BOARD OF TRUSTEES AGENDA
October 25, 2017
3:00 p.m., Meeting Room 128, Stryker Center

I. Call to Order – Chair Miller-Moore
II. Public Comment
III. Mission Moment
IV. Division Director Presentation – Barry Trott, Special Projects Director
V. Consent Calendar
   • Approval Minutes – September 27, 2017
   • September Finance Report
   • Monthly Staff Reports
VI. Chair’s Report – Miller-Moore
   • Appointment of Secretary
   • Appointment of Finance Committee
   • WRL/FWRLF MOU Update
   • Short Takes for Trustees – “Board Meeting”
VII. Library Director’s Report – Fowler
   • Action Item: Fund Balance Appropriation
VIII. Friends of WRL/WRL Foundation Updates
   • Task Force Update
IX. York County Update - Franz
X. Other Business
XI. Closed Session
   • For the consideration of a personnel matter involving the annual evaluation of the Library Director pursuant to § 2.2-3711(A)(1) of the Code of Virginia
XII. Adjournment

Other Enclosures:
   • FYI Articles, Kudos, and News Items
   • October Newsletter

Next Regular Meeting:
December 6, 2017, 3:00 p.m., Kitzinger Community Room, James City County Library

Attending: Natalie Miller-Moore, Pan Franz, Sally Andrews, Jim Axtell, Chris Gareis, Vickie Herrick, Jorge Rivas, Jean Stettler, and Nicole Trifone.
Board of Trustees of the Williamsburg Regional Library  
Minutes of Board Meeting September 27, 2017  
Kitzinger Community Room, James City County Library

Attending: Natalie Miller-Moore, Pam Franz, Sally Andrews, Jim Axtell, Chris Gareis, Vickie Herrick, Barry Marten, Jason Purse, Jorge Rivas, and Jean Stettler;

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

Executive Director of the Virginia Coalition for Open Government Megan Rhyne;

Absent: Wilford Kale.

Call to Order: Chair Miller-Moore called the meeting to order at 3:02 p.m.

Public Comment: None.

Mission Moment: Ms. Andrews discussed the trustee’s field trip to the Libbie Mill and Varina branches of the Henrico County Public Library.

Ms. Miller-Moore introduced Mr. Gareis as one of two new members to the board. Mr. Gareis thanked Ms. Miller-Moore and gave a brief personal introduction. Ms. Miller-Moore announced the second new board member to be appointed is Nicole Trifone from James City County; Ms. Trifone’s term begins October 1, 2017, replacing Secretary, Wilford Kale whose term ended September 30, 2017.

Division Director Presentation – Sandra Towers, Youth Services Director: Ms. Towers became Youth Services Director in December 2014; she has previously worked at WRL as a Youth Services Librarian in 1998 and 2004 - 2006. The Youth Services Division is responsible for collections, programming, and reference and readers’ advisory services for children and their caregivers. The division consists of one director, fourteen librarians, and one senior clerk. Ms. Towers provided background information on each staff member and statistical information on the past fiscal year.

Mr. Purse complimented Ms. Towers on the terrific children’s programming available. Per Mr. Gareis request, Ms. Towers discussed the partnership between the library and WJCC schools.

Presentation – Megan Rhyne, Executive Director, VA Coalition for Open Government: Ms. Rhyne gave a presentation on public bodies and public meetings. The presentation discussed FOIA’s meeting rules, closed meeting rules, voting, and records.

Consent Calendar: The September 27, 2017, consent calendar was approved by a unanimous vote.

Chair’s Report: Ms. Miller-Moore discussed the vacant secretary position; the board will be presented with a candidate at the October 25, 2017, meeting.

- All Boards Meeting, October 25, 2017 – Ms. Miller-Moore announced the annual All-Boards meeting will take place on October 25, 2017, at 4:00 p.m., directly following the board of trustees regular meeting.
• **Action Item: Proposed Regular Board Meeting Schedule 2018** – Ms. Andrews moved to approve the presented 2018 meeting schedule. Mr. Axtell seconded, and the motion was approved by a unanimous vote.

• **Short Takes for Trustees** – Due to technical difficulties the board was not able to watch the short video entitled “What it Means to be a Trustee” presented by the American Library Association. Handouts were presented to the board on the presentation and an email will be sent to watch the video online.

• **Friends of WRL Foundation MOU** – Ms. Miller-Moore announced the sub-committee reviewed the MOU and made suggested changes, the Friends of WRL Foundation reviewed and approved the changes; she will email the draft version to all members to review before the October 25, 2017, meeting.

**Library Director’s Report:** Ms. Fowler discussed some of the upcoming programs coming to the library including “Afterthoughts” and a documentary titled “Heroin: The Hardest Hit.”

• **Action Item: Policy Review – Behavior** - The policy was updated with the following changes:
  - Removing section 6 which reads “Open food or beverage containers or the consumption of food or beverages without authorization from the Library. Beverages in bottles, cups with lids, or cans are acceptable unless otherwise posted.”
  - Changing the word “Insufficient” in section 7 to “Inappropriate.”

The board discussed the procedure and guidelines librarians use when determining if a user is violating the behavior policy. Mr. Axtell moved to reaffirm the policy with amended changes with the assumption that future insubstantial changes (e.g. paragraph numbering, etc.) are approved by the board. Ms. Andrews seconded and the motion was approved by a unanimous vote.

• **Action Item: Fund Balance Appropriation – PLA Conference** – Ms. Andrews moved to approve the fund balance appropriation as presented in the amount of $20,000. The motion was approved by a unanimous vote. The board discussed the other items on the FY 2018 Fund Balance Plan.

• **Action Item: Williamsburg Library Assessment** – Ms. Fowler presented the board an initial proposal by RRMM Lukmire Architects to complete an assessment of the Williamsburg Library building. The scope of work will take 4-8 weeks to complete. Ms. Stettler moved to approve the presented proposal. Mr. Axtell seconded and the motion was approved by a unanimous vote. Ms. Binsfeld discussed the previously approved funding for this project.

• **Action Item: Resolution – JCC New Library Building** – Ms. Fowler presented a resolution for the board’s approval. Ms. Franz moved to approve the presented resolution approving the recommendation of the WRL Board of Trustees to James City County to begin plans to construct a new library to serve county citizens at a location central to the existing and future population centers in James City County. Ms. Andrews seconded and the motion was approved by a unanimous vote. Approved resolution attached.

**Friends of WRL Foundation Updates:** Mr. Sadler discussed the current stage of the Foundation/Friends merger; the MOU has been approved by the Foundation and is now being reviewed by the board of trustees. Mr. Sadler announced the State Corporation Commission has approved the Friends of WRL Foundation name change and revised articles of incorporation. Mr. Sadler stated the committee chairs and officers were appointed at the meeting on September 26, 2017. The annual meeting will be on November 14, 2017. Mr. Sadler discussed the grants that have been approved recently and the total amount donated from private donors.
York County Public Library Update: Ms. Franz discussed the York County Public Library’s plans for expansion and renovations. She discussed the York Library’s “Live Well” series of programs and their partnership with York County schools regarding e-books.

Other Business: Ms. Miller-Moore reminded members of the upcoming VLA Conference in October. Ms. Franz discussed the possibility of board members receiving a WRL email address.

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

Respectfully submitted,

Sarah App

Approved by ______________________________

Natalie Miller-Moore, Chair:
To: WRL Board of Trustees
From: Carrie L. Binsfeld, Finance Director
Subject: September Financial Statement Analysis

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Budget</th>
<th>Spent Encumbered</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractual Services</td>
<td>$105,000</td>
<td>$98,341</td>
<td>93.7% Annual HVAC contract paid</td>
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<tr>
<td>Legal Services</td>
<td>$6,000</td>
<td>$6,000</td>
<td>100% 1st Qrt Services - future budget transfer</td>
</tr>
<tr>
<td>Library Catalog &amp; Website</td>
<td>$117,000</td>
<td>$93,937</td>
<td>80.3% Annual Sirsi contract paid</td>
</tr>
<tr>
<td>Tuition Assistance</td>
<td>$6,000</td>
<td>$6,543</td>
<td>109% Unbudgeted increase in maximum per EE per year</td>
</tr>
</tbody>
</table>

Percentage of year passed 25.0%
The Williamsburg Regional Library  
Monthly Financial Statement  
For the period ending September 30, 2017

<table>
<thead>
<tr>
<th>EXPENDITURES</th>
<th>Final Budget</th>
<th>Actual</th>
<th>Encumber</th>
<th>Total</th>
<th>% Spent &amp; Encumbered</th>
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</thead>
<tbody>
<tr>
<td>Compensation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries</td>
<td>3,051,430</td>
<td>708,999</td>
<td>708,999</td>
<td>708,999</td>
<td>23.2%</td>
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<tr>
<td>Wages</td>
<td>636,196</td>
<td>137,585</td>
<td>137,585</td>
<td>137,585</td>
<td>21.6%</td>
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<tr>
<td>FICA</td>
<td>282,109</td>
<td>62,080</td>
<td>62,080</td>
<td>62,080</td>
<td>22.0%</td>
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<tr>
<td>Virginia Retirement Systems</td>
<td>285,921</td>
<td>66,935</td>
<td>66,935</td>
<td>66,935</td>
<td>23.4%</td>
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<tr>
<td>Health Insurance</td>
<td>555,177</td>
<td>141,857</td>
<td>141,857</td>
<td>141,857</td>
<td>25.6%</td>
</tr>
<tr>
<td>Workers Comp Insurance &amp; Unemp</td>
<td>15,000</td>
<td>7,503</td>
<td>7,503</td>
<td>7,503</td>
<td>50.0%</td>
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<tr>
<td>VRS Group Life Insurance</td>
<td>39,975</td>
<td>9,262</td>
<td>9,262</td>
<td>9,262</td>
<td>23.2%</td>
</tr>
<tr>
<td>Fringe Benefits (RM/DCM)</td>
<td>13,900</td>
<td>3,053</td>
<td>3,053</td>
<td>3,053</td>
<td>22.0%</td>
</tr>
<tr>
<td>Tuition Assistance</td>
<td>6,000</td>
<td>6,543</td>
<td>6,543</td>
<td>6,543</td>
<td>109.0%</td>
</tr>
<tr>
<td>Benefits Total</td>
<td>1,198,082</td>
<td>297,232</td>
<td>0</td>
<td>297,232</td>
<td>24.8%</td>
</tr>
<tr>
<td>Subtotal</td>
<td>1,198,082</td>
<td>297,232</td>
<td>0</td>
<td>297,232</td>
<td>24.8%</td>
</tr>
<tr>
<td>Collection</td>
<td>525,000</td>
<td>149,675</td>
<td>54,042</td>
<td>203,717</td>
<td>38.8%</td>
</tr>
<tr>
<td>Subtotal</td>
<td>525,000</td>
<td>149,675</td>
<td>54,042</td>
<td>203,717</td>
<td>38.8%</td>
</tr>
<tr>
<td>Operations</td>
<td>1,362,251</td>
<td>394,236</td>
<td>27,092</td>
<td>421,328</td>
<td>30.9%</td>
</tr>
</tbody>
</table>

TOTAL: 6,772,959  1,687,728  81,134  1,768,862  26.1%
The Williamsburg Regional Library  
Monthly Financial Statement  
For the period ending September 30, 2017

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>Budget</th>
<th>Received</th>
<th>Total Received</th>
<th>% Received</th>
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<tbody>
<tr>
<td>City of Williamsburg</td>
<td>859,699</td>
<td>214,925</td>
<td>214,925</td>
<td>25.0%</td>
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<tr>
<td>James City County</td>
<td>4,500,018</td>
<td>1,125,005</td>
<td>1,125,005</td>
<td>25.0%</td>
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<tr>
<td>York County</td>
<td>575,741</td>
<td>575,741</td>
<td>575,741</td>
<td>100.0%</td>
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<tr>
<td>State Aid</td>
<td>306,480</td>
<td>76,657</td>
<td>76,657</td>
<td>25.0%</td>
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<tr>
<td>Lost Books</td>
<td>11,500</td>
<td>2,712</td>
<td>2,712</td>
<td>23.6%</td>
</tr>
<tr>
<td>Interest</td>
<td>3,501</td>
<td>3,531</td>
<td>3,531</td>
<td>100.9%</td>
</tr>
<tr>
<td>Copy Machines</td>
<td>28,000</td>
<td>7,608</td>
<td>7,608</td>
<td>27.2%</td>
</tr>
<tr>
<td>Library Fines</td>
<td>53,000</td>
<td>13,525</td>
<td>13,525</td>
<td>25.5%</td>
</tr>
<tr>
<td>Set Off Recovery</td>
<td>9,500</td>
<td>965</td>
<td>965</td>
<td>10.2%</td>
</tr>
<tr>
<td>Other Library Revenue</td>
<td>7,000</td>
<td>597</td>
<td>597</td>
<td>8.5%</td>
</tr>
<tr>
<td>Meeting Room Use</td>
<td>40,000</td>
<td>20,275</td>
<td>20,275</td>
<td>50.7%</td>
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<tr>
<td>Transfer From Fund Balance</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>TOTAL</td>
<td>6,394,438</td>
<td>2,041,539</td>
<td>2,041,539</td>
<td>31.9%</td>
</tr>
</tbody>
</table>

NON-BUDGETED OPERATING REPORT

<table>
<thead>
<tr>
<th>Program</th>
<th>Revenue</th>
<th>Spent</th>
<th>Encumber</th>
<th>Total Spent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gifts &amp; Memorials</td>
<td>11,835</td>
<td>23,609</td>
<td>16,943</td>
<td>23,609</td>
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<tr>
<td>Friends</td>
<td>29,592</td>
<td>46,385</td>
<td>16,943</td>
<td>63,328</td>
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<tr>
<td>Foundation</td>
<td>11,859</td>
<td>11,865</td>
<td>0</td>
<td>11,865</td>
</tr>
<tr>
<td>Library Grants</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Program Services</td>
<td>4,151</td>
<td>1,576</td>
<td>1,576</td>
<td>1,576</td>
</tr>
<tr>
<td>Subtotal</td>
<td>57,436</td>
<td>83,434</td>
<td>16,943</td>
<td>100,377</td>
</tr>
</tbody>
</table>

Percentage of year past 25.00%  
Payroll % of year past 25.00%
Director’s Report  
September 2017

The James City County Library Marketplace was completed by the end of August 2016. The public response has been overwhelmingly positive, with many users commenting to staff daily how much they enjoy the new arrangement. Many people have reported to the circulation desk that they had not visited the library in years, but have returned since they heard about the updates from friends and neighbors. The library staff is doing a wonderful job updating and stocking book and media displays to keep the area appealing and interesting. Staff reports people are particularly enthusiastic about the new book displays, and are spending longer amounts of time browsing and selecting materials.

Use of the new café area is also evident with business people meeting in the café, homeschool families bringing their lunches, and a growing stream of other users using the seating and cyber bar. The James City County Library door count increased from 7,040 in September 2016 to 9,056 in September 2017, an uptick of 2,016 (28.6%). Wi-Fi use in the building also increased from 4,245 to 5,139 (21.1%) over the previous September. The Friends of the Library have settled into their new space and are doing an excellent job of keeping their store and display space stocked and updated.

The new library book clubs are off to a good start with robust attendance and increases in each group from the initial meeting. The library staff is also in the process of planning a series of signature event programs at the James City County Library next year as part of an overall commitment to re-invigorating area use of the library. The first event will be a Dicken’s Christmas in December which will include performances and activities relating to Victorian England and Dickens.

The library management team has selected the children’s room at James City County as the next focus of a staff renovation project. Discussions are underway about combining interactive experiences, inside and outside play spaces, family and niche seating, and displaying the collections in new ways. The library has finalized the contract with the architectural firm RRMM Lukmire Architects for an assessment of the Williamsburg Library facility over the next few months with a final date of March 1, 2018 for a completion of the assessment and a final report to the Library Board.

Betsy Fowler, Library Director
Provide excellent programs:

Adult Services launched six book groups appealing to a wide variety of interests – mysteries, contemporary literature, graphic novels, science fiction/fantasy, and nonfiction. All had strong attendance and good discussion. After the discussions, books purchased for the groups will be highlighted in the JCCL Marketplace in the “Did you miss this?” display. We also launched a new evening discussion program called “After Thoughts,” which also had strong attendance and good conversation about a current topic. We will continue to market these new programs and strive to grow participation.

September is also the beginning of a new service year for Mobile Library Services – Adult and Homebound Outreach. Fifteen adult organizations were given a personalized plan for library services. The independent facilities are eligible to select up to four Talks to Go programs, with topics ranging from Amelia Earhart, Drive-in movies, Virginia Curiosities, and Ella Fitzgerald. Division directors and Adult Services staff prepare these talks, some of which are presented again for the popular in-house Talks@2 program. The assisted living, respite, and convalescent care facilities have the opportunity to select up to nine Short Talk programs during this service year. These shorter programs are developed by MLS and Adult Services staff. Topics range from Presidential Pets, Music Road Trip, TV Game Shows, and Bob Hope and the USO.

Melissa Simpson, Adult Services Director
Development Officer Report  
September 2017  

The Friends of WRL Foundation (FWRLF) continues to move forward toward operating as a merged board. This month the board appointed chairs to the six standing committees (marketing, major donor, membership, book sales, finance, and governance). With chairs in place, committees can be populated and committee work can begin soon thereafter. FWRLF board members also discussed their operating procedures, annual appeal process, and finances as they continue into 2018.

I coordinated the WRL United Way Day of Caring team on September 15. We volunteered at Hospice House and Support Care of Williamsburg. For twenty years WRL has put forth a volunteer Day of Caring team, going into the community to help with projects at area nonprofits. The day reinforces library support of the community and camaraderie among participants.

Benjamin Goldberg, Library Development Officer
**Provide excellent service:**

- I supported Friends of WRL Foundation (FWRLF) implementation task force efforts throughout the month, including helping with the process to submit an Articles of Incorporation revision to the Virginia State Corporation Commission. I also continued to work with FWRLF leadership to mail board agreement letters to those who have agreed to serve on the merged board.
- The FWRLF nominating committee met on September 7. Committee nominations were discussed.
- On September 25 I attended the FWRLF Finance-Endowment Committee meeting. The discussion focused on recording volunteer hours, funds transfers, and the 2018 budget.
- The FWRLF board met on September 26. During the meeting committee chairs for the board were appointed and investment managers presented updates.
- 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 one LAP press release.

**Provide excellent programs:**

- I anticipate sending out five to seven Fifty Hour Club membership letters recognizing library volunteers who reached the fifty-hour mark during September.

**Provide for excellence in daily operations:**

- I attended the webinars; “How to Thrive in an Uncertain Fundraising Environment” (September 19), “Demystifying National Donor-Advised Funds” (September 20), and “Fundraising Challenges & Opportunities in the Wake of Natural Disaster” (September 28).
- I chaired a Seniors As A Resource committee meeting on September 7. The committee continued plans for the October 5 PAA job fair for older workers.
- On September 11 I attended a Greater Williamsburg Association for Volunteer Administration (G.W.A.V.A.) membership meeting held at the American Revolution Museum at Yorktown.
- I was a member of the library’s United Way of Virginia Peninsula’s Day of Caring team. We volunteered at Hospice House and Support Care of Williamsburg, completing projects for that agency.
- The G.W.A.V.A. Executive Committee met on September 18 to discuss plans for fall meetings.
- On September 14 I attended a Staff Connections Committee meeting. The discussion focused on planning for the October 9 staff recognition breakfast.
- On September 22 I attended a PAA Advisory Council meeting and the quarterly PAA Community meeting. The latter introduced the Williamsburg Once Call Center.
- I supported and attended the JCCL marketplace grand opening celebration on September 27.
- During September I participated in the interview process for our new circulation services director.
- Throughout September I participated in LEAD meetings. I attended Betsy’s monthly staff update meeting on September 28 (WL).

*Benjamin J. Goldberg, Library Development Officer*
FOUNDATION SUPPORT
• Rebecca and Richard Palmer

Richard and Isi Dawson Perpetual Book Fund
• Bertie and Robert DeLorey (in honor of Ishilde Dawson’s birthday)

Our Library - Our Future Endowment
Community Engagement Fund
• Roslyn Banks

Viky Pedigo Endowment
• Mr. and Mrs. Michele Niles-Benedetti (in memory of Winfred Niles)
• Mary Padilla (in memory of Viky Pedigo)
• Emmett Quinn (in memory of Mrs. Pedigo “who taught me how to read, and so much more!”)

Annual Appeal
Sincere Reader (up to $249)
• Shirley and Lloyd Wallace

HONORARY & MEMORIAL GIFTS
In memory of:
• Anne O. ‘Nancy’ Baughman from Jill Johnson and Reid Prewitt
• Robert H. Cropp from the Middle Plantation Club
• Robbye Daniel from Nancy and Bill Parker
• Right Honorable Marshal Beam Wright

Local Authors Project
• Terry Dunn – Among His slaves
• Cindy L. Freeman – The Dark Room
• Tim Holland – The Rising Tide
• Barbara McLennan – Blackbeard’s Legacy
Provide excellent service:

- Steve worked with Christie and Barry to continue to improve search results ranking and display in the new Enterprise catalog. We have tightened up the fuzzy search levels so that fewer unexpected results are pulled in, ensured that title search includes the alternate title field, and set the results to display subtitles correctly. All of these changes address concerns that users and staff have identified over the first six months of the new catalog.

Provide for excellence in daily operations:

- Technical Services staff added over 3,000 new items to the collections this month, including buying, receiving, cataloging, and covering. They also withdrew an equal number of items.
- Brett spent a great deal of time this month working on our digital displays, preparing to upgrade the software to the most recent version. This will allow us to continue to expand the use of digital signage in the libraries.
- In preparation for the opening of the JCCL Marketplace, Kraston worked to set up and configure the new Overdrive Media Station that allows users to browse the library’s ebook collection from within the building and share titles of interest to their mobile devices.
- At the monthly catalogers meeting, Sheila reported on the “Preparation Not Paranoia” training which emphasized personal safety and situational awareness in the workplace. Jean Marie reported on a webinar she attended on ethics in cataloging, and we had a useful and thoughtful discussion about how subject headings can reinforce societal norms even if unintentionally.
- Sheila worked with Adult Services staff to update two collection codes, creating a new code for biographical graphic novels and ending the use of DVDM code for DVDs of concerts and operas, which will now be classified in the NF DVD music collection.
- Christie began working on a project to merge DVD records for items with similar content (for instance where we own both the wide-screen and standard versions of a film). This will ensure users only see a single record for the film in the catalog.
- Tech Services staff Mandy, Linda, Lisa, and Christie assisted various public service divisions, including helping on the desk, working with homebound users, and assisting with programming.

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

Provide excellent programs:

- Williamsburg Photo Guild exhibit on display in the Stryker Center exhibit space.
- Jae Sinnett and his Zero to Sixty Quartet kick-started the Dewey Decibel Concert Series with a weekend of jazz on September 8 and 9.
- The Virginia Symphony Presents Series began with a “Classical Gems” String Quartet performance on September 6.
- The LCV project returned to the Williamsburg Library theatre on Thursday, September 21.
- On display in the Williamsburg Library Gallery, On and Off the Wall, students of Joanne Limric share their work.
- Victor Haskins and company closed out the month with their Dewey Decibel Concert Series debut on Sunday, September 24.
- Continued planning for winter and spring Dewey Decibel Concert Series.

Provide excellent services:

- Promoted library programs and services through three radio ads, as well as website updates, and other electronic distribution of publicity.
- Provided rooms and tech support for 14 College of William and Mary, Christopher Wren Association classes.

Provide excellent facilities:

- Program Services staff processed 182 room bookings during the month.
- There were 401 meeting room uses by 7,634 people at all three WRL locations during the month. Rooms are checked after each use and cleaned as necessary.
- Fielded and answered 1,011 reference questions.

Provide excellence in daily operations:

- Nick Granville started work as the new P/T Program Services Assistant.
- A/V upgrades to the Kitzinger Community Room begun and are near completion.
- Renovated and upgraded McGaw Room (formerly the eCLIC room) was reopened for staff and public use.

Robert Haas, Program Services Director
Strengthen Community Connections and Partnerships

- We met with Arthur Knight from the W&M American Studies program, along with Rob Haas and Jesse Kelley, to discuss a possible collaborative effort between WRL and W&M, a program and an exhibit relating to Williamsburg’s Triangle Block, a center of African American life in Williamsburg. The project centers around a study being done by W&M students through the Williamsburg Documentary Project, which collects oral histories from local residents to develop “a better understanding of Williamsburg, both in its local uniqueness and in larger contexts, by bringing together individuals, local groups, Colonial Williamsburg, and the College of William & Mary.”
- Along with Jesse Kelley from Adult Services, we went to an open house event at Swem Library at W&M to sign up students for library cards and promote library resources. We spoke to over 50 students and signed up 21 for WRL cards.

Provide excellent collections:

- Use of the library’s downloadable collection continues to be strong, with only our streaming music service seeing a small drop in use from September 2016.
- As expected, we saw a significant increase in use of the library’s database collections with the start of the school year, in particular, our BookFlix collection that pairs classic video storybooks with related nonfiction ebooks for children in grades PreK-3 which was heavily used in September.

Provide excellent programs:

- Elizabeth worked with staff in several library divisions as well as library partners to develop, implement, monitor, and provide updates for eight media plans, including: Bilingual Storytime, After Thoughts, WRL Book Groups, Dewey Decibel Concert Series, Dickens of a Time, Star Wars Day, Russian Revolution Series, Centuries of Art.

Provide excellence in daily operations:

- Elizabeth drafted and sent five press releases, three of which were picked up for stories in the local media.
- Barry and Elizabeth drafted paid advertising plans for FY19 and met with sales reps from the Virginia Gazette and WMBG to discuss advertising options in those outlets.
- We spent a significant amount of time this month preparing for the opening of the JCCL Marketplace, including creating signage, finalizing installation of digital media, developing promotional materials, and working with vendors.
- In order to ensure continued accessibility for the library website and to meet global standards, Barry worked with ServerLogic to move the library to https, the secure version of the protocol over which data is sent between a browser and the website to which it is connected.
- As part of WRL’s paid advertising campaign, we created ads for Williamsburgfamilies.com, Next Door Neighbors magazine, and created our first social media ad on Facebook.

Barry Trott, Special Projects Division Director
We added some new programming to our fall lineup in both buildings. **Fun for Fours & Fives** is a new program designed to move preschoolers beyond story time and introduce them to the social and behavioral requirements of kindergarten through a class-like setting and a variety of fun, group-based activities. Sessions include Music & Movement, Yoga with Rebecca, Get STEAMed, and Around the World. Also, new this fall is the **Kanikapila Ukulele Kids** on Friday afternoons at the Williamsburg Library. Kanikapila Ukulele Kids is a 9-week class for young students interested in learning music through ukulele performance. Returning programs this fall include **Puppet Storytime** featuring our teen puppeteers and **Contemos un Cuento**, a bilingual story time. These programs support our core function of providing excellent programs that advance the library’s role as a center for the community.

Mobile Library Services Youth and Family Outreach delivered collections, programs, and services to our community 25 days in September. One highlight was the **Back to School Bash** at Heritage Mobile Home Park on September 21. School supplies were distributed to the children, and a story time and craft were presented. Thirty-three happy children and caregivers participated. Delivering programs, collections, and services to the community supports our core function of providing service to users outside the library buildings.

The Library of Virginia and the Science Museum of Virginia partnered to host the first **STEM and Libraries Conference** in Virginia. The event spanned three days in September at the Science Museum of Virginia. Four youth services librarians attended the conference and came back to WRL pumped up with great ideas for programming featuring STEM (science, technology, engineering, and math) activities. Offering opportunities for professional development supports our core value of providing a talented, well-trained, and knowledgeable staff.

**Sandy Towers, Youth Services Director**
CONFIDENTIALITY OF LIBRARY RECORDS

The Williamsburg Regional Library values free and confidential access to information. The Library also abides by Virginia’s confidentiality laws and FOIA requirements. Therefore, the Library will not reveal users’ personal data or circulation records without an appropriate subpoena, warrant, or other court order. The Library will seek legal advice on such orders and will ask that counsel be present before any searches begin. The Library will follow subpoenas and warrants strictly to ensure that only the requested information is revealed. The Library will also comply with disclosure limitations contained in search warrants.

Parents or legal guardians may access the records of their children aged seventeen and under. Adult Library users may also authorize others to access their records.

FINES AND FEES

The Board of Trustees of Williamsburg Regional Library delegates responsibility for setting fines and fees to the Library Director. Proposed changes in the rate schedules will be reported to the Williamsburg Regional Library Board of Trustees before being implemented.

LIBRARY CARD

Anyone who resides or owns a business or real property or is employed by in a city or county that funds the Williamsburg Regional Library may obtain a library card. Card privileges may be restricted. A list of privileges is available upon request. This policy took effect February 1, 2011.

The library director may enter into reciprocal agreements with publicly-funded, educational institutions located in a city or county that funds the Williamsburg Regional Library to provide library cards for the employees of that institution. Card privileges may be restricted. A list of privileges is available upon request.

SPECIAL RECOGNITION LIBRARY CARD

The library director may authorize the issuance of special recognition cards to reach key audiences in a city or county that funds the Williamsburg Regional Library. Special recognition card privileges may be restricted. A list of special recognition cards is available upon request.

[Approved by WRL Board of Trustees December 1, 2010. Approved by WRL Board of Trustees December 3, 2014. Reaffirmed by WRL Board of Trustees October 25, 2017]
To: WRL Board of Trustees  
From: Betsy Fowler, Library Director  
Date: 10/25/2017  
Re: Action Items: Fund Balance Appropriation

The Williamsburg Regional Library requests appropriation of carryover funds in the amount of $35,000 for the following project:

$ 35,000 Facilities Cargo Van Replacement  
$ 35,000 Total

Facilities Cargo Van Replacement
WRL provides daily courier service between the library buildings, jurisdictions, and community book drops. The current cargo van is 9 years old and at the end of useful life. A replacement van is needed to continue to provide ongoing daily services.