BOARD OF TRUSTEES AGENDA  
June 27, 2018  
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 – May 23, 2018 and June 4, 2018  
- May Finance Report  
- Monthly Staff Reports  
V. Chair’s Report – Miller-Moore  
- Short Takes for Trustees – “Board Self Evaluation”  
- Legal Services Update  
- Strategic Plan Update  
- Action Item: Fund Balance Appropriation – Strategic Planning  
- Action Item: Resolution – Vickie Herrick  
VI. Library Director’s Report – Fowler  
- Library Projects Update  
- Action Item: Fund Balance Appropriation  
VII. Friends WRL Foundation Update  
VIII. York County Update - Franz  
IX. Other Business  
X. 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  
XI. Adjournment  

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

Next Regular Meeting:  
September 26, 2018, 3:00 p.m., Kitzinger Community Room, James City County Library  

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

Library Director Elizabeth B. Fowler; library staff members Carrie Binsfeld, Benjamin Goldberg, Alicia Phinney, Melissa Simpson, Sandra Towers, Barry Trott, and Sarah App;

Managing editor of WYDaily Bryan DeVasher.

Absent: Vickie Herrick.

Call to Order: Chair Miller-Moore called the meeting to order at 3:00 p.m.

Public Comment: None.

Mission Moment: Ms. Miller-Moore announced her father-in-law checked out a book for the first time. Since Mr. Sadler of the FWRLF is absent this meeting, Ms. Miller-Moore will give the FWRLF update at the end of the meeting.

Ms. Phinney announced the new library card designs are now available.

Consent Calendar: The May 23, 2018 consent calendar was approved by a unanimous vote.

Chair’s Report:

- **Short Takes for Trustees** – Ms. Miller-Moore reminded all members to review the Short Takes for Trustees “Evaluating the Library Director” videos and presented information.

Ms. Miller-Moore announced the review of the legal services contract will be presented at the June 27, 2018 meeting.

Ms. Miller-Moore asked for any administrative updates to roster information and if any board members needed a replacement name tag.

Ms. Miller-Moore announced the Strategic Planning Steering Committee will have their second meeting on June 4, 2018 at 3:00 p.m. in Meeting Room 128 in the Stryker Center. The committee will be discussing the main goals and the process of updating the plan.

Library Director’s Report: Ms. Fowler asked to move the tour of the Williamsburg Library after the action items on the agenda.

- **Action Item: Policy Review – Animals in the Library**– The policy was presented with the following changes; the “l” in “library” and the “d” in “director” were changed to lowercase and the additions of “the director’s” before the term “designee” in three different instances. Ms. Andrews moved to approve the policy with changes. Ms. Franz seconded and the motion was approved by a majority vote.

- **Action Item: Policy Review – Programming** – The policy was presented with the following changes; the “l” in “library” and the “d” in “director” were changed to lowercase.
Ms. Andrews moved to approve the policy with changes. Ms. Franz seconded and the motion was approved by a majority vote.

- **Action Item: Re-adopt FY 2019 Budget** – Ms. Fowler noted that the changes made to the budget were directly related to compensation changes by James City County. The board discussed the legal services fees. Mr. Gareis moved to re-adopt the FY 2019 budget as presented. Ms. Stettler seconded and the motion was approved by a unanimous vote.

Ms. Fowler announced the IT Director position has been filled by Mark Lutner starting, on July 1, 2018. Ms. Fowler has been asked to be a member of the Standards Update Steering Committee by the Library of Virginia. Ms. Fowler discussed the increased programming attendance statistics over last year at JCCL (33%), WL (13%), and Stryker (46%). Ms. Fowler presented the board with the finalized version of the architectural assessment by RRMM Lukmire. Ms. Fowler discussed the final results of the study in regards to the issues with renovating the Williamsburg Library facility, needed parking for a new facility, and circulation statistics based on jurisdictions. Bill Porter, Interim JCC County Administrator, has requested the library commission a study to recommend the best location for a jointly funded library.

Mr. Trott presented the WL Parking Study conducted by library staff. Mr. Trott reviewed the methodology, study area, and the results of the study. For the proposed 55,000 square foot library building an estimated 180 dedicated library parking spaces would be needed.

Ms. Fowler guided the Board of Trustees and WYDaily Editor Bryan DeVasher on a tour of the Williamsburg Library facility. The board discussed the next steps for updating the library facilities and the need to keep the community informed and involved.

**Friends of WRL Foundation Updates:** Ms. Miller-Moore announced the FWRLF approved five applications for support:

- $6,000 – Streaming Video Service - Kanopy
- $6,000 – Summer Reading Kick-off Event
- $3,500 – Adult Summer Reading Pilot Program
- $6,000 – Mobile Library Services Summer Enrichment for Neighborhood Children
- $5,000 – Youth Services Book Leasing Trial

**York County Public Library Update:** Ms. Franz discussed the York County library board’s visits to Varina and Libby Mill public libraries and the York County library renovations.

**Other Business:** None.

**Closed Session:** Ms. Andrews moved for the board to go into closed session pursuant to Section 2.2-3711(A)(1) of the Code of Virginia. Ms. Franz seconded the motion. The motion was approved by all. The board began discussion at 4:22 p.m. and concluded at 4:45 p.m. Ms. Andrews moved the board end the closed session. Mr. Purse 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. Purse 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 2.2-3712 (D) 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>
</tr>
</thead>
<tbody>
<tr>
<td>Axtell</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>Andrews</td>
<td><em>X</em></td>
<td>___</td>
<td>____</td>
<td>Purse</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>Rivas</td>
<td><em>X</em></td>
<td>___</td>
<td>____</td>
</tr>
<tr>
<td>Gareis</td>
<td><em>X</em></td>
<td>___</td>
<td>____</td>
<td>Stettler</td>
<td><em>X</em></td>
<td>___</td>
<td>____</td>
</tr>
<tr>
<td>Marten</td>
<td><em>X</em></td>
<td>___</td>
<td>____</td>
<td>Trifone</td>
<td><em>X</em></td>
<td>___</td>
<td>____</td>
</tr>
</tbody>
</table>

Ms. Andrews reported the board discussed only items pertinent to the library director evaluation.

**Adjournment**: Mr. Axtell moved to adjourn at 4:47 p.m. All agreed.

Respectfully submitted,

Sarah App

Approved by ________________________________

Natalie Miller-Moore, Chair
Strategic Plan Steering Committee

Minutes of June 4, 2018 Meeting
Meeting Room 128, Stryker Center

Attending were: WRL Board of Trustees Chair Natalie Miller-Moore; WRL Board of Trustees members: Barry Marten, Jean Stettler, and Nicole Trifone; Friends of WRL Foundation President Sam Sadler; Friends of WRL Foundation Board members Louis Weeks and Michael Westfall; Library Director Betsy Fowler; library staff members Sarah App, Carrie Binsfeld, Janet Crowther, Eletha Davis, and Melissa Simpson.

Call to Order: Ms. Miller-Moore called the meeting to order at 3:34 p.m.

Public Comment: None

Recap of Last Meeting: Ms. Miller-Moore gave a brief recap of items discussed at the April 23, 2018 Strategic Planning Committee Meeting.

Ms. Fowler stated the strategic plan is needed to apply for state-aid funding. Ms. Crowther added that a strategic plan assists in the efficient operation of a regional library system.

Ms. Miller-Moore initiated a discussion of the various roles the members of the Strategic Plan Steering Committee have throughout the process.

Staffing Alignment: Ms. Fowler stated although there are no national standards for public library staffing there are Virginia State Standards for public library staffing and national data for comparisons. WRL enjoys an excellent level of staffing based on comparative analysis and staffing is ranked as an AAA Level based on Virginia Standards. The library has also done an excellent job of maintaining a high standard of customer service by keeping professional positions instead of downgrading them to para-professional positions. During the recession in 2009, the library did lose 10.24 FTEs; and no new positions have been funded since that loss. However, WRL continues to work closely with JCC HR to add hours to existing positions and reclassify others to meet the library’s needs. Ms. Fowler discussed an issue in the past regarding Mathew Whaley attending a weekly story time. As part of our partnership with the WJCC schools, we need to ensure that we are offering the same opportunities to all schools in the division. The program in question was changed because the library is not able to accommodate a special story-time for each elementary school in the area, so the issue was how staff resources are allocated versus insufficient staffing. As part of the CIP project cost submitted to James City County for the new library the annual operational cost estimates including staffing were submitted. Ms. Crowther stated the strategic priorities within the current strategic plan are still viable for the library and are broad enough that they allow staff to develop within a changing environment. They are helpful when speaking with jurisdictions regarding funding.

Previous Strategic Plan Review: Ms. Miller-Moore asked the members to review the presented strategic plan update, dated January 2016 - June 2018. Ms. Fowler discussed the statistics for public computer use at the library. PC use is down overall and wifi use is up from FY17. Ms. Fowler discussed the current programming and services available through the library and other organizations for non-English speaking community members.

Consultant Use: The committee discussed the need for a consultant and what aspects of the planning can be best provided by a consultant. Ms. Miller-Moore discussed the proposed options provided by BERK Consulting. The committee discussed the public surveying
preferred for the strategic planning process. Helpful information could include; information on non-library users, general demographic information about the community, information on possible uses by the community, and information from teens. The committee agreed that information on the desired location for a third library should not be included in the strategic planning surveying process. The committee agreed BERK Consulting would be the best consultant due to their expertise in library strategic planning and their familiarity with WRL. Ms. Miller-Moore will contact BERK Consulting to acquire a formal proposal.

Other Business: The committee will meet again in late July; Ms. Miller-Moore will organize a poll to determine a specific date and time. Ms. Fowler stated staff will gather information on national, regional, and local library and community trends and demographic data.

Ms. Fowler announced the library will be adding all the information from the architect on the “About Us” page on the WRL website.

Mr. Westfall requested an Outlook meeting invite when a date and time have been decided.

Adjournment: The Strategic Plan Steering Committee adjourned at 5:01 p.m.

Respectfully submitted,

Sarah App

Approved by ______________________________________

Natalie Miller-Moore, Chair
June 8, 2018

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>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Fees</td>
<td>$6,000</td>
<td>$7,023</td>
<td>117.1% Charges higher than budgeted</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>$105,000</td>
<td>$109,669</td>
<td>104.4% Annual HVAC contract paid</td>
</tr>
<tr>
<td>Leases</td>
<td>$40,000</td>
<td>$42,121</td>
<td>105.3% Copier costs higher than budgeted</td>
</tr>
<tr>
<td>Legal Services</td>
<td>$6,000</td>
<td>$12,000</td>
<td>200% New Legal Contract - Under Review</td>
</tr>
<tr>
<td>Library Catalog &amp; Website Services</td>
<td>$117,000</td>
<td>$123,411</td>
<td>105.5% Annual Sirsi contract paid</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$500</td>
<td>$1,123</td>
<td>224.6% Record monthly EAP - Budget transfer required</td>
</tr>
<tr>
<td>Software Maintenance</td>
<td>$15,000</td>
<td>$14,817</td>
<td>98.8% Expenses higher than budgeted</td>
</tr>
<tr>
<td>Tuition</td>
<td>$6,000</td>
<td>$8,102</td>
<td>135% Allowance Increased</td>
</tr>
</tbody>
</table>

Percentage of year passed 91.67%
The Williamsburg Regional Library  
Monthly Financial Statement  
For the period ending May 31, 2018

### EXPENDITURES

**Compensation**

<table>
<thead>
<tr>
<th></th>
<th>Final Budget</th>
<th>Actual</th>
<th>Accruals</th>
<th>Encumber</th>
<th>Total</th>
<th>% Spent &amp; Encumbered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>3,051,430</td>
<td>2,677,682</td>
<td></td>
<td>2,677,682</td>
<td>87.8%</td>
<td></td>
</tr>
<tr>
<td>Wages</td>
<td>636,196</td>
<td>525,756</td>
<td></td>
<td>525,756</td>
<td>82.6%</td>
<td></td>
</tr>
<tr>
<td>FICA</td>
<td>282,109</td>
<td>234,858</td>
<td></td>
<td>234,858</td>
<td>83.3%</td>
<td></td>
</tr>
<tr>
<td>Virginia Retirement Systems</td>
<td>285,921</td>
<td>253,857</td>
<td></td>
<td>253,857</td>
<td>88.8%</td>
<td></td>
</tr>
<tr>
<td>Health Insurance</td>
<td>555,177</td>
<td>527,414</td>
<td></td>
<td>527,414</td>
<td>95.0%</td>
<td></td>
</tr>
<tr>
<td>Workers Comp Insurance &amp; Unemply</td>
<td>15,000</td>
<td>14,965</td>
<td></td>
<td>14,965</td>
<td>99.8%</td>
<td></td>
</tr>
<tr>
<td>VRS Group Life Insurance</td>
<td>39,975</td>
<td>35,132</td>
<td></td>
<td>35,132</td>
<td>87.9%</td>
<td></td>
</tr>
<tr>
<td>Fringe Benefits (RM/DCM)</td>
<td>13,900</td>
<td>10,101</td>
<td></td>
<td>10,101</td>
<td>72.7%</td>
<td></td>
</tr>
<tr>
<td>Tuition Assistance</td>
<td>6,000</td>
<td>8,102</td>
<td></td>
<td>8,102</td>
<td>135.0%</td>
<td></td>
</tr>
<tr>
<td>Benefits Total</td>
<td>1,198,082</td>
<td>1,084,428</td>
<td>0</td>
<td>0</td>
<td>1,084,428</td>
<td>90.5%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>4,885,708</td>
<td>4,287,867</td>
<td>0</td>
<td>0</td>
<td>4,287,867</td>
<td>87.8%</td>
</tr>
</tbody>
</table>

**Collection Materials**

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection Materials</td>
<td>525,000</td>
<td>441,461</td>
<td></td>
<td>490,166</td>
<td>93.4%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>525,000</td>
<td>441,461</td>
<td>0</td>
<td>490,166</td>
<td>93.4%</td>
</tr>
</tbody>
</table>

**Operations**

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising</td>
<td>12,500</td>
<td>11,041</td>
<td></td>
<td>11,041</td>
<td>88.3%</td>
</tr>
<tr>
<td>Bank Fees</td>
<td>6,000</td>
<td>7,023</td>
<td></td>
<td>7,023</td>
<td>117.1%</td>
</tr>
<tr>
<td>Bindery</td>
<td>2,000</td>
<td>1,285</td>
<td></td>
<td>1,285</td>
<td>64.3%</td>
</tr>
<tr>
<td>Building Maintenance</td>
<td>30,000</td>
<td>25,568</td>
<td></td>
<td>25,973</td>
<td>86.0%</td>
</tr>
<tr>
<td>Communications</td>
<td>50,000</td>
<td>29,961</td>
<td></td>
<td>29,961</td>
<td>59.9%</td>
</tr>
<tr>
<td>Computer Replacement</td>
<td>39,000</td>
<td>12,649</td>
<td></td>
<td>12,649</td>
<td>32.4%</td>
</tr>
<tr>
<td>Computer Software &amp; Supplies</td>
<td>22,000</td>
<td>15,172</td>
<td></td>
<td>15,172</td>
<td>69.0%</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>105,000</td>
<td>109,669</td>
<td></td>
<td>109,669</td>
<td>104.4%</td>
</tr>
<tr>
<td>Equipment - General</td>
<td>1,000</td>
<td>519</td>
<td></td>
<td>519</td>
<td>51.9%</td>
</tr>
<tr>
<td>Financial Services</td>
<td>22,313</td>
<td>22,313</td>
<td></td>
<td>22,313</td>
<td>100.0%</td>
</tr>
<tr>
<td>Fund Balance Appropriations</td>
<td>553,521</td>
<td>171,011</td>
<td>53,472</td>
<td>224,482</td>
<td>40.6%</td>
</tr>
<tr>
<td>Human Resource Services</td>
<td>72,417</td>
<td>60,348</td>
<td></td>
<td>60,348</td>
<td>83.3%</td>
</tr>
<tr>
<td>Insurance</td>
<td>42,500</td>
<td>26,362</td>
<td></td>
<td>26,362</td>
<td>62.0%</td>
</tr>
<tr>
<td>Leases</td>
<td>40,000</td>
<td>40,200</td>
<td>1,921</td>
<td>42,121</td>
<td>105.3%</td>
</tr>
<tr>
<td>Legal Services</td>
<td>6,000</td>
<td>12,000</td>
<td></td>
<td>12,000</td>
<td>200.0%</td>
</tr>
<tr>
<td>Library Board Expenses</td>
<td>6,000</td>
<td>5,522</td>
<td></td>
<td>5,522</td>
<td>92.0%</td>
</tr>
<tr>
<td>Library Catalog &amp; Website Services</td>
<td>117,000</td>
<td>123,411</td>
<td></td>
<td>123,411</td>
<td>105.5%</td>
</tr>
<tr>
<td>Library Programs</td>
<td>15,000</td>
<td>14,477</td>
<td></td>
<td>14,477</td>
<td>96.5%</td>
</tr>
<tr>
<td>Local Mileage</td>
<td>4,000</td>
<td>1,758</td>
<td></td>
<td>1,758</td>
<td>44.0%</td>
</tr>
<tr>
<td>Maintenance Supplies</td>
<td>14,500</td>
<td>10,914</td>
<td></td>
<td>10,914</td>
<td>75.3%</td>
</tr>
<tr>
<td>Memberships</td>
<td>10,000</td>
<td>6,863</td>
<td></td>
<td>6,863</td>
<td>68.6%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>500</td>
<td>1,123</td>
<td></td>
<td>1,123</td>
<td>224.6%</td>
</tr>
<tr>
<td>Postage</td>
<td>18,000</td>
<td>11,062</td>
<td></td>
<td>11,062</td>
<td>61.5%</td>
</tr>
<tr>
<td>Printing</td>
<td>3,000</td>
<td>1,225</td>
<td></td>
<td>1,225</td>
<td>40.8%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>13,000</td>
<td>11,800</td>
<td></td>
<td>11,800</td>
<td>90.8%</td>
</tr>
<tr>
<td>Software Maintenance</td>
<td>15,000</td>
<td>14,817</td>
<td></td>
<td>14,817</td>
<td>98.8%</td>
</tr>
<tr>
<td>Supplies</td>
<td>75,000</td>
<td>61,731</td>
<td></td>
<td>61,731</td>
<td>82.3%</td>
</tr>
<tr>
<td>Travel &amp; Training</td>
<td>50,000</td>
<td>30,376</td>
<td></td>
<td>30,376</td>
<td>60.8%</td>
</tr>
<tr>
<td>User Refunds</td>
<td>0</td>
<td>367</td>
<td></td>
<td>367</td>
<td>N/A</td>
</tr>
<tr>
<td>Utilities</td>
<td>179,000</td>
<td>155,173</td>
<td></td>
<td>155,173</td>
<td>86.7%</td>
</tr>
<tr>
<td>Vehicle Services</td>
<td>33,000</td>
<td>16,683</td>
<td></td>
<td>16,683</td>
<td>50.6%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>1,557,251</td>
<td>1,012,423</td>
<td>0</td>
<td>55,618</td>
<td>1,068,041</td>
</tr>
</tbody>
</table>

**TOTAL**

|                          | 6,967,959    | 5,741,751 | 0      | 104,323  | 5,846,074 | 83.9%    |
## Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget</th>
<th>Received</th>
<th>Accruals</th>
<th>Received</th>
<th>% Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Williamsburg</td>
<td>859,699</td>
<td>788,057</td>
<td></td>
<td>788,057</td>
<td>91.7%</td>
</tr>
<tr>
<td>James City County</td>
<td>4,500,018</td>
<td>4,125,017</td>
<td></td>
<td>4,125,017</td>
<td>91.7%</td>
</tr>
<tr>
<td>York County</td>
<td>575,741</td>
<td>575,741</td>
<td></td>
<td>575,741</td>
<td>100.0%</td>
</tr>
<tr>
<td>State Aid</td>
<td>306,480</td>
<td>306,629</td>
<td></td>
<td>306,629</td>
<td>100.0%</td>
</tr>
<tr>
<td>Lost Books</td>
<td>11,500</td>
<td>9,792</td>
<td></td>
<td>9,792</td>
<td>85.2%</td>
</tr>
<tr>
<td>Interest</td>
<td>3,500</td>
<td>15,664</td>
<td></td>
<td>15,664</td>
<td>447.5%</td>
</tr>
<tr>
<td>Copy Machines</td>
<td>28,000</td>
<td>26,104</td>
<td></td>
<td>26,104</td>
<td>93.2%</td>
</tr>
<tr>
<td>Library Fines</td>
<td>53,000</td>
<td>47,779</td>
<td></td>
<td>47,779</td>
<td>90.1%</td>
</tr>
<tr>
<td>Set Off Recovery</td>
<td>9,500</td>
<td>8,666</td>
<td></td>
<td>8,666</td>
<td>91.2%</td>
</tr>
<tr>
<td>Other Library Revenue</td>
<td>7,000</td>
<td>8,474</td>
<td></td>
<td>8,474</td>
<td>121.1%</td>
</tr>
<tr>
<td>Meeting Room Use</td>
<td>40,000</td>
<td>46,644</td>
<td></td>
<td>46,644</td>
<td>116.6%</td>
</tr>
<tr>
<td>Transfer From Fund Balance</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>6,394,438</td>
<td>5,958,567</td>
<td>0</td>
<td>5,958,567</td>
<td>93.2%</td>
</tr>
</tbody>
</table>

## Non-Budgeted Operating Report

<table>
<thead>
<tr>
<th>Program</th>
<th>Revenue</th>
<th>Spent</th>
<th>Accrual</th>
<th>Encumber</th>
<th>Total Spent</th>
<th>&amp; Encumber</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gifts &amp; Memorials</td>
<td>33,461</td>
<td>47,988</td>
<td></td>
<td>4,944</td>
<td>52,932</td>
<td></td>
</tr>
<tr>
<td>Friends &amp; Foundation</td>
<td>333,688</td>
<td>332,262</td>
<td></td>
<td>7,175</td>
<td>339,437</td>
<td></td>
</tr>
<tr>
<td>Library Grants</td>
<td>0</td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Program Services</td>
<td>15,821</td>
<td>7,095</td>
<td></td>
<td></td>
<td>7,095</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>382,969</td>
<td>387,345</td>
<td>0</td>
<td>12,119</td>
<td>399,464</td>
<td></td>
</tr>
</tbody>
</table>

| Percentage of year past| 91.67% |
| Payroll % of year past | 91.67% |
Summer is underway at WRL with a first big event to launch the summer reading programs for all ages that was held on June 17. The Summer Reading Kick-Off Party was held in the library plaza at the Williamsburg Library complete with a DJ, giant water slide, ice cream, crafts, balloon and henna tattoo artists, and life-size board games. The event was funded by the FWRLF and included funds to buy Adirondack chairs, umbrellas, and mats to reuse for other outdoor events. Over 500 enthusiastic attendees had a wonderful time and one visitor commented, “This is the best library ever!”

The first Adult Summer Reading program is underway with 400 registered participants by mid-June and many more added daily. Funded by the FWRLF, the participants are enjoying the opportunity to win prizes through a scratch card awarded after four books are read and recorded. Prizes include gift coupons, a pint glass or book bag with the logo, and the chance to win a grand prize at the end of the summer for dinner at the Chef’s Kitchen for two.

Neighborhood and Youth Mobile Services are on the road this summer with a series of special programs and events. Partnering with James City County Parks and Recreation Department the library is holding multiple programs in neighborhoods to offer children the same tier of programming and learning experiences enjoyed by library visitors. The first event was a rousing success with craft tables, umbrellas and chairs full of children with big smiles enjoying ice pops. These special events are also being sponsored by the FWRLF.

Library staff is busy developing detailed plans for the new JCCL interactive children’s area to be constructed in spring 2019. The space is being totally re-imagined to feature a mix of interactive learning experiences, play spaces, and wonderful collections and seating nooks interspersed throughout the room. This innovative project is the brainchild of library staff and will be made possible with a special fundraising campaign that will be conducted by the FWRLF and capital funds from James City County for refurbishing carpet, lighting, painting, and a glass storefront entrance with electronic doors to the children’s area. A fund balance appropriation request will also be made to the library board this fall to cover the costs of new shelving, furniture, and a service desk after the interior has been speced and quotes have been obtained.

The new library IT Director, Mark Lutner, will start work on July 1. In anticipation of his arrival, the library is reorganizing the workspaces in the JCCL to dedicate a workroom and nearby office space to IT staff. The FWRLF donation sorting and storage area has been moved to a dedicated room that was a former staff meeting room that offers the dedicated FWRLF volunteers the expanded space and sorting area they need. Streamlining the workspaces for both the IT Department and the Friends will create greater efficiencies and set the stage for a series of IT projects that are planned for the next three years including more self-serve features, RFID tagging of the collection to facilitate inventory control, quick self-checkouts and check-in of materials, online fee processing, room booking, and many other customer service features.

A final STEAM Saturday on animals featuring the Virginia Living Museum and Virginia Aquarium was held at JCCL in May with over 600 participants. This very successful program will start again in the fall.
The library staff is also actively working on a roll-out of Maker Space experiences to be held quarterly at JCCL alternating with the Stryker Center starting in fall 2018.

The wonderful array of dynamic programs for all ages keeps the library busy and vibrant and draws thousands of visitors through the doors monthly. Overall, WRL sponsored program attendance has increased 17% this fiscal year over the previous year. Increasingly, people value the learning experiences and connections offered by library programs, and these programs, in turn, promote the use of library collections and other services.

Betsy Fowler, Library Director
Adult Services Highlight
May 2018

**Provide excellent programs:**
Adult Services staff continue to provide a variety of new programs for our community.

Jesse Kelley coordinated with five area dance studios to create a new “Day of Dance” program in the Williamsburg Library Theatre. The show gave students of all ages a chance to practice their moves in front of an audience of supportive family members and friends. Barbara Jones served as master of ceremonies and did a great job keeping the show on track.

Emma Pruss and Tabor Chapman (Circulation Services) also broke ground with a new Harry Potter Escape Room program for teens. They borrowed a variety of Harry Potter materials from staff and practiced the escape room puzzles with the Teen Advisory Group before offering it as a Saturday program. Due to the interest, they opened up the teen program to those 11 years old-and-up. Lots of lessons learned from the experience – and they hope to offer more escape room puzzles in the future.

Barbara Jones gave a presentation on the “Getaway Café” at the Virginia Library Association Region 3 meeting held at the James City County Library. The program provided an excellent opportunity for other public libraries to hear about the unique programming at WRL.

Charlotte Burcher and Barbara Jones also attended an “Aging in Place” symposium, sponsored by the local non-profit organization, Faith In Action, to promote the services WRL offers to older adults in our community.

**Provide excellent collections:**
Barbara Riebe, Collection Development Librarian, retired at the end of May after 18 years with WRL. Melissa Simpson is filling in the role for a few months while we evaluate the position.

**Melissa Simpson, Adult Services Director**
Provide excellent collection:

- I posted one LAP press release to the *Daily Press* online and submitted one LAP press release 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 May.

Provide for excellence in daily operations:

- On May 8 I participated in the interview process to hire an IT director.
- On May 11 I attended a G.W.A.V.A. membership luncheon.
- I attended the William and Mary Office of Community Engagement Community Partnership Workshop on May 15.
- Throughout May I participated in LEAD meetings. I attended Betsy’s monthly staff update meetings on May 3 (WL) and May 4 (JCCL) and May 31 (JCCL).

Benjamin J. Goldberg, Library Development Officer
FOUNDATION SUPPORT
Annual Appeal
Sincere Reader (up to $249)
• Archibald Fripp
• Wendy Pavliceck (in honor of Tom Shultz on Father’s Day)

Our Library - Our Future Endowment
Viky Pedigo Endowment
• Quinn Emmett (in memory of Mrs. Pedigo “who taught me how to read, and so much more!”)

John and Lisa Ballinger Perpetual Book Fund
• Marian Douglas (in memory of Lisa Ballinger)
• Susan Kelley (in memory of Lisa Ballinger)
• Jeanette Navia (in memory of Lisa Ballinger)
• Margaret Toscano (in memory of Lisa Ballinger)
• Laurie Ziegler (in memory of Lisa Ballinger)

Lewis Williamson Perpetual Book Fund
• Christine and Forrest Williamson

HONORARY & MEMORIAL GIFTS
In memory of:
• Nancy Campbell from the Literary Ladies book club (Janet Whiteside, Nancy Hummel, Lena Poitier, Sue Murphy, Meda Humphreys, and Flora Adams)
• Bob and Louise Moore from Debbi Zanca

Given by:
• Anonymous
• The Gilder Lehrman Institute

Summer Reading
• Baskin-Robbins Ice Cream
• Chick-fil-A
• Damuth Trane
• The Mariners’ Museum and Park
• Parks Orthodontics
• Peking Restaurant
• Sweet Frog Williamsburg
• Wythe Candy & Gourmet Shop
• Yankee Candle Village

Local Authors Project
• Flora Bolling Adams – Alvin Comes to Visit
• Flora Bolling Adams – A Penny on the Stair and Other Poems
• Flora Bolling Adams – Enterprising Will
• Flora Bolling Adams – Tank Hill
• Gary Bargatze – Cabedelo
• Gary Bargatze – Thunderwood
• Gary Bargatze – Babylon
• Kevin Cuffe – The Not Forgotten Anthology

In-Kind
• Stephen Bennett
• Daughters of the American Revolution, Williamsburg Chapter
• First Church of Christ, Scientist
• Quinn Emmett
• Pierce Gaithe
Provide for excellence in daily operations:

- Brett began work on migrating files from the WRL file server “Alfred” to Office 365 SharePoint. This move will allow WRL staff to more easily access files when outside the library network and reduce our server load.
- Per a request from the Adult Services Division, Kraston finished adding software on our public PC’s that would allow for DVD playback. This enables users to check out a WRL DVD and watch on our public PCs.
- Kraston consulted with MLS Youth Outreach about new laptop restraints and laptop tray tables for use on our outreach vehicles.
- Working with the Finance staff, Steve completed quarterly set off debt procedures and submitted records for processing.
- Barry and Steve worked with our vendor on the setup for Kanopy streaming video product to debut in July. This involved setting up rules for checkout, allowing access to the Horizon database, and testing the setup.
- Several staff members took advantage of professional development opportunities this month: Christie and Jean Marie took an online class on RDA and reference service models; Steve attended training on adjusting Blue Cloud Visibility settings, Mandy attended the VLA Professional Associates Forum; and Sheila completed CPR training.
- Christie, Mandy, and Linda all assisted on public service desks in May, helping out circulation, youth, and adult services.

Provide excellent collections:

- Linda began cross-training Keenan from Circulation Services on fiction copy cataloging. This will help us get items out in the collection more quickly and give Keenan some practical experience in Technical Services.
- The Technical Services team added 2,070 bib records to the library catalog this month, comprising 3,773 individual items. They deleted 1,790 records, totaling 3,099 items.
- Christie helped Andrew in Adult Services answer an interesting question from a young user, who wanted to know what was the oldest book in the WRL collection. Christie created an SQL query to look at titles by publication date, and as it turns out in the WL reference collection we have a copy of *History of the colony and ancient dominion of Virginia* by Charles Campbell, published in 1860.

Other

- We interviewed for the open IT director position and made an offer to Mark Lutner, who will join WRL from Chesapeake Public Library on July 1. The Technical Services Division will move into Special Projects and continue to be headed by Barry Trott.
Provide excellent programs:

- “Food and Flowers” exhibit on display in the Stryker Center exhibit space.
- Peninsula Watermedia Society Member exhibition in the Stryker Center exhibit space.
- On display in the Williamsburg Library Gallery, photography from members of the Williamsburg Photo Guild.
- Virginia Symphony Orchestra Presents took the stage with a brass ensemble for an enjoyable evening performance on May 23rd.
- Muriel Anderson made her solo debut to the Dewey Decibel Concert Series on Friday, the 4th to an enthusiastic crowd for an evening of acoustic music.
- Steve Smith and Tim May returned to the Dewey Decibel Concert Series Friday, May 18th.
- Completed the scheduling of the Celtic and Italian Film series.
- Thanks to the generous grant from the FWRLF the 2017/2018 Dewey Decibel concert series saw an average per concert attendance of 132 up from 95/concert the previous year.

Provide excellent services:

- Promoted library programs and services through four radio ads, as well as website updates, and other electronic distribution of publicity.
- Provided rooms and tech support for two College of William and Mary, Christopher Wren Association classes.
- Provided rooms and tech support for the Adult Services sponsored “Day of Dance”.
- Coordinated and scheduled the fall course offerings of the College of William and Mary, Christopher Wren Association.

Provide excellent facilities:

- Program Services staff processed 257 room bookings during the month.
- There were 384 meeting room uses by 6,838 people at all three WRL locations during the month.
  Rooms are checked after each use and cleaned as necessary.
- Fielded and answered 995 reference questions.
- Coordinated and scheduled installation of new projector and screen in the Williamsburg Library theatre.

Provide excellence in daily operations:

- Coordinated and scheduled the second CPR/AED training (FY18) for WRL staff on May 16th.

Robert Haas, Program Services Director
Communicating and raising awareness

- Elizabeth and Barry began a series of meetings with members of the press and other local points of contact to refresh our media strategy. We also met with members of the JCC video department to discuss options for creating and sharing video to be used in county media channels.
- We met with representatives from Howell Design and Suter Printing to discuss a proposal to develop and print a quarterly events calendar for the library.
- Elizabeth created, developed, implemented, monitored, and provided updates for nine media plans: Golden Age of Mysteries (attended meeting to begin planning for this event); Book Groups (consulted on new banner and refreshing logos); Talks@2 (spring season concluded); Dewey Decibel (spring season concluded); Centuries of Art (met with WCAC representatives to recap winter season and discuss plan for next fall); Getaway Café; STEAM Saturdays; Cinema @ Scotland Street.
- We finalized the FY19 advertising plan. Based on additional funding we will be expanding our online ads in the Virginia Gazette and testing out radio ads with WMBG. Based on our survey of program attendees, we will be cutting back on our Local Voice radio ads and keeping our ads with WYDaily, Next Door Neighbor, and Williamsburgfamilies.com. We also will be continuing to purchase ads on Facebook to promote major WRL events and services.

Provide excellent collections:

- We met with adult and youth services staff to communicate the changes to the collection budget for FY19. Some highlights include:
  - Adding $35,000 to the FY19 collection budget. Ideally, our collection budget would be 10% of our total budget. With this addition, we will be at about 8.5% of our total budget.
  - To be responsive to user interests, we are focusing some of these funds on purchasing extra copies of popular titles, setting the copies per hold ratio to 4, down from its current 6 copies per hold for print and a/v materials and developing a ratio for digital materials.
  - We are also setting up three new budget lines for multiple copies: physical items (books, CDs, DVDs), ebooks, and downloadable audiobooks. We are also adding funds to our digital collections to expand user access to library content outside the building.
  - Rethinking library spaces means taking new approaches to collections. To support new directions in programming for children, we are shifting money from the book and a/v lines to purchase “realia.” These items are manipulative toys and other physical objects that combine learning and play.
  - We will also focus on using data to develop new ways to look at both collection use and spending.
- Barry, Elizabeth, and Steve met with representatives from NoveList, Sirsi/Dynix, and Zephira to discuss how to make the most of linked data. One interesting opportunity allows us to create title lists that are self-updating—as we add or withdraw items from the collection related to that list, the list will automatically refresh. These lists can then be embedded on websites, both ours and those of community partners.

Provide excellent programs:

- Elizabeth helped create and consult on promotional materials for the new Adult Summer Reading program. She also helped coordinate things related to the Summer Reading Kick-Off Party (ads, posters, vendors, etc.).
- Barry presented a webinar for Library Journal on using data in readers’ advisory and collection development for public libraries.

Barry Trott, Special Projects Division Director
STEAM Saturday – Our May STEAM Saturday was all about animal adventures – we had experts from both the Virginia Living Museum and the Virginia Aquarium, as well as interactive STEAM activities and science-related art projects. Overall, 609 children and caregivers participated in activities at the James City County Library on May 19. The Virginia Aquarium demonstrated the scientific method with Snail Science. Children took measurements, set up experiments, and made predictions in a hands-on, live animal program featuring mud snails and whelks. The Virginia Living Museum was also on hand to teach the children about native wildlife, including skunks, turtles, and owls. Our STEAM Saturdays series supports our core function of providing excellent programs for youth and families.

Programming – In addition to 54 storytime programs in the buildings and 44 storytime programs at outreach locations, we offered some special programming in May. Highlights included: Make-a-Card craft workshop, Children’s Book Week storytime & craft, and Sphero Open Play. Other programs this month: Contemos un Cuento (a storytime in Spanish and English), Open Chess Play, Open Lego Play, and Paws to Read. To end the month, we had our Welcome Summer party in the James City County Library backyard. Children played in the sand, tried their hand at corn hole, hula-hooped, kicked a beach ball around, and drew at the picnic table. These events support our core function of providing programming for youth and families, both in the buildings and at outreach locations.

Virginia Library Association Region 3 Meeting and Sharing – The James City County Library was host to VLA Region 3’s meeting and sharing session. Youth Services Librarian Christine Hurlock presented at the meeting. She demonstrated the Sphero robots and talked about programs she has offered our users using the small robots, including Sphero Light Painting, Sphero Chariot Challenge, and Sphero Bowling. Our hosting of this meeting supports our Strategic Priorities of communicating and raising awareness about the library and strengthening community connections and partnerships.

Sandy Towers, Youth Services Director
To: WRL Board of Trustees
From: Natalie Miller-Moore, Board of Trustees Chair
Date: 6/27/2018
Re: Action Item: Fund Balance Appropriation

The Williamsburg Regional Library requests a supplemental appropriation of carryover funds in the amount of $20,000 designated for the following project:

$ 20,000 – Strategic Plan Update

$ 20,000 Total

Strategic Plan Update
With the expiration of the 2015-2018 Strategic Plan, WRL is looking to refresh that document. This request will supplement the $10,000 already appropriated by the Board of Trustees for strategic plan support on April 25, 2018. This additional appropriation will address the cost of contracting with BERK consulting for services and related strategic plan support with costs not to exceed $30,000.
Resolution for Vickie Herrick

Williamsburg Regional Library Board of Trustees

July 1, 2010 – June 30, 2018

Whereas, Vickie Herrick has faithfully served the Williamsburg Regional Library as a member of the Board of Trustees for eight years with commitment, clarity, and excellent judgment; and

Whereas, Vickie has served the Board as the government representative from the City of Williamsburg with dedication and fairness, using her knowledge and attention to detail for the improvement of the library and support of its staff members and the community it serves; and

Whereas, Vickie has been a loyal and active member of the board, serving on both the Executive and Finance Committees during her term, where she has demonstrated a constant commitment to recognizing staff excellence and service; and

Whereas, Vickie’s willingness to serve and breadth of knowledge has contributed significantly to the revision of library policies and the Board of Trustees’ by-laws, as well as the creation and approval of the Stryker Center contract; and

Whereas, Vickie’s thoughtful consideration, supportiveness, and strong principles greatly contributed to the success of our nationwide search for a library director and the adoption of the 2016-2018 Strategic Plan and Financial Framework; now

Be it resolved, that the Williamsburg Regional Library Board of Trustees wishes to express its most sincere thanks, appreciation, and great affection to Vickie for her outstanding integrity and dedicated service to the Williamsburg Regional Library during her eight years as a trustee. We, her friends and colleagues on the board, salute and honor Vickie Herrick and express our collective gratitude for a job well done. We will truly miss her excellence and insight, but wish her continued success and happiness in her current and future endeavors.

Be it further resolved, that this recognition is recorded in the minutes of the library board and that copies be sent to each member of the governing bodies.

Adopted this 27th day of June.

Natalie Miller-Moore, Chair

Williamsburg Regional Library Board of Trustees
To: WRL Board of Trustees  
From: Elizabeth B. Fowler, Library Director  
Date: 6/27/2018  
Re: Action Item: Fund Balance Appropriations

The Williamsburg Regional Library requests an appropriation of carryover funds in the amount of $70,000 designated for the following projects:

$ 30,000 – New Library Location Study  
$ 40,000 – JCCL Staff Area Office Renovation

$ 70,000 Total

New Library Location Study
Following the presentation of the Lukmire assessment of the Williamsburg Library, the City of Williamsburg and James City County have begun discussing possible collaboration on a jointly-funded library facility to replace the Williamsburg Library. As part of these discussions, the James City County Administrator has requested that a study be conducted to determine possible locations for this facility. This study, to be compiled by an outside library consultant, will make recommendations for a new, jointly-funded library building location either in James City County or the City of Williamsburg.

JCCL Staff Area Office Renovation
With the arrival of a new IT Services Director, the James City County Library IT staff office area needs to be renovated. We have been increasingly moving IT services into a single area, allowing for better communication and access to servers and other IT equipment. As much of our IT infrastructure is housed at the James City County building, this renovation will provide individual offices for our Network and Systems Administrators, a workspace and storage space for our IT Specialist and a meeting space for IT staff, freeing up an existing office for the IT Director.
LIBRARY DISPLAYS

Williamsburg Regional Library displays are used to promote materials, services, and/or events. Library staff select the topics, materials, locations, and dates for displays.

NOTICES AND HANDOUTS

Williamsburg Regional Library will post notices, as space permits, for events in library meeting rooms and for any charitable, educational, historic, governmental, or recreational institution, association or organization located in James City County, the City of Williamsburg, or York County, or for any such institution, association, or organization that regularly provides services to residents of these localities.

Such notices must be initialed by an Adult Services or Program Services staff member before posting. Notices must be no larger than 8 ½" by 11" and must be for an event, or events, beginning no more than 14 days from the date of posting.

Free handouts from the entities listed above may be placed in designated areas as space permits and as approved by library staff.

The posting or distribution of these materials does not indicate library endorsements of the presenting organization, its programs, or the contents of its handouts.

SOLICITATION & PETITIONING

1. Solicitation for contributions:
   
   a. No solicitation will be permitted in library facilities, except for the following:
      
      i. Organizations or individuals may solicit the attendees of their meetings, but only within the confines of their reserved meeting room.
      
      ii. Organizations dedicated to the support of the Williamsburg Regional Library may solicit in library facilities.

   b. Solicitation shall mean the request or appeal, directly or indirectly, oral or written, for any contribution, whether such contribution is intended to be charitable, for profit, or in exchange for the provision of a good or service. Furthermore, solicitation shall be deemed to occur when the request is made, at the place the request is received, whether or not the person making the same actually receives any contribution.

2. Petitioning

   a. No petitions may be presented for signature within library facilities, or on the Mobile Library Services vans.
   
   b. Individuals conforming to local ordinances have the right to solicit signatures for petitions outside of the library facilities so long as they do not hinder library users in any form or fashion.

(Approved as amended by WRL Board of Trustees December 7, 2011. Reaffirmed by WRL Board of Trustees May 27, 2015.)
Williamsburg Regional Library Statistical Report — FY 2018 ~ May 2018

<table>
<thead>
<tr>
<th>CIRCULATION by Locality</th>
<th>WMSB</th>
<th>JCC</th>
<th>YORK</th>
<th>OTHER</th>
<th>Monthly</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>7,702</td>
<td>29,554</td>
<td>5,639</td>
<td>196</td>
<td>43,091</td>
<td>517,274</td>
</tr>
<tr>
<td>James City County Library</td>
<td>1,250</td>
<td>20,995</td>
<td>2,238</td>
<td>240</td>
<td>24,723</td>
<td>286,053</td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>340</td>
<td>1,995</td>
<td>62</td>
<td>100</td>
<td>2,497</td>
<td>40,159</td>
</tr>
<tr>
<td>Digital Collection</td>
<td>2,638</td>
<td>13,771</td>
<td>2,455</td>
<td>150</td>
<td>19,014</td>
<td>203,982</td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>11,930</strong></td>
<td><strong>66,315</strong></td>
<td><strong>10,394</strong></td>
<td><strong>686</strong></td>
<td><strong>89,325</strong></td>
<td><strong>1,047,468</strong></td>
</tr>
<tr>
<td>Percent of Monthly Total</td>
<td>13.36%</td>
<td>74.24%</td>
<td>11.64%</td>
<td>0.77%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CIRCULATION by Type</th>
<th>Print</th>
<th>Non-Print</th>
<th>Monthly</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>30,099</td>
<td>12,992</td>
<td>43,091</td>
<td>516,367</td>
</tr>
<tr>
<td>James City County Library</td>
<td>16,062</td>
<td>8,653</td>
<td>24,715</td>
<td>285,554</td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>1,345</td>
<td>1,152</td>
<td>2,497</td>
<td>40,088</td>
</tr>
<tr>
<td>Digital Collection</td>
<td>N/A</td>
<td>19,155</td>
<td>19,155</td>
<td>204,463</td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>47,506</strong></td>
<td><strong>41,952</strong></td>
<td><strong>89,458</strong></td>
<td><strong>1,046,472</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CIRCULATION by Audience</th>
<th>Adult</th>
<th>Youth</th>
<th>Adult</th>
<th>Monthly</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>28,065</td>
<td>13,591</td>
<td>1,358</td>
<td>43,014</td>
<td>516,383</td>
</tr>
<tr>
<td>James City County Library</td>
<td>15,588</td>
<td>8,253</td>
<td>824</td>
<td>24,665</td>
<td>286,250</td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>1,766</td>
<td>725</td>
<td>6</td>
<td>2,497</td>
<td>40,130</td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>45,419</strong></td>
<td><strong>22,569</strong></td>
<td><strong>2,188</strong></td>
<td><strong>70,176</strong></td>
<td><strong>842,763</strong></td>
</tr>
</tbody>
</table>

***Does not include Digital Circulation

### COLLECTION

<table>
<thead>
<tr>
<th></th>
<th>Print</th>
<th>Non-Print</th>
<th>Total</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>119,104</td>
<td>17,046</td>
<td>136,150</td>
<td>-6.7%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>89,760</td>
<td>16,081</td>
<td>105,841</td>
<td>-10.8%</td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>6,606</td>
<td>3,067</td>
<td>9,673</td>
<td>-18.5%</td>
</tr>
<tr>
<td>Digital Collection***</td>
<td>N/A</td>
<td>27,137</td>
<td>27,137</td>
<td>14.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>215,470</strong></td>
<td><strong>63,331</strong></td>
<td><strong>278,801</strong></td>
<td><strong>-7.1%</strong></td>
</tr>
</tbody>
</table>

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

### USER CARDS

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg</td>
<td>10,115</td>
<td>-0.9%</td>
</tr>
<tr>
<td>James City County</td>
<td>48,420</td>
<td>-0.3%</td>
</tr>
<tr>
<td>York County</td>
<td>7,909</td>
<td>-0.2%</td>
</tr>
<tr>
<td>Other ****</td>
<td>135</td>
<td>-8.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>66,579</td>
<td>-0.4%</td>
</tr>
</tbody>
</table>

***Non residents with special recognition cards
### USER QUESTIONS

<table>
<thead>
<tr>
<th>Library</th>
<th>Adult</th>
<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>3,519</td>
<td>1,297</td>
<td>4,816</td>
<td>64,600</td>
<td>4.0%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>2,064</td>
<td>615</td>
<td>2,679</td>
<td>34,652</td>
<td>15.2%</td>
</tr>
<tr>
<td>Stryker Center</td>
<td>115</td>
<td>0</td>
<td>115</td>
<td>866</td>
<td>10.9%</td>
</tr>
<tr>
<td>Outreach</td>
<td>1,097</td>
<td>171</td>
<td>1,268</td>
<td>14,749</td>
<td>-4.5%</td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>6,795</strong></td>
<td><strong>2,083</strong></td>
<td><strong>8,878</strong></td>
<td><strong>114,867</strong></td>
<td><strong>5.9%</strong></td>
</tr>
</tbody>
</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>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>3,998</td>
<td>12,477</td>
<td>16,475</td>
<td>180,718</td>
<td>5.7%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>2,251</td>
<td>6,427</td>
<td>8,678</td>
<td>87,896</td>
<td>12.6%</td>
</tr>
<tr>
<td>Stryker Center</td>
<td>0</td>
<td>1,291</td>
<td>1,291</td>
<td>15,133</td>
<td>29.3%</td>
</tr>
<tr>
<td>Mobile Library Services</td>
<td>233</td>
<td>65</td>
<td>298</td>
<td>2,630</td>
<td>-2.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,482</strong></td>
<td><strong>20,260</strong></td>
<td><strong>26,742</strong></td>
<td><strong>286,377</strong></td>
<td><strong>8.7%</strong></td>
</tr>
</tbody>
</table>

### PROGRAM ATTENDANCE

<table>
<thead>
<tr>
<th>Library</th>
<th>Adult</th>
<th>Youth</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>1,635</td>
<td>910</td>
<td>2,545</td>
<td>49,661</td>
<td>12.6%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>454</td>
<td>1,402</td>
<td>1,856</td>
<td>31,083</td>
<td>33.5%</td>
</tr>
<tr>
<td>Stryker Center</td>
<td>395</td>
<td>0</td>
<td>395</td>
<td>7,329</td>
<td>41.1%</td>
</tr>
<tr>
<td>Outreach</td>
<td>788</td>
<td>1,411</td>
<td>2,199</td>
<td>41,113</td>
<td>8.9%</td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>3,272</strong></td>
<td><strong>3,723</strong></td>
<td><strong>6,995</strong></td>
<td><strong>129,186</strong></td>
<td><strong>17.1%</strong></td>
</tr>
</tbody>
</table>

### MEETING ROOM USE

<table>
<thead>
<tr>
<th>Library</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>1,265</td>
<td>16,533</td>
<td>-8.9%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>673</td>
<td>6,497</td>
<td>14.4%</td>
</tr>
<tr>
<td>Stryker Center</td>
<td>104</td>
<td>2,217</td>
<td>-34.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2,042</td>
<td>25,247</td>
<td>-7.2%</td>
</tr>
</tbody>
</table>

### VISITS

<table>
<thead>
<tr>
<th>Library</th>
<th>Monthly</th>
<th>YTD</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg Library</td>
<td>27,712</td>
<td>451,888</td>
<td>-22.8%</td>
</tr>
<tr>
<td>James City County Library</td>
<td>12,904</td>
<td>117,348</td>
<td>34.0%</td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>40,616</strong></td>
<td><strong>569,236</strong></td>
<td><strong>-15.4%</strong></td>
</tr>
<tr>
<td>Web Page Visits</td>
<td>36,647</td>
<td>420,449</td>
<td>-6.8%</td>
</tr>
<tr>
<td><strong>Monthly Total</strong></td>
<td><strong>36,647</strong></td>
<td><strong>420,449</strong></td>
<td><strong>-6.8%</strong></td>
</tr>
</tbody>
</table>
WILLIAMSBURG REGIONAL LIBRARY (WRL)
AND THE AARP FOUNDATION TAX-AIDE PROGRAM (TAX-AIDE)

PARTNERSHIP AGREEMENT
July 1, 2018 – June 30, 2019

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 free income tax
assistance primarily for senior citizens and low- to middle-income taxpayers. 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, with support for room set-up and secure internet
  access (Ethernet connection) at both library facilities. The 2018-19 Tax-Aide room reservation
  schedule is attached (see Attachment 1). Any request to adjust the 2018-19 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 copy machine at both library facilities. Copy paper will be provided by Tax-
  Aide.

- Provide space in the James City County Library McGaw room.

- 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. As needed, 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, in print or online, 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 will 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 2018 to review any technical and facilities needs for the 2018-19 Tax-Aide season [see Attachment 1]. The IT staff members will (a) secure internet access for electronic filing for the Patricia Schell Memorial Meeting Room, and the McGaw Room, 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 division 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 2019 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 2018 they are, Communications Coordinator (TBD) and Mike Alcorn, Technical Coordinator (mikealcorn@yahoo.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 copy paper.

- Secure-and store Tax-Aide program materials after each session.

- 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 area when the Gallery space is reserved.

- The Tax-Aide District Coordinator, Communications Coordinator, and the Technical Coordinator will attend any fall 2018 planning meetings called by the Program Services Director to discuss logistics and issues related to the 2018-19 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 only 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 senior and low and moderate income clients and the number of clients whose native language is not English served at both WRL locations. This information helps the library track community trends.

• Sponsor an end of the tax year reception in April 2019 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 2018-19 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

George Richmond  Date 29 May 2018
(Signature)

WILLIAMSBURG REGIONAL LIBRARY
Elizabeth Fowler
Library Director

Elizabeth Fowler  Date 5/3/18
(Signature)

Attachment 1
Room Reservations for the 2018-19 Tax-Aide Program

Stryker Center, Room 127
10 am to 3 pm  December 3, 2018, Mon  Returning Tax Volunteers
Orientation

10 am to 3 pm  January 17, 2019, Thurs  All Tax Volunteer Roundup

Williamsburg Library, Schell Room
10 am to Noon  January 22, 2019, Tues  Client Facilitator Training

10 am to 2 pm  January 23, 2019, Wed  Shift Coordinator Training

10 am to 4 pm  January 24, 2019, Thurs  Room set-up

10 am to 8 pm  Week of January 24-31, 2019  Site Orientation Training
                February 1 - April 16, 2019  Tax season

James City County Library, Kitzinger Community Room
10 am to 2 pm  December 11, 12, 13 2018  Optional Refresher Training

10 am to 2 pm  December 5, 2018, Wed  New Volunteer Orientation

10 am to 4 pm  January 3, 7, 9, 11, 14, 16 2019  New Tax Counselor Training

10 am to 4 pm  January 4, 8, 15, 2019  Returning Tax Counselors

James City County Library McGaw Room (former known as e-CLIC)
10 am to 2 pm  January 28-31, 2019  Site Orientation Setup & Training

10 am to 7:30 pm  February 1 - April 16, 2019  Tax season

Attachment 2
Tax-Aide Program
2019 Public Service Schedule

Location, Dates, and Times

<table>
<thead>
<tr>
<th>Williamsburg Library</th>
<th>James City County Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>515 Scotland Street</td>
<td>7770 Croaker Road</td>
</tr>
<tr>
<td>Patricia Schell Memorial Meeting Room</td>
<td>McGaw Room</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date/Time</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>February 1 - April 15, 2019</td>
<td>February 1 - April 15, 2019</td>
</tr>
<tr>
<td>Friday &amp; Saturday</td>
<td>Monday, Tuesday &amp; Thursday</td>
</tr>
<tr>
<td>10:00am - 2:00pm</td>
<td>10:00am - 7:00pm</td>
</tr>
<tr>
<td>Monday, Wednesday &amp; Thursday</td>
<td>Wednesday, Saturday</td>
</tr>
<tr>
<td>10:00am - 6:00pm</td>
<td>10:00am- 2:30pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td></td>
</tr>
<tr>
<td>11:00 am – 6:00 pm</td>
<td></td>
</tr>
</tbody>
</table>

Attachment 3
WRL-Tax-Aide Partnership Implementation Timeline

November 2018  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 2018–January 2019  Training volunteers and setting-up for service at both library buildings.

February 1, 2019  Tax-Aide program opens to the public.

April 24, 2019  Tax-Aide sponsors reception for volunteers at one of the library buildings.

By May 16, 2019  Evaluate 2018 partnership. Partnership Agreement updated for FY2019-20 and rooms reserved.
## END OF YEAR 2017 TAX-AIDE STATISTICS
### AARP Tax-Aide District 13 Virginia - Williamsburg

**Date:** 21 April 2018

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal e-files accepted</td>
<td>1652</td>
<td>1706</td>
<td>1760</td>
<td>1794</td>
<td>1.93%</td>
<td>773</td>
<td>1286</td>
<td>1381</td>
<td>7.39%</td>
</tr>
<tr>
<td>Paper Current Year</td>
<td>33</td>
<td>32</td>
<td>44</td>
<td>22</td>
<td>19</td>
<td>24</td>
<td>22</td>
<td>39</td>
<td>61</td>
</tr>
<tr>
<td>Amendments</td>
<td>19</td>
<td>27</td>
<td>17</td>
<td>17</td>
<td>7</td>
<td>17</td>
<td>10</td>
<td>25</td>
<td>42</td>
</tr>
<tr>
<td>Elite Prior Year</td>
<td>49</td>
<td>41</td>
<td>54</td>
<td>34</td>
<td>20</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average AGI</td>
<td>31,200</td>
<td>32,666</td>
<td>31,320</td>
<td>34,453</td>
<td>31,199</td>
<td>33,042</td>
<td>35,049</td>
<td>35,866</td>
<td></td>
</tr>
<tr>
<td>Clients 60+</td>
<td>691</td>
<td>736</td>
<td>851</td>
<td>894</td>
<td>410</td>
<td>475</td>
<td>678</td>
<td>709</td>
<td></td>
</tr>
<tr>
<td>Earned Income Credit</td>
<td>534,249</td>
<td>465,682</td>
<td>555,075</td>
<td>562,470</td>
<td>258,881</td>
<td>312,958</td>
<td>352,569</td>
<td>322,944</td>
<td></td>
</tr>
<tr>
<td>Number EIC Returns</td>
<td>349</td>
<td>324</td>
<td>350</td>
<td>350</td>
<td>151</td>
<td>170</td>
<td>195</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Refunds</td>
<td>1,923,395</td>
<td>1,827,144</td>
<td>1,655,370</td>
<td>2,069,314</td>
<td>1,043,442</td>
<td>1,154,418</td>
<td>1,252,232</td>
<td>1,661,012</td>
<td></td>
</tr>
</tbody>
</table>

### Filing Status

<table>
<thead>
<tr>
<th></th>
<th>Single</th>
<th>Married Filing Joint</th>
<th>Married Filing Separate</th>
<th>Head of Household</th>
<th>Qualifying Widow</th>
<th>1</th>
<th>2</th>
<th>0</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>979</td>
<td>1039</td>
<td>1055</td>
<td>1064</td>
<td>490</td>
<td>557</td>
<td>718</td>
<td>756</td>
<td></td>
</tr>
<tr>
<td>Married Joint</td>
<td>420</td>
<td>442</td>
<td>460</td>
<td>473</td>
<td>270</td>
<td>296</td>
<td>384</td>
<td>439</td>
<td></td>
</tr>
<tr>
<td>Married Separate</td>
<td>81</td>
<td>76</td>
<td>83</td>
<td>89</td>
<td>25</td>
<td>29</td>
<td>56</td>
<td>54</td>
<td></td>
</tr>
<tr>
<td>Head of Household</td>
<td>173</td>
<td>148</td>
<td>179</td>
<td>168</td>
<td>90</td>
<td>104</td>
<td>133</td>
<td>132</td>
<td></td>
</tr>
<tr>
<td>Qualifying Widow</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

### Languages

<table>
<thead>
<tr>
<th>Language</th>
<th>Arabic</th>
<th>Chinese</th>
<th>French</th>
<th>German</th>
<th>Greek</th>
<th>Italian</th>
<th>Japanese</th>
<th>Khmer</th>
<th>Korean</th>
<th>Other</th>
<th>Polish</th>
<th>Portuguese</th>
<th>Romanian</th>
<th>Russian</th>
<th>Sign Language</th>
<th>Spanish</th>
<th>Tagalog</th>
<th>Ukrainian</th>
<th>Urdu</th>
<th>Vietnamese</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13</td>
<td>0</td>
<td>29</td>
<td>24</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>8</td>
<td></td>
<td>16</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>15</td>
<td>7</td>
<td>3</td>
<td>2</td>
<td>32</td>
</tr>
</tbody>
</table>

### Primary FP Age

<table>
<thead>
<tr>
<th>Age</th>
<th>Returns for Age 60+</th>
<th>41.8%</th>
<th>43.1%</th>
<th>48.4%</th>
<th>49.5%</th>
<th>47.0%</th>
<th>48.1%</th>
<th>52.7%</th>
<th>53.8%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Log Count</td>
<td>2374</td>
<td>2212</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Returning Clients Logged</td>
<td>1087</td>
<td>1016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**District 13**
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**

- survey
- new user registrations
- program evaluation form
- Interviews or focus groups
- program attendance figures

**GOAL 2. Reach library users in a new way**

- survey
- number of circulations
- program evaluation form
- Interviews or focus groups
- program attendance figures

**GOAL 3. Tap into community assets and strengths**

- List of, and $ value of assets/strengths
- program attendance figures
- survey
- Interviews or focus groups

**GOAL 4. Gain support for library resources/programs**

- survey
- program attendance figures
- new user registrations
- number of circulations
- monetary contribution

**GOAL 5. Gain valuable feedback**

- survey
- interviews or focus groups
- program attendance figures
- program evaluation form

**GOAL 6. Create new resources**

- monetary contribution
- number of circulations
- website hits
- lists of created resources
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 and help with set-up 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: 2018
Date evaluation completed: May 5, 2018

SECTION I: LIBRARY PARTNERSHIP MANAGER

1. Did the partnership reach new users?
   ___ Definitely ___ 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:

   1 2 3 4 5 6 7 8 9 10

   Estimate how many new users were reached and explain how you know they were reached (attach measurement tool results):

   Tax Aide statistics showed a 4.2% increase in filings over the previous year. [2018 statistics attached]

2. Did the partnership project reach library users in a new way?
   ___ 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 sixth 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. Taking appointments immediately (3rd 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 2018 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?
   
   XX  Definitely   ___  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 2018 statistics attached]

6. Did the partnership create new library resources?
___ 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 11,173 volunteer hours were devoted to this program by Tax Aide volunteers.

7. Were requirements of the Letter of Agreement satisfied? If no, explain below.
___ 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. Exclusive use of the McGaw from January through the third week of April. 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.

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 Alde 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 Alde. Some impact on Adult Services when tax questions were referred to them. IT services division was minimally impacted since the AARP counselors used their laptops in the McGaw 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?

With the success of the McGaw room for another full session, it is recommended that Saturdays continue in 2019.

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 retaining the Monday session, 10 a.m. to 2 p.m. Use of the McGaw room exclusively throughout the season will remain experimental. The Library will evaluate this use of space as part of the annual partnership evaluation in April 2019.

An additional recommendation would be to modify the hours of service at WL on Tuesdays from appointments only to 11 a.m. to 6 p.m.

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 library’s strategic priority of strengthening community partnerships and support the library’s role as a community center. It also fits with the library’s 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:

   The WRL's support for our free tax service exceeded expectations. Workspace, high-speed internet access, and publicity support were provided in a timely and welcoming manner. Internet router and material storage adjustments facilitated our preparation of over 3,100 federal tax returns and almost as many Virginia state returns for our clientele. Another record high for this district.

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 requirements were satisfied. Tax volunteers at both library sites greatly appreciated the staff's extra efforts in helping clients access library area and in communicating appointment requests they received. Technical internet service and security coordination was excellent.

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

   No changes are recommended. All WRL efforts made the 2017 tax 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 5/5/18