

Acting Director's Report

July FY25

Overall Comments:

- Although end of year statistics have not been finalized the June statistics are showing a strong finish to the fiscal year. We exceeded forecasted goals in circulation and library visits. We reached 90.4% of the forecasted goal for new borrowers. A notable statistic – Goochland Branch use of their meeting room by community groups has increased this past year due in large part to the additional 4 open hours. The community use of the room increased by 68%!
- King William Board of Supervisors Motion made at meeting on July 8th, 2024:
 - Madam Chair, I make a motion directing the County Administrator to communicate with the Board of Trustees of the Pamunkey Regional Library System of King William County's intention to withdraw from the Pamunkey Regional Library System, effective July 1, 2025; and to communicate with the Board of Supervisors of Hanover and Goochland counties that King William County intends to withdraw its membership and to request the parties to waive the two-year opt out clause currently stated in the membership agreement and allow King William County to withdraw from the Pamunkey Regional Library System, effective July 1, 2025.
 - Related news articles:
 - *King William board votes to withdraw from Pamunkey library system*
 - Source: Tidewater Review, July 15, 2024, <https://www.dailypress.com/2024/07/09/king-william-board-votes-to-withdraw-from-pamunkey-library-system/>
 - *Library Supporters Voice Concerns at Town Hall Meeting.*
 - Source: Country Courier, July 17, 2024 <https://countrycouriernews.com/wp-content/uploads/2024/07/2024-07-17-Country-Courier-Newspaper.pdf>
- FY24 Audit Kick-off Meeting held July 8th. Based on an update from PBMares on 07/16 - the only outstanding items are the 2024 statement of economic interest forms from King William. I have escalated that request to the County Administrator in King William.
- Updated staff procedures for library card registration and card renewals
 - Based on the new library card registration policy and King and Queen's exit from the regional system we updated our staff procedures for library card registration and card renewals. This new procedure started July 1st and asks for proof of residency at registration and when renewing a customer's library card which happens annually. Prior to this change customers had not been asked to show proof of residency. The change is going well and we are tweaking the procedures as we hear feedback from staff and customers. On Friday, we adjusted the procedures to accept a driver's license with current address as proof of residency without the customer needing to provide a second form of documentation. We made this change based on customer feedback and think

this positive change will reduce the friction for our customers while still providing the documentation we need.

- Updated PRL library card application
 - Changes include:
 - Addition of residential address
 - Contact preference - phone or email
 - Information regarding ineligibility for King and Queen residents.
- I had a phone meeting with the Public Library Consultant at the Library of Virginia. We are on track with the required documentation for state aid.
- Hanover and Goochland branches were promoted as cooling centers the week of July 15th through social media and press releases.

Key Monthly Meetings - Leadership Team

- 06/26 - Meeting with Mgr - Atlee - Phone
- 07/01 - Meeting with OrangeBoy rep - Jaime, Sherida, Jeff - Zoom
- 07/02 - Meeting with Hanover Deputy Cty Admin - Jaime, Sherida - Clocktower
- 07/02 - Meeting with Board Chair and Barbara Slone - Jaime, Sherida, Ken - Clocktower
- 07/08 - FY24 Audit Kick off Meeting - PBMares - Jaime, Sherida, Ken - Zoom
- 07/08 - King William BoS Meeting
- 07/09 - Managers' Meeting - All management - Goochland
- 07/12 - Branch Staff Meeting - Mechanicsville
- 07/12 - LVa Public Library Consultant - Phone
- 07/15 - Meeting with Hanover HR - Hanover Courthouse Complex
- 07/18 - Branch Staff Meeting - West Point - Jaime and Sherida
- 07/19 - PRL FY24 Audit Committee Meeting - Virtual
- 07/22 - Branch Staff Meeting - UKW - jaime and Sherida

Interactions with Governing Bodies

- Various meetings listed above.
- Contacted King & Queen and King William County Admins to request FY2024 Conflict of Interest forms.
- Introductory meetings with Hanover Deputy Cty Admin and HR Director.

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

No new hires in June.

Separations:

Date of Separation:	Position:	Branch:
6/26/24	Library Associate	Atlee

6/29/24

Public Services
Specialist - Youth

Rockville

Branch/Department Updates:

➤ Ashland:

- Hosted a very popular pirate themed escape room for 7 different time periods. Most of the slots were full, and we were still getting calls for groups to do the room. Only 10 people could go through at a time because of size constraints. The program will be repeated at Atlee in August.
- Staff meeting 7/19 to discuss new card procedures, new emergency binder & emergency procedures
- Staff have repeatedly helped cover staffing shortages at Rockville
- Customer Feedback/Interactions:
 - Some complaints about new card registration and renewal procedures.
- Facilities Issues/Repairs:
 - none

➤ Atlee:

- We were a primary voting location on June 18. Everything ran smoothly. We used the increased foot traffic as an opportunity to register patrons for the SRP and to increase awareness of the library in general.
- SRP is going great with almost 1500 signed up so far.
- Ended FY24 with increases in both circulation (105.7%) and visits (111.3%)
- Had two very well-attended SRP programs, Jonathan Austin (219 in attendance) and Animals Aware (142)
- We continue to be incredibly busy throughout the day, only slowing down close to closing.
- Our X11 continues to be an issue. We have been without the ability for patrons to pay for their own print-outs, and without the ability to make copies easily, for almost a month now. The staff has done great with finding ways to make sure the patron gets what they need, but it has caused long waits and frustration for patrons.
- We will have our next Staff Meeting in August
- Customer Feedback/Interactions:
 - For the most part, patrons were not excited about the change to the library card policies, but did not complain. Many came in with exactly what they needed to request or renew a card. However, there was one very notable exception. A gentleman was very unhappy with the policy and turned in his library card to the staff person helping him, stating he would no longer need it. Since the revision to the card policy, everything has been much smoother.
- Facilities Issues/Repairs:
 - The plumbing issues in both the public and staff restrooms were resolved.
 - The damage to the wall and door near the staff entrance has not yet been resolved. There is now a large hole in the wall surrounding the trash bins.
 - Our door counter fell off the window in the middle of June. We taped it back up, but not sure how long that will last.

➤ **Collection Strategy Department:**

- Courier position and Librarian vacancies temporarily on hold pending more information regarding King William County's participation in the regional system.
- Delivery vans that were vandalized have been repaired.
- Customer Feedback/Interactions:
 - none
- Facilities Issues/Repairs:
 - 7/18 - Clocktower building evacuated for gas smell in building. Fire department was unable to determine the cause but cleared the building and we were able to return to work.

➤ **Goochland:**

- SRP is going great! We have signed up over 1100 people so far.
- New card procedures are being generally well received overall, with a few glitches and some negative feedback. It is a big change for folks to adjust to. Still have some unique situations 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.
- Customer Feedback/Interactions:
 - none
- Facilities Issues/Repairs:
 - One toilet was replaced in a public restroom due to leaking.

➤ **Hanover:**

- For the end of FY24 the branch met its circulation goal with 114%, and library visits. New borrowers were at 95.2%.
- SRP is going fine. We have signed up 385 patrons so far.
- Customer Feedback/Interactions
 - Some complaints about new card registration and renewal procedures. Patrons at the branch are mostly accepting of the changes.

➤ **IT/Technology:**

- New Montpelier Project:
 - Tracking and documenting network lines at Montpelier
 - Setting up and preparing the switch at Montpelier for the library and the rec center
 - Setup and prepared the wireless access points for Montpelier
- Email exchange server updated
- Restored wireless access at Upper King William
- Restored credit card and copying access for all branches

➤ **Library Administration:**

- Sent email to all Library Friends Presidents updating them on recent changes at PRL.
- Working with PBMares on FY24 audit.

- Updated the FOIA officer information for the Library on the website.
- Customer Feedback/Interactions:
 - Responded to customer questions about library services in King William.
 - Four Google reviews logged this month - two 5-star Google reviews (Ashland and UKW) and two 4-star Google reviews (Atlee).
- Facilities Issues/Repairs:
 - HVAC issues 07-08-07-10 - repaired
 - 7/18 - Clocktower building evacuated for gas smell in building. Fire department was unable to determine the cause but cleared the building and we were able to return to work.

➤ **Mechanicsville:**

- SRP is going well. We are on track to have 1200 sign ups by the end of summer.
- No major hiccups with the new card verification procedures.
- For the end of FY24 the branch met its circulation, library visits, and programs offered goals. New borrowers: 94%. Program attendance was at 79% but this was largely due to a change in how we track self guided programs and the level of construction that was happening around the branch this past year.
- Customer Feedback/Interactions:
 - A patron called over here from Washington State, who had lived here in Virginia for a long time beforehand, and was looking for the marriage/divorce records from her previous marriage so she could apply for a work visa in Australia. Using Ancestry Library Edition, although we weren't able to find a marriage license for her previous marriage, we found one for her current marriage. Staff were able to email it to her through Ancestry and when she received it, she called back to let us know how grateful she was that we were able to find that information, and in such quick fashion as well!
- Facilities Issues/Repairs:
 - Replacement to the fire suppression system needed - waiting for Facilities
 - 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 heat wave. Replacement of the chiller is imminent.

➤ **Montpelier:**

- The Summer Reading Program continues and is well-received; more than 630 people were participating.
- Work continues on the new facility: Internet scheduled to be connected July 10; phone and fax service active. Waiting on completion of exterior work, as well as delivery of some furnishings.
- Customer Feedback/Interactions:
 - A patron who had earlier observed a library associate assisting an elderly patron at the public computers, later came back to the branch to compliment the associate on his patience and ability to guide patrons through their tasks.
 - A grandmother commented to staff that the "little library" (i.e., Montpelier Branch) is her grandson's favorite, and she "never has trouble" convincing him to visit. She expressed her appreciation for the variety of activities available at the branch. Staff created a Library Road Trip experience to celebrate the Summer Reading theme. Stations along the route include: panning for gold, dinosaur fossil dig, science lab, and an international

post office. The Road Trip has been so popular with families that staff have continued to update and add new stations throughout the summer.

- Many patrons asked about the anticipated move date. Although we have no specific information at this time, staff have been collecting names of patrons interested in helping us move the library collection to the new building. Approximately 40 individuals, some representing multiple family members, plus additional groups (including PTA groups, local scouts, etc.) have expressed interest in helping with the move.
- Facilities Issues/Repairs: none

➤ **Rockville:**

- Ashland branch helped out with branch staffing by providing substitutes.
- Youth Public Services Coordinator filled in for two storytimes.
- New card procedures are being accepted by patrons with general acceptance.
- Customer Feedback/Interactions:
 - One patron complained about new card renewal procedures. We were able to successfully renew his card and he has not made any further remarks in his later visits.
 - Patron who was sent by Henrico to get a card (as their address was in Goochland), commented on how aesthetically pleasing and cozy our branch is.
- Facilities Issues/Repairs:
 - Some lights in the adult fiction section were worked on, there was a wiring problem that was causing the lights to go out periodically.
 - One AC unit needs a new motor.

➤ **Upper King William:**

- Strong finish for the end of the fiscal year - all numbers increased from FY23 except new borrowers with a slight decline.
- On track to exceed last year's SRP signups.
- Patrons are very thankful for the SRP programs that have been well attended.
- New patron registration and circulation seems pretty steady for July even with the new policies and losing KQ residents. 2-3 denials of KQ residents trying to sign up for a card and a handful of KQ residents trying to check out items.
- Customer Feedback/Interactions:
 - Very upset patrons from KQ not being able to check out materials or use meeting rooms.
 - One notable interaction was a KQ resident *extremely* upset because he works in Hanover and used to use their meeting rooms but is unable to anymore. Pleaded with us for 10min to make an exception for him.
 - A few patrons shared feedback regarding having to show a second form to verify residency. The change of only having to show ID has made the process a lot smoother.
 - A few complaints about new hours but understanding.
- Facilities Issues/Repairs:
 - AC Unit in back of building repaired by landlord on 6/17; compressor unit replaced/repared. On 07/08 - AC in the back wasn't cooling effectively. Landlord determined it is probably low on freon and plans to check it out/refill it the week of 7/15.
 - Fire extinguishers were inspected and replaced in the building.
 - Sink in the staff room leaking - needs to be repaired.

➤ **West Point:**

- Although closed on Tuesdays, the branch opened for the scheduled Talewise SRP performance with 45 visits.
- New patron registration and renewals going well with only a few complaints. Sadly, those who had questioned the new procedures tended to be harsh in their response. The change to only needing residential confirmation if not on photo ID has already helped things go smoother.
- Although falling slightly short of our goals statistically possibly due to withdrawal of KQ patrons and closing during relocation, we have finished the fiscal year strong.
- Customer Feedback/Interactions:
 - Many kudos for the variety of the SRP programs offered system wide and at the branch.
 - KQ patrons continue to visit, only to find out that their privileges have ended.
 - Many patrons asking questions about the recent news and sharing concerns about the variety of resources a county system could offer. Several social media posts have been made concerning the decision of the King William BoS to withdraw from PRL.
- Facilities Issues/Repairs:
 - Awaiting training by Creative on new A/V equipment.

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

Jonathan Austin visited all 9 of our branches over the span of a week and half. He presented a very fun, interactive and engaging magic and juggling program for all ages. Many of the adults enjoyed it as much as the kids! Overall, we had 694 in attendance across all branches. We thank the Friends of the Library groups for sponsoring this program.

Currently, we have Animals Aware visiting our libraries every Monday until August 5th to talk about wildlife rehabilitation. During the week of July 15th, TaleWise will be visiting our branches with a fun and interactive science program.

As of July 16th, we have had 5,989 people register for our Summer Reading Program and 1,925 complete the program. 32,781 books have been logged for completion in the Summer Reading Program. *The Going to Bed Book* by Sandra Boynton has been the most read book of the summer so far (70).

Finances:

- FY24 Revenue has been received in full.
 - Revenue surpasses budget.
- FY24 Expenses are still being recorded.
 - Expenses are under budget overall.
 - Final FY24 accounts payable and payroll are on track to be complete by the beginning of August.
- FY24 year processes continue. Library will be using Ms. Shawver to assist with year end entries.

- FY24 Audit work is in progress. Preliminary work submitted from 7/3/2024 to 7/12/2024. Year 2024 King William board members' conflict of interest documents are still outstanding.
- FY24 Designation of Fund Balance is included in the July Board Packet.
 - Since Revenue exceeds Expenses, fund balance will increase from FY23 to FY24.
- FY25 Revenue is being posted.
 - FY25 1stQ State Aid has been received.
 - FY25 Expenditure Refund has been received.
- FY26 Budget work has started.