

Acting Director's Report

August FY24

Overall Comments:

- End of fiscal year statistics have been finalized. We exceeded forecasted goals in circulation, library visits, and attendance at library sponsored programs. We reached 90.4% of the forecasted goal for new borrowers.
- We are currently participating in the Smokey Bear 80th Birthday Challenge provided through a partnership with the United State Forest Service and The Library of Virginia. This challenge is geared towards ages 4-10 but everyone is invited to participate. The goal of the challenge is to learn about wildfire prevention and the environment around us. This challenge is primarily utilized through our Beanstack service and as of 8/22/24, 116 participants have registered since the challenge went live on 8/12/24.
- FY24 Audit continues to progress on schedule. Weekly progress reports have been sent to the Audit Committee and Hanover County.
- Attended my first Capital Area Library Directors (CALD) meeting. This was a great opportunity to meet area library directors and receive updates from the Library of Virginia and learn about what is happening in public libraries throughout the region.
- Compiled new Board of Trustees Orientation materials and worked with the Board Chair to create an agenda. Held the orientation with Ms. Landrum and Ms. Young on 8-14-24.
- In response to King William County's decision to withdraw from PRL several branches are reporting that patrons have expressed their support and gratitude for the library. A customer at the UKW branch shared his support of King William's plan to withdraw.
- Mary Sue Bancroft, King William Board of Supervisor, held a town hall meeting on August 8th. Many citizens attended to express their concerns regarding the Board's decision to withdraw from the regional library system.
- Related news articles:
 - *Debating the future of a library*
 - Source: *Country Courier*, July 31, 2024
<https://countrycouriernews.com/wp-content/uploads/2024/08/2024-07-31-Country-Courier-Newspaper.pdf>
 - *A library presence in West Point may be up in the the air, town manager says*
 - Source: *Tidewater Review*, August 5, 2024
https://www.dailypress.com/2024/08/05/a-library-presence-in-west-point-may-be-up-in-the-air-town-manager-says/?fbclid=IwY2xjawEd5FtleHRuA2FibQIxMQABHdkLSVksni3r15-SRz_DqWZ5CSRwgIVSU0F2YbWP0k0sT8E3cRzZKGFzRA_aem_MiFv6LrM-MxTbBVdMQf76Q
 - *King William board vows to support two of its own libraries*
 - Source: *Tidewater Review*, August 12, 2024
<https://www.dailypress.com/2024/08/12/king-william-board-vows-to-support-two-of-its-own-libraries/>
 - *How a regional library is being dismantled while debating 'sexually explicit' themes*
 - Source: *Richmond Times Dispatch*, August 12, 2024
https://richmond.com/news/local/government-politics/hanover-king-william-library-pamunkey-system-ban-sexual-content/article_bbbbd240-5697-11ef-91a4-2fd5429cd26b.html

Key Monthly Meetings - Leadership Team

Jaime Stoops:

- 07/29 - Meeting with Ken and Ann - Audit Planning - Zoom
- 08/01 - Meeting with Hanover County Dept Heads/Human Services - Hanover Admin
- 08/07 - Meeting with Hanover Deputy Cty Admin - Jaime, Sherida - Clocktower
- 08/09 - Capital Area Library Directors' Meeting - Amelia Library
- 08/12 - Meeting with Library Admin staff - Clocktower
- 08/12 - Meeting with Hanover County HR - Jaime, Sherida, Ken and Cindy - Hanover HR
- 08/13 - Public Services Meeting - Public Services Staff - Ashland
- 08/14 - New Board Members Orientation (Ms. Young and Ms. Landrum) - Clocktower
- 08/16 - Audit Committee Meeting - Ken, Jaime - Zoom
- 08/21 - Meeting with Board Members (1st meeting - Ms. Slone and Ms. Schumacher; 2nd meeting with Ms. Young, Ms. Schumacher, Ms. Bowyer) - Jaime, Sherida, Ken

Interactions with Governing Bodies

- Various meetings listed above.
- Communicated with King William County and scheduled a meeting for 08/21. Meeting will need to be rescheduled at the request of King William Board Chair.

PRL Personnel Changes (Separations and new hires - July 2024):

New Hires and Promotions:

Date of Hire	Job Title	Branch
7/16/24 - Promotion	Librarian - Youth	Ashland
7/16/24	Associate	West Point
7/16/24	Associate	Montpelier
7/16/24	Associate	Goochland

Separations:

Date of Separation	Job Title	Branch
7/27/24	Public Services Specialist - Adult	Hanover

Branch/Department Updates:

➤ Ashland:

- Hosted two very popular programs. Introduction to Flight by the Virginia Dept of Aviation brought a small aircraft to the parking lot, and 149 people attended. The Animals Aware program brought 116 people to the library to learn about native Virginia animals.
- Library staff are partnering with the Arc of Hanover and a longtime Ashland patron to facilitate a Next Chapter Book Club, a nationally recognized book club for adolescents and adults with intellectual and developmental disabilities. The book club will meet once a week for eight weeks beginning October 2nd.
- Due to popular demand, we are bringing back the A Matter of Balance program sponsored by Senior Connections, a seven week program that is designed to decrease the fear of falling and increase activity levels among older adults.
- In September, we are partnering with Randolph-Macon College's music department to host an Instrument Petting Zoo to allow children to encounter new instruments and hear how they sound in an ensemble.
- Customer Feedback/Interactions:
 - Some complaints about new card registration and renewal procedures.
 - A patron wanted to renew some regular books & some bestsellers. We renewed her regular books for her, explained the bestseller policy on renewals, and discovered that she still had six days left on her best sellers, which meant she had plenty of time to finish them. She kept saying "You all are so helpful! We just appreciate you so much!"
 - One of our young patrons went on a family adventure to Alaska. When they told us they were going, his mom suggested that we might like a report on what he saw and did there. When they came back, he brought in an illustrated report on all the things he did in Alaska - now on display in the manager's office! (Naturally, we raved over it).
 - A patron made a room reservation for a work meeting, and said that she was so excited that her group had chosen to meet at Ashland, so she could show us off.
- Facilities Issues/Repairs:
 - None

➤ Atlee:

- SRP was very successful! Atlee not only had the highest number of registrations, but also surpassed last year's number of registrations.
- All of the remaining SRP programs were very well-attended. A particular favorite was the pirate-themed Escape Room (thank you to Awnali, Ashland Branch Manager, for creating and providing this!). At each time slot, someone asked when our next Escape Room would be, so we plan to include these during each session in the future.
- Shannon and Will represented the library both days at the Hanover Tomato Festival. Even with inclement weather, their participation was very successful, with lots of people coming over to learn more about the library.
- One of the most popular programs was the Virginia Snakes Seminar, presented by the Hanover Master Gardeners. There were NINE snakes in the Meeting room (all in containers), and the Master Gardeners presented facts and fallacies about Virginia snakes. At the end, some of the snakes were brought out and attendees

were able to see them up close. Heather Maury, Branch Manager, made sure that all snakes that had arrived also departed.

- Conducted interviews as part of the process of finding new associates for multiple branches as well as a new Youth Public Services Specialist (YPSS) for Atlee.
- Staff meeting was held on 8/15. There were many questions about the new library card policies. We were fortunate that Sherida attended the meeting and was able to help with the answers.
- We have 26 patrons signed up for the Smokey Bear Challenge.
- Customer Feedback/Interactions:
 - A patron was thrilled when the second and third books in a series were added to the collection after she requested them.
 - A customer sent an email to the Acting Director about their positive experience visiting the Children's room at Atlee Library and was very impressed with the service they received from staff member Beth.
 - A patron said this on his way out of the library: "Thank you for what you do here. I'm retired but I've always read a lot. There's always people here to help you."
- Facilities Issues/Repairs:
 - The light in the Family bathroom in the Children's room was replaced.
 - The damage to the building and wall surrounding the trash dumpsters still needs to be addressed. This has been reported to facilities.
 - There is a leak in the ceiling in the Programming room in the Children's area. This was first noticed at the end of July during a thunderstorm. Facilities did come out and said they would let the roofing contractor know.
 - Two different elevator companies have come out to look at the elevator as part of a bid the county put out for a new company to service elevators.

➤ Collection Strategy Department:

- FY24 Statistics:
 - Patron-related
 - Approximately 22,000 digital and physical copies ordered and received
 - 8,280 COVID kits sent out to branches
 - 651 hotspots suspended and 479 hotspots activated (total Hotspot collection was reduced in Summer 2023). As of 8/16/24, 135 active hotspots and 13 suspended.
 - FY24 Hotspot Circulation breakdown: Goochland-15.75%, Hanover-36.41%, King & Queen-5.9%, King William-41.92%
 - Interlibrary Loans (ILL)
 - 920 requests received from branches, 802 requests filled by lending libraries
 - Filled ILL requests breakdown: Goochland-16%, Hanover-64%, King William-20%.
 - 9% decrease in requests from branches and 7% decrease in filled ILLs from FY23.
 - NoveList Select usage (NoveList database embedded in the library catalog records) - 395,406 views and 11,795 clicks. Majority

of clicks were attributed to title/author readalikes and series information.

- Purchase requests
 - 1,249 requests received, 15% decrease from FY23
 - 66% fill rate, 3% increase from FY23
 - Purchase request breakdown: Goochland-18%, Hanover-64%, King & Queen-1%, King William-13% (based on patrons' desired pickup location)
 - Staff-related
 - Laptop Lab (These are laptop computers that staff use to host classes in the branches; these are not available for checkout to patrons) - 26 requests for lab
 - Breakdown: Hanover-85%, King William-15%
 - Traveling equipment - canopies booked 14 times; branded tablecloth booked 4 times
 - Customer Feedback/Interactions:
 - None
 - Facilities Issues/Repairs:
 - Evidence of a mouse found by staff in desk drawers and printer; property management has been contacted and an exterminator has placed glue traps down around the department 8/21.
 - 1st floor restrooms flooding with sewage starting 8/21, reported to property management.
- Goochland:
- SRP is went great! We have exceeded our FY24 goal and we had the 2nd most sign-ups of any branch in the system, just 55 behind the Atlee branch.
 - End of year statistics were excellent. Goochland Branch met or exceeded last year's stats in all areas except new cards which were only very slightly down. Goochland branch is tracking in line with other branches overall.
 - Still have some unique situations regarding new cards/card renewals to work through.
 - Goochland Branch has been listed throughout the County as a cooling station and the branch has been very busy on these very hot days.
 - Goochland Branch received an AED and Wall Cabinet in which it will reside thanks to partnership with Goochland County Emergency Management and Goochland Baptist Church. Will have staff training for its use in August.
 - Customer Feedback/Interactions:
 - At the Friends of the Goochland Library (FOGL) quarterly meeting a community member joined the group for citizen's time and expressed concern about the dismantling of the Library system. The community member also asked for a statement of support for the Library from the group. They asked her to draft something she thought was appropriate for them to consider.
 - Had a meet and greet with the Director and Assistant Director of Goochland County Parks and Rec, and also with the new Director of the Goochland YMCA. Both were very positive, and we will look for ways to partner.
 - Facilities Issues/Repairs:
 - Key stuck in meeting room door lock. Called facilities and they had Dominion out to fix it asap.

- Hanover:
 - Hosted Chocolate Olympics program for teens, with 15 in attendance. Teens loved the program. The parents said they would love to participate in it too.
 - Hosted Junior Detective after hours programs in collaboration with Hanover Parks and Rec with 14 in attendance.
 - SRP: Hanover met and exceeded SRP 2024 goals with 463 sign ups.
 - Customer Feedback/Interactions
 - A patron came to work on the puzzle we put out in the branch. She has lost her husband recently. She says Hanover feels like a home to her and that it is very comforting to come and work on the puzzle.
 - A patron said he lives close to Atlee library but he prefers to come to Hanover because he feels comfortable here.
 - Facilities Issues/Repairs:
 - Several lights were changed throughout the building.
 - Work order in process to get the meeting room windows cleaned from outside. The facilities said they will arrange for the power wash.

- IT/Technology:
 - Collaborated with Hanover County IT in order to prepare the new Montpelier library and Rec Center
 - General staff account maintenance
 - Check on system backups
 - Firewall firmware and security updates
 - Exchange server maintenance and updates
 - Various FOIA requests

- Library Administration:
 - Members of Library Admin staff met with Hanover County HR staff to introduce ourselves and learn more about Hanover HR resources available to the Library.
 - Working with PBMares on FY24 audit.
 - Provided data and information to Nan Carmack with Library of Virginia who compiled a cost benefit analysis to King William County regarding the costs associated with operating an independent library.
 - Customer Feedback/Interactions:
 - Spoke with customer regarding various concerns about the library including transparency in the budget, issues with Magzter app, staff use of their personal social media accounts, and facilities management. We reported the issue with the Magzter app to the Library of Virginia. We are looking at ways to provide more information to the public regarding the Library's budget.
 - Facilities Issues/Repairs:
 - Intermittent phone outages at Clocktower - resolved

- Mechanicsville:
 - Finished the SRP program with 1163 sign ups.
 - During the month of July we had over 900 participants for programs that were offered at the branch.
 - For the month of July we also had an estimated 7900 based on the door counter data.

- We are exploring ways to partner with The Virginia Home organization as they look to relocate closer to our branch.
 - Customer Feedback/Interactions:
 - A daycare teacher came in with her own child. Her class came recently for a special story time with Jess, and they were scheduled for another trip. The teacher said the kids LOVED Jess' story time, and they were more excited to come back for that than to go to the splash pad!
 - Facilities Issues/Repairs:
 - Still waiting on a replacement to the fire suppression system.
 - The AC unit has a leak in one of the circuits. Parts are no longer available for this system. Facilities staff has been here daily to keep it working through the summer. Replacement of the chiller is imminent.
- Montpelier:
 - Stephanie, who was hired as a library associate in 2020, accepted the position of the Montpelier Branch's public services specialist (adult). She is well-known in the community and, as a library associate, presented successful programs and coordinated outreach with community agencies including the American Legion Post 90 in Beaverdam. The branch manager is pleased with the hire and said, "We have the best person for the job in Montpelier; Stephanie knows our community and her library enthusiasm is contagious!"
 - Application review for new library associate position to begin August 23.
 - Customer Feedback/Interactions:
 - A couple who visit the library several times a week came in to wish Core'al well in her new librarian position at the Mechanicsville Branch. The gentleman said he considered starting a petition for PRL to hire Core'al at the Montpelier Branch as a librarian. Core'al helped him set up and learn to use his cell phone, and he frequently sought her advice. Several patrons were sorry to see Core'al leave, but wished her well at her new branch.
 - A patron and Montpelier Writers Group participant thanked the branch manager and program participants for their kindness and support: she joined the group shortly after the death of her husband in 2023, and said writing has always been an important way to process her emotions. This has been her first experience in a writers group, and she said that she feels comforted and "heard" by the others. The branch manager has spent time with this patron, teaching her how to use a Chromebook computer (checked out from the library collection), create documents using word processing software, and email her stories for printing before the monthly meetings. This patron's son, also a patron at the Montpelier branch, has expressed his appreciation for services provided to his mother: learning how to use the computer has allowed her to archive her writings, which document their family history, in a new way.
 - Bold Reads Book Club continues to draw a large group, with many new members and several mother-daughter participants. Readers have bonded over lively conversation, laughter, and their love of books. They have even created their own "Game Night" to supplement their monthly book club get-togethers!
 - The Pokemon Club continues to be an intergenerational hit at the Montpelier Branch: patrons who have participated in the first two meetings range in age from 10- to 76-years old! Experienced members

enjoy teaching new players, and all seem to take pride in sharing their card collections with others.

- A patron called to renew a material and became upset that she was unable to do so: the material had been checked out to her account since April. She also complained that she had not been told about a .45 late fee that had been assessed to her account in 2023. She later came into the branch to return the materials and renew her library card, expressing frustration with the new requirement to show proof of identity and residence. The family uses a P.O. Box, she said, and all official mail is directed there. Proving her Montpelier residency is a burden.
 - Facilities Issues/Repairs:
 - Work continues on the new facility: Internet, phone, and fax services are active. Waiting on completion of exterior work, as well as delivery of some furnishings.
 - As of 8/15, we have no anticipated move date. When patrons ask about the move, staff tells them to watch for paving in the parking lot: once the parking lot goes in, the library will soon follow!
- Rockville:
- Most of our numbers from FY24 were higher than FY23, including visits and checkouts.
 - Youth Public Services Specialist position still vacant, with next review of applications beginning Aug. 23.
 - Due to customer feedback, our Adult Public Service Specialist is looking into starting a Mahjong program, which would hopefully be a regularly occurring, weekly program.
 - Customer Feedback/Interactions:
 - Patron who visits several branches, complimented our staff and customer service, saying that she enjoys her visits to Rockville the most.
 - Patron enthusiastically grateful after being shown how to get audiobooks on her ipad using library resources.
 - Patron complained about having to come in to show her documents to renew the card.
 - Facilities Issues/Repairs:
 - One ac unit needs a new motor.
 - Boards of ramp to shed to be replaced once the weather cools down.
- Upper King William:
- Exceeded FY24 Summer Reading goal.
 - FY25 is off to a good start. Noticeable decrease in meeting room use due to decreased hours.
 - Circulation is remaining steady with over 3,000 items checked out in July.
 - 17 Programs in July with 257 in attendance.
 - Customer Feedback/Interactions:
 - King and Queen (KQ) residents still coming into the branch for services but it is becoming less frequent. Most frequent complaint we've heard from KQ residents still wanting to use the branch computers is that the KQ library computers do not have Microsoft Word installed.
 - Facilities Issues/Repairs:
 - Wifi has been running slow depending on the device used; iPhones seem to have a problem, running at 5-10mbps but Android phones are running

at 50+mbps. Chris has a support request in to see if there is a setting causing it.

- Sink faucet leaking in the staff room.

➤ West Point:

- Animals Aware program and Rainbow puppets were a great success.
- We hosted a Back to School movie night with pizza and popcorn. Patrons have asked if we can do this more often.
- We participated in the National Night Out and were able to visit with 131 people.
- King and Queen residents still come into the branch and share their disappointment about not being able to use PRL services, but renewal process from local patrons going more smoothly.
- Falling slightly short of our goals statistically, likely due to the loss of 13 hours and the loss of KQ customers no longer able to use the branch. The study room popularity is growing and has proven a good addition to the relocation project.
- Customer Feedback/Interactions:
 - Patrons have been very complimentary about our summer programs and the helpfulness of our new staff members.
- Facilities Issues/Repairs:
 - Awaiting training by Creative on new A/V equipment. Creative programmers having issues getting wall switches to connect to equipment in the study rooms. They are contacting the part manufacturer and continuing their investigation.

**System-wide Summer Reading Program Highlights
(June 1-August 10)**

We had a fun and successful 2024 Summer Reading Program! In total, we had 7,212 patrons sign up through the Beanstack platform and log over 53,000 books. We had 5 systemwide performers ranging in topics from magic, juggling, puppetry, science, and animals. Animals Aware was our most attended program bringing in 902 patrons across the system.

For adults, we consistently have two programs with full registrations and high attendance

- Paint Nights (Atlee and Mechanicsville)
- Makers' Mondays (Atlee)

Other well-attended programs included a series on healthy living presented by Chelsie Ingersoll (Ashland), Adventures on the James River (Ashland), and Virginia Snakes Seminar with Master Gardeners (Atlee).

We also received a 5-star review for Goochland on Google.

Branch	Total SRP 2024 Registrations
Ashland	548
Atlee	1,783

Goochland	1,728
Hanover	466
Mechanicsville	1,163
Montpelier	715
Rockville	189
Upper King William	348
West Point	272

Performer Attendance At All Branches					
Amazing Mr B	Jonathan Austin	Animals Aware	TaleWise	Rainbow Puppets	Final Totals
530	684	902	397	431	2,944

Finances:

FY24 Year end processes continue. Final reports are scheduled for the last week of August. All revenue and expenses have been posted. Only year end journal entries remain for audit items.

- FY24 Audit is in progress. Final Items are due on 9/3/2024. No delays as of this date.
- FY24 Designation of Fund Balance is included in the August Board Packet.
- FY25 Revenue is being posted
 - King William 1st Quarter payment received
 - Request letters have been sent to Goochland and Hanover
- FY25 Expenses are being received and paid.
- FY26 Budget work continues with preliminary presentation to Finance Committee in September.

Respectfully Submitted,
Jaime Stoops