamsburg Regional Library Foundation (Friends-Foundation) board voted to modify their Articles of Incorporation and revise their by-laws. In addition, a draft Memorandum of Understanding between the Friends-Foundation and the WRL Board of Trustees was reviewed. The approval of these documents represents critical steps toward the unification of the Friends and the Foundation, creating a single private fundraising support organization for the library.

In July, seventy-four private gifts were made supporting the Friends-Foundation and the library. Most contributions were in the form of friends memberships, gifts to several endowment funds, and in-kind contributions for the summer reading program. Our community supports WRL in many ways and the gifts received each day are a good reminder of that.

Benjamin J. Goldberg, Library Development Officer
Development Officer Report
July 2017

Provide excellent service:
- I supported Friends-Foundation implementation task force efforts throughout the month.
- I attended the WRL Foundation Endowment/Finance Committee meeting on July 17. The discussion focused on reviewing financial documents, a newly established endowment, and recording committee volunteer hours.
- On July 18, I attended the Friends-Foundation board meeting. An important gathering, the meeting included a review of revised Articles of Incorporation, by-laws, financial reports, and merger progress.
- The Viky Pedigo Endowment was established following an anonymous donation that brought the total amount donated up to $10,000.
- Attached to this report is the honorary and memorial gifts page that lists donations made to the Williamsburg Regional Library and the WRL Foundation. We are responsible to ensure these funds are used as instructed by the donors. Also, recognizing our donors is an important aspect of stewarding these resources and supporters.

Provide excellent collections:
- I coordinated three Local Authors Project (LAP) donation photo opportunities.
- I posted three LAP press releases to the *Daily Press* online and submitted three LAP press releases to the *Virginia Gazette* online. The *Gazette* printed three LAP press releases.
- Along with Rob Haas, I participated in a photo-op with representatives of the Ancient Order of the Hibernians. They gave a gift in support of the Celtic Film Series at WRL.

Provide excellent programs:
- I anticipate sending out eight to ten Fifty Hour Club membership letters recognizing library volunteers who reached the fifty-hour mark during July.
- I reported annual library volunteer hours to James City County staff who record volunteer statistics.

Provide for excellence in daily operations:
- I attended a Staff Connections Committee meeting on July 10 to plan the August 8 ice cream and pizza event and to consider the annual WRL staff recognition breakfast on Columbus Day.
- On July 11, I attended human resources training led by Patrick Teague.
- I attended a webinar on fundraising in America in 2017 that discussed potential changes in tax law and government funding (July 14) and a webinar exploring ways to promote National Friends of Libraries week (July 25).
- Throughout June I participated in weekly LEAD meetings. I attended Betsy’s monthly staff update meetings on July 24 (JCCL) and 27 (WL).

Benjamin J. Goldberg, Library Development Officer
FOUNDATION SUPPORT

Perpetual Book Funds
John and Lisa Ballinger Perpetual Book Fund
  • Linda Osborn (in memory of Lisa Ballinger)

Pugh Family Perpetual Book Fund
  • Carol and Mark Pugh

Our Library - Our Future Endowment
Next Generation Fund – Children & Teens
  • John O'Donnell (in memory of Anne O. ‘Nancy’ Baughman)

Viky Pedigo Endowment
  • Anonymous
  • Quinn Emmett

Annual Appeal
Sincere Reader (up to $249)
  • Margaret and Sean Driscoll
  • June and Vernon Ross

HONORARY & MEMORIAL GIFTS
In memory of:
  • Anne O. ‘Nancy’ Baughman from Laurie Littlefield-Baas and Jay Baas, Carole and Robert Dishman, and Sylvia Payne

Given by:
  • Ancient Order of Hibernians - John Cardinal O'Connor Division

Summer Reading
  • Bruster’s Old Fashion Ice Cream
  • Smallcakes, A Cupcakery
  • Touch of Earth
  • Trader Joe’s

Local Authors Project
  • M. C. de Aveiro – Amalia
  • James G. Cobb – Lutheran DNA
  • James G. Cobb – New Pastor/New Parish
  • James G. Cobb – Reformation’s Rib
  • James G. Cobb – Sermonic City Sidewalks
  • Kim Holloway’s 3rd-grade class – Blue Bird, Blue Bird What Do You See?
  • Jaime Teahan Sanders – Adrian’s Adventures in Indonesia
IT & Technical Services Division Report
June 2017

Provide excellent service:
- Steve worked with several Tech Services staff to improve the way content was displayed in the catalog. This involved updating catalog records to ensure that items displayed only needed information. This work was an important piece of making items more accessible in the new Enterprise catalog.
- Kraston setup laptops for each building for the YS Summer Reading program.

Provide excellent collections:
- Lisa Hilleary handled year spending to prepare to close the FY17 collections budget. This included adding additional ebook titles and ensuring all budget lines were spent out. She worked with collection librarians in youth and adult services to ensure the money was spent thoughtfully and on items of user interest.

Provide for excellence in daily operations:
- Brett began working extensively with Microsoft support configuring the email component of Office 365 for our uses with feedback from our test group of volunteer staff. In preparation for moving staff to Office 365 this summer. He also created an initial Office 365 “test” group of 27 WRL staff members from across library divisions willing to take this new email and calendaring technology for a test drive and offer feedback. These users will also be able to act as trainers for staff during the transition process.
- Tech Services staff continued their monthly meetings in which they discuss best practices and new procedures. This month, topics included a request from MLS Adult staff to add a heading for “Bollywood films” to DVD records; re-cataloging youth music CDs; issues with NoveList content displays; and new training topics.
- 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.
- Kraston researched and acquired quotes for computer equipment to be used in new JCCL Café area.
- Jean Marie attended a webinar What to Inspect When You're Inspecting: A Hands-On Guide to Reviewing Samples from Your Authority Control Vendor that discussed how to identify errors in batch records processing.

Barry Trott, Interim IT & Technical Services Director
IT & Technical Services Division Report
July 2017

Provide excellent service:

- Wifi use was way up in July, with 22,275 sessions in our facilities and on the MLS vehicles. This represents a 25% increase over July 2016.
- Brett began the process of moving staff from our current Webmail system for email to our new Office 365 system. This involved coordinating with our vendor and with divisional staff and Brett's attention to detail made this a very smooth process. By the end of July, we had moved over about half the staff accounts, which had to be done one at a time. The remainder of the staff accounts will migrate in August. Brett will be doing some open question sessions for staff in August once all accounts are migrated to the Office 365 platform.
- We began work on our e-rate funding for FY18, working with staff at e-rate Central to ensure that all our forms were filed and up to date. This funding reduces our payment for Internet access for the public.
- Technical Services staff worked on several projects with the Youth Services division this month, including updating catalog records for CDs and Caldecott winners as well as planning on how to best catalog print materials that include audio CDs.

Provide for excellence in daily operations:

- Kraston updated all the existing digital display machines to Windows 10 in preparation for us upgrading the Carousel software to the newest version. This will allow much easier management of our digital displays.
- Steve worked with Barry to create a variety of new collection use reports at the director’s request. These included looking at circulation by audience (adult, junior, and YA) and location as well as looking at circulation by collection and location. These reports will help us to better understand how users are using the physical collections at each building.
- Christie began work on a project to remove duplicate authority headings so that search results are improved for users of our online catalog.
- Lisa Hilleary closed out the FY17 collection budget to within $4.24, an impressive figure in light of the complexity of an over $500,000 budget.

Barry Trott, Interim IT & Technical Services Director
Provide excellent programs:

- Kelly Seeber’s “ICING” exhibit completed its run in the Stryker Center exhibit space.
- National Archives Traveling Exhibit “Over Here” installed and on display in the Stryker Center exhibit space.
- Outside Wind Quintet returned to the Williamsburg Library Theatre stage on June 2nd.
- Bill Jenkins and the Virginia Mountain Boys returned to the Dewey Decibel Concert Series on June 10th.
- The Annual JCC Parks & Recreation Student Art Show & Exhibit featuring artwork from the students of Anne Kushnick. With an open reception held on Friday the 23rd.
- Continued planning for fall and winter programs, including the Dewey Decibel Concert Series, Virginia Symphony Presents, Centuries of Art Lecture Series, and the Italian and Celtic Film Series.

Provide excellent services:

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

Provide excellent facilities:

- Program Services staff processed 253 room bookings during the month.
- There were 360 meeting room uses by 10,371 people at all three WRL locations during the month. Rooms are checked after each use and cleaned as necessary.
- Fielded and answered 747 reference questions.
- Removed and installed new “Marley” (protective cover) on the Williamsburg Library Theatre stage.

Provide excellence in daily operations:

- Conducted interviews for P/T (20hr/wk) Program Services Assistant.

Robert Haas, Program Services Director
Provide excellent programs:

- National Archives Traveling Exhibit “Over Here” was on display in the Stryker Center exhibit space.
- Stagelights presented A Midsummer’s Night Dream and James and the Lion King, Jr. performing 6 sold out shows. This year also marks 17 years of performing in the Williamsburg Library Theatre and the 25\textsuperscript{th} year for Stagelights.
- The Annual JCC Parks & Recreation Student Art Show & Exhibit featuring artwork from the students of Anne Kushnick was on display until July 19th.
- On display in the Williamsburg Library Gallery, Through the Eye of a Naturalist photographs from the Historic Rivers Chapter of the Virginia Master Naturalists with open reception: Sunday, August 20th from 2-4 p.m. Open to the Public
- Continued planning for fall and winter programs, including the Dewey Decibel Concert Series, Virginia Symphony Presents, Centuries of Art Lecture Series, and Celtic Film Series.

Provide excellent services:

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

Provide excellent facilities:

- Program Services staff processed 271 room bookings during the month.
- There were 378 meeting room uses by 12,785 people at all three WRL locations during the month. Rooms are checked after each use and cleaned as necessary.
- Fielded and answered 913 reference questions.

Provide excellence in daily operations:

- Hired Sam Sachs for the P/T (20hr/wk) Program Services Assistant position.
- Interviewed and hired Mike Durling for the vacant 24hr/wk Program Services Assistant position.

Robert Haas, Program Services Director
Strengthen Community Connections and Partnerships

- Barry drafted a Friends Grant for improvements to the JCCL Book Nook. This grant will enable the purchase of new shelving, signage, and technology to transform this space into a miniature store, right in the heart of the library. Display shelving and slat walls will make for more visually appealing displays of sale materials, encouraging users to make more purchases from an easily browsable collection. Signage inside the sale area as well as on the outside walls will make the Nook more findable, increasing user visits. Finally, the addition of a flat screen digital display unit will allow the Friends of WRL Foundation to run slides promoting their organization, advertising sales, and encouraging donations.
- Barry gathered documentation for the annual evaluation of the partnership between the library and the WJCC public schools.
- We continued to work with JCC GIS mapping staff on the project to map card holder addresses in order to evaluate future library services.

Provide excellent collections:

- We worked with Lisa Hilleary on end of year spending to prepare to close the FY17 collections budget. This included adding additional ebook titles and ensuring all budget lines were spent out.

Provide excellent programs:

- Elizabeth wrote six press releases that were released to local and regional media of which four generated stories in the local media.
- Elizabeth assisted with the Teens Night Out program at the Williamsburg Library.
- Elizabeth developed a media plan to promote our new Bilingual Storytime, including developing a list of community locations to promote this new event.

Provide excellence in daily operations:

- Barry and Elizabeth met with WYDaily staff to discuss our advertising online and radio in FY18.
- Barry and staff from IT and Technical Services worked on several projects to enhance catalog records to make items more accessible in the new Enterprise catalog.
- Elizabeth worked with Program Services staff to design JCC Renovations storyboard.
- We acquired a new digital video camera and Elizabeth began working with this new tool to allow us to make high-quality videos. She also began training other staff on using the OSMO camera/gimbal.
- Elizabeth created and began monitoring new social media content calendar system that will allow us to post content to social media in a more organized and structured fashion.
- Barry spent a great deal of time handling an OCR complaint filed with the Dept. of Education in relation to accessibility of the library website. This involved meeting with legal counsel, reviewing options, meeting with DOE staff to discuss the complaint and developing a remediation plan.

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

- Began work on our e-rate funding for FY18, working with staff at e-rate Central to ensure that all our forms were filed and up to date. This funding reduces our payment for Internet access for the public.

 Provide excellent collections:

- Worked with Steve to create a variety of new collection use reports at the director’s request. These included looking at circulation by audience (adult, junior, and YA) and location as well as looking at circulation by collection and location. These reports will help us to better understand how users are using the physical collections at each building.
- July was a strong month for digital circulation. Ebook circulation was the highest ever, with over 6,000 items checked out. This was up 5% from July 2016. Digital audiobook use also was the highest we have had at 2,888 checkouts, up 17% from last July. Digital magazines use was also up, in part due to the new RBDigital app that brings audiobooks and magazines together in one easily accessed tool.

 Provide excellent programs:

- Elizabeth wrote two press releases for local media, each of which was picked up as a story by multiple sites. The Chesapeake Bay Days release helped bring in over 500 attendees.
- Elizabeth worked with Jesse and Melissa to develop a media plan for the new Adult Services Series *After Thoughts*, a group devoted to discussing the most recent trends in movies, television, and podcasts.
- Barry and Elizabeth worked on signage, and promotional and marketing products for the new WRL book groups starting in September, including assisting with developing the group names, developing promotional banners, creating a brochure, and planning ads.
- Elizabeth and Micah created a promotional video for the *Over Here* art exhibit at the Stryker Center. The video was shared on the library’s YouTube channel and on social media.
- Elizabeth and Barry revised the Talks to Go brochure for FY18 for MLA Adult Outreach.

 Provide excellence in daily operations:

- Barry spent a great deal of time handling an OCR complaint filed with the Dept. of Education in relation to accessibility of the library website. This involved reviewing the site, developing a list of needed fixes, working with ServerLogic, our web developer on implementing these fixes, and meeting with DOE staff to review the fixes.
- We worked with Janet Crowther to develop surveys for staff and LEAD team for the upcoming hiring of a new Circulation Services Director.
- Elizabeth and Barry participated in the field trip to the Slover Library to look at technology, signage, and marketing there.

Barry Trott, Special Projects Division Director
Digital Circulation in FY17

FY17 saw a continued increase in all areas of digital circulation. With the addition of Freegal Music Streaming, licensed with a grant from the Friends of WRL, the library saw a 86% increase in digital circulation over FY16, with 224,335 items circulated.

Here are the FY17 breakdowns by content type:

FY17 Circulation by Content Type

<table>
<thead>
<tr>
<th>Content Type</th>
<th>FY17 Circulation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ebooks</td>
<td>62,965</td>
<td>28%</td>
</tr>
<tr>
<td>Audiobooks</td>
<td>28,686</td>
<td>13%</td>
</tr>
<tr>
<td>Music Downloads</td>
<td>13,564</td>
<td>6%</td>
</tr>
<tr>
<td>Music Streams</td>
<td>25,731</td>
<td>11%</td>
</tr>
<tr>
<td>Magazines</td>
<td>11,264</td>
<td>5%</td>
</tr>
</tbody>
</table>

FY17 Circulation by Content Type

1. Ebooks
   a. Ebooks circulation was up 11.4% over FY16, with 62,965 items circulated.
   b. We added over 1,300 new ebook users in FY17, bringing us to 10,263 cardholders who have used the ebook collection. This represents about 15% of total cardholders.

2. Audiobooks
   a. Audiobook circulation increased 6.7% in FY17, with a total of 28,686 items checked out. We added 842 new users in FY17, bringing our user number to 4,315 cardholders who have used the downloadable audiobook collection.
3. Magazines  
   a. Users downloaded 14,494 digital magazines in FY17, up 6.6% from FY16.  
   b. We added 712 new digital magazine users, bringing us to 2,325 cardholders who have used the magazine collection.

4. Music downloading and streaming  
   a. Users downloaded 24,149 songs from our Freegal collection in FY17, up 2.4% from FY16.  
   b. Users streamed 94,041 songs with the Freegal Music Streaming service an average of 260 songs per day.

Digital Content Highlights

1. Overall, we continue to see an increase in WRL cardholders using digital content, adding between 2,000 and 3,000 new users each year. Overall, digital users represent about 25% of our total cardholders.

2. For the first time, ePUB versions of ebook titles circulated at a higher rate than Kindle titles. Use of the Overdrive READ option, allowing users to read in the browser on their device also continued its steady increase, representing 15% of titles checked out in FY17.
3. Digital use by audience
   
a. For ebooks and digital audiobooks, we are able to look at use by audience age. Both collections are most heavily used by adults, with adult fiction predominating. Audience use of ebooks in FY17 was almost exactly the same as FY16, with adult use being 85% in both years. Circulation of YA titles dropped 1% in FY17 and circulation of junior ebook titles rose 1% in FY17.
4. Ebook use by subject
   a. Romance is the top circulating ebook fiction genre, followed by mysteries, thrillers, and historical fiction. In nonfiction, history and biography are the top circulating subjects.

5. Audiobook use by subject
   a. The top 5 subject areas for downloadable audiobooks were: mysteries, thrillers, general fiction, romance, and historical fiction. In nonfiction, history and biography are the top circulating subject.
Youth Services Highlights

June 2017

We kicked off another year of Summer Reading in June. In addition to our weekday programming, we’ve expanded our offerings to include more weeknights and weekend events. Highlights from June include storytellers Dylan Pritchett and Storyline Ensemble, magicians Flow Circus and the Rockstar Magic of Chris and Neal, the Rainbow Puppets, the Virginia Living Museum, Mad Science, the Eastern Virginia Brass Trio, the Mosaic Steel Orchestra, Family movies on Mondays, Smash Bros. Open Play, weekly Catch-a-Craft events, a Preschool Dance Party, all ages story times featuring our teen puppeteers, and Thursday evening story time and craft sessions. During June, 5,662 children and caregivers participated in programs at the Williamsburg and James City County libraries. These offerings, which are funded by a generous grant from the Friends of Williamsburg Regional Library Foundation, support our core function of providing excellent programs for youth and families.

We expanded our support of English language learners by partnering with WJCC Schools English Language Learner Academy to provide bilingual programming to families in the community. YS librarian Sara Meldrum and MLS Manager Eletha Davis visited the academy, held at Matthew Whaley Elementary, to assist the families in obtaining library cards. The children and parents were pleased to go on board the MLS vehicle and check out materials. Sara also provided a story time and modeled how to read aloud to a child for the parents. The ELL Academy program continues for 6 weeks during the summer. Each week, a WRL staff person will attend to provide programming and services to the ELL Academy families. Providing programs and services to the ELL Academy helps achieve our strategic priority of strengthening community connections and partnerships.

We offered our first bilingual story time, Contemos un Cuento. WRL staff members Sara Meldrum and Tova Johnson presented a storytime in English and Spanish. Seventeen children and caregivers enjoyed stories, rhymes, songs, fingerplays, and other activities. This program will continue on a monthly basis. By providing bilingual story times, we strengthen our core function of offering programs that advance the library’s role as a center for the community.
Youth Services Highlights
July 2017

July was a banner month for program attendance. In the summer reading rooms alone, attendance was up 27% from last year. 6,404 children visited the rooms and shared what they had been reading with YS staff. This “sharing” is a unique feature of our summer reading program. By having the children retell what they have read, we are helping to reinforce and retain their reading comprehension skills over the summer. The summer reading program supports our core value of promoting literacy.

We hosted free book events at both buildings, in select neighborhoods, and at the WJCC summer school program. We gave 2,453 books to children. This is a 47% increase from the number of books given away in 2016. The children were thrilled to receive a book that they could keep. By giving them books to keep, we are encouraging them to read and help prevent “summer slide,” the loss of reading skills over the summer. The book giveaway events support our core value of promoting literacy. By providing book giveaway events in the community, we help achieve our strategic priority of strengthening community connections and partnerships.

The summer reading program, including the book giveaway events, is generously supported by the Friends of Williamsburg Regional Library Foundation.

Mobile Library Services also had a fantastic month delivering programs, collections, and services in our community. The vehicles were on the road 25 days this month – often delivering service from 9 am until 7 pm to our users in neighborhoods, at preschools, WJCC summer school, and area summer camps. In July, 2,274 children and families utilized this service. Delivering programs, collections, and services to the community supports our core function of providing service to users outside the library buildings.
September 2017
- Behavior

October 2017
- Confidentiality of Library Records
- Fines and Fees
- Library Card
- Special Recognition Library Card

December 2017
- Safe Child
- Unattended Children at Closing

January 2018
- Artwork
- Donations

February 2018
- Revocation of Library Privileges
- Selection of Library Materials

March 2018
- Camera
- Non-Discrimination

April 2018
- Solicitation and Petitioning
- Notices and Handouts
- Library Displays

May 2018
- Animals in the Library
- Programming

June 2018
- Holiday Closings
- Library Hours

September 2018
- Internet Use

October 2018
- Meeting Rooms

December 2018
- Volunteers

January 2019
- Setoff Debt
- Budget
- Fund Balance
- Investing

February 2019
- By-Laws for Library Board (reviewed)

March 2019
- By-Laws for Library Board (approved)
<table>
<thead>
<tr>
<th>Date</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 27, 2017</td>
<td>Sandra Towers, Youth Services Director</td>
</tr>
<tr>
<td>October 25, 2017</td>
<td>Barry Trott, Special Projects Director</td>
</tr>
<tr>
<td>December 6, 2017</td>
<td>Melissa Simpson, Adult Services Director</td>
</tr>
<tr>
<td>January 24, 2018</td>
<td>Robert Haas, Program Services &amp; Security Director</td>
</tr>
<tr>
<td>February 28, 2018</td>
<td>TBD, Circulation Services Director</td>
</tr>
<tr>
<td>March 28, 2018</td>
<td>Carrie Binsfeld, Finance &amp; General Services Director</td>
</tr>
<tr>
<td>April 25, 2018</td>
<td>Benjamin Goldberg, Library Development Officer</td>
</tr>
<tr>
<td>May 23, 2018</td>
<td>TBD, Information Technology &amp; Technical Services Director</td>
</tr>
<tr>
<td>June 27, 2018</td>
<td>Janet Crowther, Assistant Director</td>
</tr>
</tbody>
</table>
## Williamsburg Regional Library Statistical Report — FY 2017 ~ June 2017

### Program Attendance

<table>
<thead>
<tr>
<th></th>
<th>Adult</th>
<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>1,193</td>
<td>3,704</td>
<td>4,897</td>
<td>49,006</td>
<td>-5.1%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>478</td>
<td>1,958</td>
<td>2,436</td>
<td>25,727</td>
<td>15.2%</td>
</tr>
<tr>
<td>Stryker Center</td>
<td>422</td>
<td>0</td>
<td>422</td>
<td>5,616</td>
<td>N/A</td>
</tr>
<tr>
<td>Outreach</td>
<td>771</td>
<td>1,319</td>
<td>2,090</td>
<td>39,852</td>
<td>2.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,864</strong></td>
<td><strong>6,981</strong></td>
<td><strong>9,845</strong></td>
<td><strong>120,201</strong></td>
<td><strong>5.4%</strong></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>1,635</td>
<td>19,775</td>
<td>4.7%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>695</td>
<td>6,376</td>
<td>-4.2%</td>
</tr>
<tr>
<td>Stryker Center</td>
<td>286</td>
<td>3,666</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,616</strong></td>
<td><strong>29,817</strong></td>
<td><strong>13.7%</strong></td>
</tr>
</tbody>
</table>

### PC & WiFi 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>5,058</td>
<td>11,219</td>
<td>16,277</td>
<td>187,198</td>
<td>12.1%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>2,598</td>
<td>4,879</td>
<td>7,477</td>
<td>85,551</td>
<td>18.7%</td>
</tr>
<tr>
<td>Stryker Center</td>
<td>N/A</td>
<td>1,078</td>
<td>1,078</td>
<td>12,779</td>
<td>N/A</td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>156</td>
<td>196</td>
<td>352</td>
<td>3,061</td>
<td>-18.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,812</strong></td>
<td><strong>17,372</strong></td>
<td><strong>25,184</strong></td>
<td><strong>288,589</strong></td>
<td><strong>17.6%</strong></td>
</tr>
</tbody>
</table>

### Visits

<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>60,608</td>
<td>646,058</td>
<td>-7.2%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>9,638</td>
<td>97,243</td>
<td>11.3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>70,246</strong></td>
<td><strong>743,301</strong></td>
<td><strong>-4.8%</strong></td>
</tr>
</tbody>
</table>

### User Cards

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>%Change FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg</td>
<td>10,421</td>
<td>8.2%</td>
</tr>
<tr>
<td>James City County</td>
<td>49,475</td>
<td>7.4%</td>
</tr>
<tr>
<td>York County</td>
<td>8,103</td>
<td>6.3%</td>
</tr>
<tr>
<td>Other ****</td>
<td>151</td>
<td>6.3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>68,150</strong></td>
<td><strong>7.4%</strong></td>
</tr>
</tbody>
</table>

**** Non residents with special recognition cards

### Circulation by Locality

<table>
<thead>
<tr>
<th></th>
<th>WMISB</th>
<th>JCC</th>
<th>YORK</th>
<th>OTHER</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>9,433</td>
<td>37,207</td>
<td>7,794</td>
<td>307</td>
<td>54,741</td>
<td>528,851</td>
<td>11.9%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>1,367</td>
<td>25,049</td>
<td>2,056</td>
<td>275</td>
<td>28,747</td>
<td>375,412</td>
<td>-22.0%</td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>459</td>
<td>3,475</td>
<td>56</td>
<td>105</td>
<td>4,095</td>
<td>49,656</td>
<td>6.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,259</strong></td>
<td><strong>65,731</strong></td>
<td><strong>9,906</strong></td>
<td><strong>687</strong></td>
<td><strong>87,583</strong></td>
<td><strong>953,919</strong></td>
<td><strong>-4.7%</strong></td>
</tr>
</tbody>
</table>

Percent of Monthly Total

|                      | 12.86% | 75.05% | 11.31% | 0.78% | Excludes Digital Collection |

### Circulation by Type

<table>
<thead>
<tr>
<th></th>
<th>Print All</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>39,330</td>
<td>15,253</td>
<td>54,583</td>
<td>526,140</td>
<td>11.5%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>20,113</td>
<td>9,098</td>
<td>29,231</td>
<td>372,099</td>
<td>-22.8%</td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>1,919</td>
<td>2,163</td>
<td>4,082</td>
<td>49,250</td>
<td>5.4%</td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>61,382</strong></td>
<td><strong>44,988</strong></td>
<td><strong>106,370</strong></td>
<td><strong>1,171,824</strong></td>
<td><strong>4.5%</strong></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>3,870</td>
<td>2,605</td>
<td>6,475</td>
<td>68,611</td>
<td>-5.5%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>1,899</td>
<td>1,060</td>
<td>2,959</td>
<td>33,029</td>
<td>-9.7%</td>
</tr>
<tr>
<td>Stryker Center</td>
<td>39</td>
<td>N/A</td>
<td>39</td>
<td>820</td>
<td>N/A</td>
</tr>
<tr>
<td>Outreach</td>
<td>1,130</td>
<td>219</td>
<td>1,349</td>
<td>16,798</td>
<td>-4.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,938</strong></td>
<td><strong>3,884</strong></td>
<td><strong>10,822</strong></td>
<td><strong>119,258</strong></td>
<td><strong>-6.1%</strong></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>126,914</td>
<td>18,037</td>
<td>144,951</td>
<td>-4.2%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>99,124</td>
<td>16,458</td>
<td>115,582</td>
<td>-7.8%</td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>8,770</td>
<td>3,043</td>
<td>11,813</td>
<td>3.3%</td>
</tr>
<tr>
<td>Digital Collection***</td>
<td>N/A</td>
<td>24,001</td>
<td>24,001</td>
<td>17.5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>234,808</strong></td>
<td><strong>61,539</strong></td>
<td><strong>296,347</strong></td>
<td><strong>-4.0%</strong></td>
</tr>
</tbody>
</table>

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