

# Handley Regional Library Board Agenda, November 17, 2015 Handley Library 4:30 p.m.

1. Marketing presentation by Shenandoah University students
2. Review of the minutes from October 2015
3. Public Comments
4. Director's Report and statistics
5. Treasurer's Report  
Monthly financials
6. Report from Clarke County Library
7. Reports of committees:
  - a. Archives
  - b. Art Committee
  - c. Facilities
  - d. Long Range Planning
8. Frederick County liaison
9. Unfinished business  
Thank you letters from Mrs. Graves, Patsy Cline group  
Survey results
10. New business  
Appointment of Joint Archives committee member  
Election of Library Board officers
11. Comments by Board members
12. Schedule meetings  
Finance committee for audit results  
Tours for government officials

***5:45 Farewell reception honoring Nancy Comer***

*Upcoming Meetings*

Library Board meeting	Tues.	Dec. 15	4:30	Handley Library
Library Board meeting	Tues.	Jan. 19	4:30	Bowman Library
Library Board meeting	Tues.	Feb. 16	4:30	Handley Library

For complete information on library activities, visit "Events" on the library's web page  
[www.handleyregional.org](http://www.handleyregional.org)



## **Library Board Meeting October 20, 2015**

The regular monthly meeting of Handley Regional Library was held Tuesday, October 20, 2015 in Bowman Library meeting room. Present from 4:30 were Mrs. Lloyd, Ms. Fox, Ms. Comer, Mrs. McCoig, Mr. Schultz, Mr. Sullivan, and Mr. Clawson. All were present for votes. Representing Frederick County Supervisors was Mr. Wells. Representing the staff were Mr. Huddy, Mrs. White, Mrs. Bean, Ms. Hughes, and Ms. Ritchie.

1. Beth Trumm, Girls Scout Gold Award candidate, created a puppeteer training video as her Gold Award project, and giving the Library Board a project summary was part of her requirement. She and Ms. Hughes will present a 45-minute talk at the Virginia Library Association (VLA) convention on Friday afternoon. She shared the introduction to the video and described the training portion of the video, which includes the location of the puppets and how to take care of the puppets and the puppet stage. This will allow the puppet program to continue. The puppeteers have been to the Village Library at Broadway, Clarke County Library, Shenandoah County Public Library, Sterling, Virginia, Samuels Library, and the walking mall for the summer reading finale. The puppet program is underwritten by the Friends. Ms. Trumm added that one puppeteer is a good actor and enlivened her training video. Mrs. Lloyd asked them to take photographs of their VLA presentation. Ms. Trumm will make a written report of her experience at VLA and will present it to the Gold Award panel to complete her award.
2. Mr. Huddy presented Ms. Hughes with her 25<sup>th</sup> work anniversary award.
3. The September minutes were approved as presented.
4. There were no public comments.
5. Mr. Huddy highlighted some of the items from the Director's Report.
  - a. Workforce Solutions partnership has continued for several years, Mrs. Bean said, with job finding and resume writing services from Lord Fairfax Community College. This is a semi-monthly program which is very popular with job seekers. She added that the Film Club donated over 200 independent movies to the library as a result of their fundraising at the Lost Weekend. The library has received a lot of calls from people wanting to check them out. About 75 are cataloged at the present time. There will be stickers on the spines with the logo of the Film Club. Andy Gyurisin emphasized to the movie goers that they should have library cards and many did.
  - b. Year round storytimes have now started. Mrs. White coordinated a partnership with the Museum of the Shenandoah Valley on cross promotion of the current exhibit "CUT! Costume and the Cinema." The MSV did the signage for the display, and staff members have brought in costumes for Handley Etta.
  - c. Library Staff Development Day was held on Sept. 18 at Bowman Library and was well received. He presented work service awards.
  - d. He wants to work on the statistics report to make it easier to use.

- e. The library is researching checkouts of Wi-Fi hotspots to patrons. The Clarke County Advisory Council is considering sponsoring a trial of two units.
  - f. Mrs. Hughes was invited to be trained as a Coach for a Library of Virginia Coaching Skills workshop sponsored by the Library of Virginia.
  - g. During Library Card Month, we asked customers to fill out buck slips.
  - h. Mr. Huddy thanked Library Board members and Mr. Wells for their service to the library and gave them certificates and a small gift.
6. Mrs. McCoig gave the Treasurer's report. Benchmark is 25%, and all local government and state revenue is at 25%. The library received \$9,974 from the Handley Regional Library Endowment fund for Biggs money transferred for Briggs expenditures last year.
7. Other operating expenditures included repairs and maintenance for all three locations totaling \$7,500. Repair invoices were from Capital Tristate and Shallow Creek El, plus invoices for Handley Library work from Southern Refrigeration and Southern Air. Capital expenditure included \$341 for a digital camera. E-rate reimbursement from two quarters is why telecommunications is still reflected as a negative expense. One quarter will be reclassified to last year during the audit. The auditors are still working on their report.

**Fund balances:**

June 30, 2015 \$3.326 million

July 31, 2015 \$3.296 million (after \$31,831 regular quarterly fund transfers)

Aug. 31, 2015 \$3.937 million (after contributions of \$770,000 to Kafitz Endowment fund)

Sept. 30, 2015 \$3.86 million

Without considering donations and transfers to operating, the funds decreased in value \$207,655 (-6.24%) over the last three months.

Mrs. White said insurance covered the June electrical problem at Handley Library, which shows up in repairs and maintenance.

8. Mrs. Lloyd gave the Clarke County Library report. The children's computers were installed. There were three outreach programs, resulting in a 50% increase in library cards over last September. Two new power stations were added. They will advertise in the monthly Clarke County "The Observer" which is mailed to Clarke County households.
9. Committee reports:
- a. Ms. Comer gave the Archives report. Ms. Ebert and Lorna Loring attended the Mid Atlantic Archives Conference in Roanoke, Virginia Oct. 8-10. The Archives will hire Lorna Loring (6 hours per week) and Marianne Argall (10 hours per week for 10 weeks) and Kala Brzezinski (10 hours per week for 10 weeks) with funds from the Barton fund. They will focus on processing gifts backlog. Joan Wood celebrated her five-year work anniversary. Becky will speak to Augusta County Historical Society on October 21.

- b. Mr. Sullivan said work on the facilities is pretty calm. Fire inspection at Bowman Library has been done. There is a leak in the green room at Handley Library. Bowman is looking for a part time cleaning crew member.
  - c. Mr. Clawson had no report for Long Range Plan. The user survey is underway.
10. Mr. Wells gave the Frederick County Supervisor liaison report. He thanked the Library Board for their service to the library. Election is near, and they are starting budget process. The new County Administrator is involving the Board of Supervisors in the beginning stages of the process, and he is looking forward to work with Mr. Huddy on the library budget. He recommended Big Stone Gap movie, about his hometown.
  11. For unfinished business, Mrs. Lloyd presented changes in the By-Laws concerning the names of the committees. Mr. Clawson moved to approve the changes in the By-Laws, Mr. Schultz seconded, and the motion was approved unanimously.
  12. Mr. Huddy said he, Mrs. Lloyd, and Ms. Fox met with Mrs. Brenda Garton, the new Frederick County Administrator. They reviewed the Regional Library Agreement and the Memorandum Of Understanding of Joint Agreements. She believes in following the agreements and funding in the original budget process, not in a later session. She thinks the localities should meet to decide funding. She also asked if the library gives a budget presentation before the Board of Supervisors, which has not been done recently. Mrs. Lloyd added that she is a very avid reader. Mr. Huddy suggests delaying opening on Thursdays until we have a good feeling that it will be approved for the next fiscal year. Mrs. Garton will tour Bowman Library next week.
  13. Mrs. McCoig clarified that the library is not getting additional money for fiscal year 2015 from Frederick County. Mr. Clawson said he thinks the library's primary goal should be fully open hours and should go through the budget to make sure every item is where it needs to be. Mr. Huddy said the budget is bare bones. Mrs. White said we cannot find \$1,000 to move from one place to another even if needed. Our collections are aging, which is another concern. Mrs. McCoig pointed out that state money is restricted to certain categories. Mrs. White said the current County Administrator values the library.  
  
Mr. Huddy added that all jurisdictions understand that they give us money and it is at the Library's discretion how to spend it. Mr. Wells said there will be more involvement by the organizations involved the county budget. With this process, there won't be as many questions at the final budget process.
  14. Mrs. Lloyd asked members to send Ms. Ritchie which committees they would prefer. Library Board officer elections will take place next month.

The meeting adjourned at 5:34 p.m.

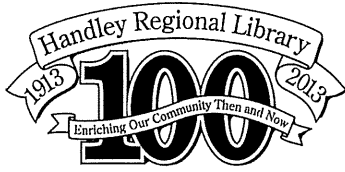
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Judy Lloyd, Chair

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Nancy Comer, Secretary  
Pat Ritchie, Recording Secretary



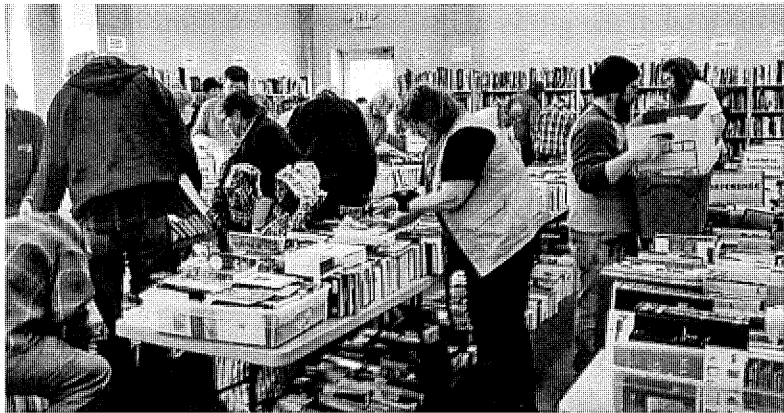


## Director's Report to the Library Board for October 2015

Submitted November 17, 2015

### ***Friends Used Book Sale nets thousands***

Thousands of books at the Used Book Sale found new homes from October 13 through 17 at Bowman Library. This semi-annual sale, sponsored by the Friends of Handley Regional Library, raises about \$45,000 each year to support library programs. With book prices ranging from 50¢ to \$2, the sale is an excellent opportunity for teachers, home schoolers, and the general public to stock up on materials. Volunteers work weekly throughout the year sorting and storing donated books for the sale. The next sale will be March 29-April 2.



### ***Oral history interviews conducted by Archives***

During October, Archives staff member Jerry Holsworth conducted oral history interviews with four veterans. The interviews are preserved in the Stewart Bell Jr. Archives and a copy on CD is sent to the Library of Congress for the Veteran's History Project. At the present time, 174 interviews of World War II soldiers are being transferred to digital files for better preservation. All veterans who have not given an interview are urged to contact Archives at 662-9041, ext. 17 to schedule an appointment.

### ***Library volunteers make the difference!***

Volunteers are an integral part of library operations, contributing about 11,000 hours annually. They run the Used Book Sale, help researchers in Archives, pull books for patrons' hold requests, assist with youth programs, and tackle many other kinds of projects. During 2015, special volunteers have been presenting storytimes such as "Stories with a Sheriff" at Handley Library. In October, library managers recognized volunteers in their departments with a certificate and a small memento.



### ***Fold3 is highlighted library service for November***

The library has much more than books these days. It pays for online services like Consumer Reports, Literati Public and Homework Help, and Ancestry.com, which are then available for free to the public. Every two months, we highlight a particular service through social media, bookmarks, and library posters. Fold3 provides online access to US military records, including the stories, photos and personal documents of the men and women who served. It can be

accessed from anywhere by using your library card number. It features millions of digital images of original source documents relating to the Revolutionary War, Civil War, Mexican-American War, WWI, WWII, U.S. Presidents, and naturalization documents. Fold3's partnerships include the U.S. National Archives and Records Administration (NARA), Center for Research Libraries (CRL), and SmallTownPapers, Inc. Try Fold3 and other online services at <http://www2.youseemore.com/handley/readyref.asp>.

### ***October Donations***

Winchester Film Club 3.0 gave the library more than 200 independent films at a cost of about \$2,500 on October 12. The films will be housed at Bowman Library but can be reserved online. The films are all the ones shown by the club since it began in 2013. Club founder Andy Gyurisin said the goal of the gift is to make independent films more accessible in the community. The club will continue to gift movies in the future.

The library also received donations from David Earl of Hanover Publications, Jim Stutzman Chevrolet-Cadillac, Shenandoah Knitting Guild, and Mrs. Gayle Goodloe in honor of Millie Kump and Jane Kump.

### ***October at a Glance***

28,275	Library visitors
67,130	Checkouts of books & materials
4,732	Checkouts of eBook, eMagazine, audiobook
83	In-house Library programs
2,447	Attendance at in-house Library programs
7	Outreach programs (presented outside the library)
654	Attendance at Outreach programs

### ***Highlights from library departments:***

#### **Circulation:**

- Mary assumed leadership of committee to plan for floating collections, which met October 14. Sara Holloway tested and worked through system setting requirements. We are set to launch this project on November 10.
- Mary also is taking on the role of Outreach Coordinator to ensure proper staffing levels at Outreach events.

#### **Technology:**

- Every 3-4 years, the state library asks us to purge our patron file of inactive patrons. The purge was run on November 1, 2015. Over 15,000 patrons were deleted from the system whose card expired on or prior to October 1, 2011. The 57,096 remaining patrons have used Handley Regional Library in the past four years.

#### **Youth Services:**

- Local firefighters came to HL and BL to share safety information during Fire Prevention Week. The Stephens City Fire and Rescue division brought a fire engine at 3 of their 4 visits.
- The 8<sup>th</sup> Annual Handley Harvest Hoedown on October 28. Thanks to Virginia Farm Market and HL staff and volunteers for all their hard work in setting up the puppet stage, and decorating the second floor of the Children's Room. **80** people attended!



- Meeting to discuss system-wide Youth Services operations: October 8<sup>th</sup>. Ann White, Kim Bean, Donna Hughes, Jennifer Sutter and Laurine Kennedy met to discuss the overall operations of the Youth Services Department and how to better streamline and coordinate efforts across all branches. For this third meeting, we discussed the entire 2016 program calendar for Youth Services. The changes that have been put in place reflect an increase of over 70% in the number of Youth Services programs offered throughout the year.



Over 80 children attended the fall Harvest Hoedown at Handley Library on Oct. 7.

#### **Adult Services:**

- Adrienne and Kim worked with the Director and Ann White to formulate a plan to take look at revamping the Adult Services staffing levels.

#### **Bowman Library:**

- On Oct. 29, Frederick County Administrator, Brenda Garton, visited the Bowman Library and toured the facility with Kim Bean and John Huddy. She was very complimentary about the Library and seemed to enjoy meeting staff members in each department. She said that this beautiful building said a great deal about the values of our community.
- On Oct. 14, Beverly Shoemaker, the daughter of Mary Jane and James L. Bowman, came for a tour of the Bowman Library with Kim and John, and Barbara Dickinson. She hadn't been to visit the Library for quite a while and was impressed with the building and the changes that had been made since she last visited. She especially liked the statue of Phoebe the Reading Frog.

#### **Handley Library:**

- **U.S. Embassy Security detail used Handley Library as training site:** A delegation of U.S. Embassy Security employees returned to Handley library on October 5<sup>th</sup> to train in off-site VIP security detail.
- **First Find Scavenger Hunt:** Handley Library once again participated in this First Night Winchester event held on October 10<sup>th</sup>. Over 50 individuals participated in the scavenger hunt and found their way to the 2<sup>nd</sup> floor to discover all the Children's room has to offer.

#### **Friends of Handley Regional Library, Barbara Dickinson**

- **See above about super successful book sale!**
- **Friends sponsored programs:**
  - October 24 – Mason and Washington author talk - HL with attendance of 5
  - October 28 – Genealogy Bus trip into DC – 54 paid registrations

#### **Training:**

- Donna and Youth Volunteer, Beth Trumm, created and presented a program at the Virginia Library Association annual conference in Richmond on October 23. The presentation was well received with high marks for Beth and her performance. How to Grow a Youth Puppet Troupe was the working title. Each participant received a discography of pre-selected music and a training video. The training video starred some of the Bowman Library youth puppeteers and was filmed and edited by a high school videographer.

- Barbara Dickinson, Mary Anton, and Adrienne Davis also attended the Virginia Library Association Meeting in Richmond, Oct 22-23. Highlights included:
  - Pop-up libraries, a mechanism for expanding a library's presence outside the walls of the building to meet and engage with residents of the community where they live, work, and play;
  - Meetup.com for engaging the local online community and reaching the 20s and 30s demographic;
  - Insight into how to establish an internship program in the library;
  - Sessions on fostering diversity and inclusion; project management; the national legislative review, and much more!
- Adrienne Davis and Sara Holloway attended a workshop at LFCC Workforce Solutions on Supervisor Communication Skills. The key points of the workshop included planning out difficult conversations using a Discussion Planner form, so that you can reflect and map out conversations and the outcome you want to achieve; also called Outcome Thinking. The workshop also covered assertive vs. aggressive communication and to be aware of your communication styles in dealing with employees. Overly aggressive and passive-aggressive behavior is not effective when trying to communicate with others. Learning how to express your point in an effective way is an invaluable skill in a supervisor's toolbox. Adrienne posted a copy of the Discussion Planner on the staff wiki for others to access.
- Staff attended the VML Webinar, *Supervisor training: Understanding wage and hour laws*, on Oct. 28.
- Participated in an online webinar entitled "Creating a culture of Employee Engagement." This webinar focused on why it is important for employees to be fully engaged in their workplace and how to cultivate this engagement. Emphasis was placed on regular communication, collective organizational vision, clear expectations, a culture of trust and employee satisfaction.
- Becky Ebert and Lorna Loring attended the Mid Atlantic Archives Conference in Roanoke, Virginia Oct. 8-10. They attended workshops on digital archives, minimal processing, indexing projects of African-American records and explored software packages that would enable us to host our digital collections online.

#### **Outreach:**

- Staff participated in a October 22 outreach at Quarles Elementary, where more than 30 cards were issued.
- Jennifer visited the Independent School of Winchester to discuss banned books
- Aimee spoke to the entire Indian Hollow Elementary School during their "Reading is a Ball of Fun" pep rally.
- John was on a panel to discuss the Library as a Not for Profit for the Chamber of Commerce Leadership Academy
- Ann talked to high school students to come up with ideas for their Service Learning Project, similar to the one that started the Gainesboro Library update. This year they'll focus on a Pop Up Library.

## *Father rediscovered the joy of reading*

Kenny S. took the time to tell how much his rediscovery of reading has meant to him and his family:

Comment: I just wanted to say thank you. I just recently, since last September, have got back into reading. I haven't read for pleasure since my freshman year in high school. Any reading I did was required by my college classes.

Last year I decided to give it another go, I started with Uncle Tom's Cabin that I read from my iPhone. I was hooked, like how could I have gone all this time and not known the beautiful potential books have. I bought quite a few books for Kindle but that got expensive fast. So, I subscribed to Scribd which was awesome I thought. However, I had to look at cutting costs and I just wasn't reading enough to make the subscription worth it.

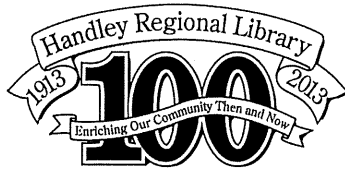
My reading came to a stand still, I just wasn't feeling the choices available from gutenber.org. Then I got a sudden urge to read *To Kill a Mockingbird*, never read it before but felt that I absolutely needed to. That's when it hit me, the local library would probably have it. So, I took my daughter the bookworm with me to our local library, Bowman, and opened a card. I found the book no problem and finished it within a few days. Fantastic book which I'm sure you all know.

I have returned many times with more of my children. We all love it, it's become, at least attempt to become, a bi-weekly occurrence. We are all reading more, I for one am reading more than I ever have in my life. I check out books on Overdrive and Freading to still enjoy the Kindle experience. However, I have found that nothing can compare to physical books.

The staff are fantastic at Bowman and it's a beautiful building in a great location. This is a lengthy email for which I am sorry. I just wanted to say thank you for everything.

Thank you for giving me and my kids something meaningful to do together. In a world full of entertainment at our fingertips we can easily forget about the very entertaining and educating potential of the local library. Hope you have a great remainder of your day and once again thank you.





**Handley Regional Division & Department Head Reports  
For October Activities  
Reported November 17, 2015**

**Technical Services, Sara Holloway**

- On October 9, 2015, Adrienne Davis and I attended a workshop at LFCC Workforce Solutions on Supervisor Communication Skills. The key points of the workshop included planning out difficult conversations using a Discussion Planner form, so that you can reflect and map out conversations and the outcome you want to achieve; also called Outcome Thinking. The workshop also covered assertive vs. aggressive communication and to be aware of your communication styles in dealing with employees. Overly aggressive and passive-aggressive behavior is not effective when trying to communicate with others. Learning how to express your point in an effective way is an invaluable skill in a supervisor's toolbox. Adrienne posted a copy of the Discussion Planner on the staff wiki for others to access.
- Worked on gathering statistics for HRL's annual report to the state library. Pat Ritchie correlates our data and prepares the report using a program called BiblioStat.
- Prepared five book orders.
- On October 14, 2015, I met with Kim Bean, Mary Anton and Ann White to discuss floating collections. We decided to float adult audiobooks and adult music CDs as a trial, beginning on November 10th. In a floating collection environment, items are shelved where they are checked in. This should ultimately reduce the amount of materials moved between branches. If floating is successful, we will expand to include large print and eventually other collections to be determined.
- The dedicated HL auditorium laptop stopped connecting to the Internet in late September. I worked on resolving the problem on September 29<sup>th</sup>, November 1<sup>st</sup>, and November 3<sup>rd</sup>. The laptop went back into service on November 3<sup>rd</sup> and was used for a program on November 4<sup>th</sup>.
- The public computers in Archives were serviced on November 1, 2015.
- Every 3-4 years, the state library asks us to purge our patron file of inactive patrons. The purge was run on November 1, 2015. Over 15,000 patrons were deleted from the system whose card expired on or prior to October 1, 2011. The 57,096 remaining patrons have used Handley Regional Library in the past four years.

**Adult Services, Adrienne Davis**

Trainings:

LFCC Lunch & Learn training on Communication for Supervisors (10/9)

VLA Annual Conference (10/22 & 23)

Wage & Hour Laws webinar (10/28)

Coordinated Marketing Committee meeting (10/21) – which included a review of September Library

Card Sign Up Month, plans for the Fold3 campaign, and refocusing on Twitter

Coordinated work group to discuss / review event calendar software (10/29)

Cross-trained Kitty at Bowman (10/1) and Jane at Handley (10/15)

Met with Kim & Ann to develop plan for Adult Services staffing levels

Coordinated a Bowman potluck lunch with Ann & Cheryl (10/28) – goal is to have quarterly lunches

**Bowman Operations, Kim Bean**

Bowman Library

On Oct. 29, Frederick County Administrator, Brenda Garton, visited the Bowman Library and toured the facility with Kim Bean and John Huddy. She was very complimentary about the Library and seemed to enjoy meeting staff members in each department. She said that this beautiful building said a great deal about the values of our community.

On Oct. 14, Beverly Shoemaker, the daughter of Mary Jane and James L. Bowman, came for a tour of the Bowman Library with Kim and John, and Barbara Dickinson. She hadn't been to visit the Library for quite a while and was impressed with the building and the changes that had been made since she last visited. She especially liked the statue of Phoebe the Reading Frog.

On Oct. 12, the Winchester Film Club presented the Handley Regional Library with 150+ independent films. Kim Bean went to the Alamo Drafthouse Cinema that evening to receive the films and to speak to the Club once again to thank them for their generous gift. As of Oct. 31, Kim has cataloged most of the films and is supervising the processing. By mid-November, the films should be out on display and available for checkout.

Jacob Baker has been hired as the part-time cleaning person at Bowman Library. His work experience includes cleaning and light maintenance work at the Comfort Inn. His start date is November 2.

On Oct. 8, Kim Bean and Donna Hughes met for the third time with Ann White, Jennifer Sutter, and Laurine Kennedy to discuss and set the 2016 Youth Services programming calendar. This will be the first full year of year-round youth programming.

On Oct. 28, a pot-luck lunch was held at Bowman. Staff members from all departments enjoyed the soups, breads, casseroles, and desserts that their co-workers brought in. Many thanks to Adrienne Davis for organizing. Going forward, we hope to get staff together for these lunches on a quarterly basis.

#### Kim Bean

- Attended a VML Webinar, *Supervisor training: Understanding wage and hour laws*, on Oct. 28.
- Participated in the interviews for the BL Cleaning position on Oct. 20 & 22.
- Met with Ann White, Sara Holloway, and Mary Anton on Oct. 14 to discuss the start of floating collections.
- Met with Ann White & Adrienne Davis on Oct. 15 to discuss the Reference Dept. reorganization.
- Met via conference call with Kirk Peterson of Gale Cengage to learn about their Virtual Reference Library ebook program.
- Prepared and distributed the notes from the Youth Services meeting on Oct 8.
- Submitted Bibliocollect information to Pat Ritchie.
- Submitted annual self-evaluation to John Huddy.
- Weeded again in HL DVD and Reference collections.
- Other tasks completed this month: Submitted book, audio-book, and DVD orders to Technical Services, sold and restocked items in the Second Glance display window, prepared reports, attended meetings, updated three monthly electronic newsletters, and worked the Reference Desk.

#### Youth Services, Donna Hughes

- Local firefighters came to HL and BL to share safety information during Fire Prevention Week. The Stephens City Fire and Rescue division brought a fire engine at 3 of their 4 visits.
- Jennifer, Donna, Ann and Kim met to determine the program schedule for 2016. This information will be shared with the community through local calendars.
- Youth Volunteers were recognized this month. Each BL volunteer received a letter of appreciation and a certificate. Some of them received a special volunteer pen. An Appreciation Party was held from 4:30-6pm at HL. The party consisted of refreshments, games, and each volunteer was presented with a certificate and a special volunteer pen.
- ISW Middle School Students came to Handley to put up a display for Banned Books Week.
- Star Wars Reads Day was held at Bowman Library on October 10. This program was a joint project with Clarke County Schools. Library staff and a local Star Wars fan club attended in costume. Games and activities and Jedi Knight training events were part of the event.
- Head Start parents were hosted for a tour and story sharing at BL on October 14.
- The 8<sup>th</sup> Annual Handley Harvest Hoedown on October 28. Thanks to Virginia Farm Market and HL staff and volunteers for all their hard work in setting up the puppet stage, and decorating the second floor of the Children's Room.

- Handley Library youth services department participated in the community First Night Scavenger Hunt.
- Donna and Youth Volunteer, Beth Trumm, created and presented a program at the Virginia Library Association annual conference in Richmond on October 23. The presentation was well received with high marks for Beth and her performance. How to Grow a Youth Puppet Troupe was the working title. Each participant received a discography of pre-selected music and a training video. The training video starred some of the Bowman Library youth puppeteers and was filmed and edited by a high school videographer.
- Eukarya Academy is visiting Bowman Library each Friday for research and item selection. Donna gave a tour to the group on Friday October 16.
- The Young Writer's Program of NaNoWriMo (National Novel Writing Month) launched the last week of October. The youth are encouraged to write a novel (about 30,000 words) in a month. The Write-Ins will be held throughout November at HL and BL.
- Sherando special needs classes are visiting Bowman Library each week. A special tour and program is given on the first Thursday of the month.

#### Outside meetings/workshops/conferences attended by staff:

- Donna attended the Virginia Library Association Conference, October 21-23.
- Donna attended a webinar, Be a Connected Leader on October 29.
- As part of the Coaching experience, Donna held conference calls with coaching partners.

#### **Business Manager and Handley Operations, Ann White**

##### **Handley Library Updates**

- **U.S. Embassy Security detail used Handley Library as training site:** A delegation of U.S. Embassy Security employees returned to Handley library on October 5<sup>th</sup> to train in off-site VIP security detail.
- **First Find Scavenger Hunt:** Handley Library once again participated in this First Night Winchester event held on October 10<sup>th</sup>. Over 50 individuals participated in the scavenger hunt and found their way to the 2<sup>nd</sup> floor to discover all the Children's room has to offer.

##### **Committees/Meetings**

- Action Team Meeting: October 1<sup>st</sup>
- October 5<sup>th</sup> Met with John Huddy and T-Mobile Wi-Fi representative to discuss how other libraries are managing the lending mobile Wi-Fi hotspots to patrons.
- Meetings to discuss system-wide Youth Services operations: October 8<sup>th</sup>. Ann White, Kim Bean, Donna Hughes, Jennifer Sutter and Laurine Kennedy met to discuss the overall operations of the Youth Services Department and how to better streamline and coordinate efforts across all branches. For this third meeting, we discussed the entire 2016 program calendar for Youth Services. The changes that have been put in place reflect an increase of over 70% in the number of Youth Services programs offered throughout the year.
- Joint Archives Meeting: October 12<sup>th</sup>
- Floating Collections Meeting: Mary Anton, Kim Bean, Sara Holloway and I met on October 14<sup>th</sup> to determine the steps needed to be taken in order to begin "floating" selected materials among all library branches. Floating Collections are defined as group of books or other materials that are not housed permanently at one specific library, but instead are shelved in the library where they were most recently discharged. The committee determined that the Handley Regional Library systems will begin floating two smaller collections (Adult Books on CD and Adult music CDs) on Tuesday, November 10<sup>th</sup>. After an initial six month trial the committee will review the overall efficiency of this practice and determine whether to expand the practice to other collections.
- Marketing/Social Media Committee: October 21<sup>st</sup>.
- October 29<sup>th</sup> met with John Huddy, Barbara Dickinson and Adrienne Davis to discuss the current meeting room and event calendar system (Google Calendar) and how it is either meeting our needs or not. We brainstormed what features we would like in a system and then researched and review calendar systems that other systems

##### **Continuing Education/Training**

- Participated in an online webinar entitled "Creating a culture of Employee Engagement." This webinar focused on why it is important for employees to be fully engaged in their workplace and

how to cultivate this engagement. Emphasis was placed on regular communication, collective organizational vision, clear expectations, a culture of trust and employee satisfaction.

### **Financial Updates**

- Quarterly sales tax was submitted
- Corresponded with the City of Winchester Finance department in regards to procedures to request funding for capital improvements or repairs to the Handley building. We were advised that Perry Eisenach, Public Services Director would assist the library in researching and planning for larger capital repairs. Mr. Eisenach is scheduled to meet with library staff in early November to discuss possible future projects..

### **HR Updates**

- Coordinated on-site visit from a Virginia Retirement System representative on October 1<sup>st</sup>. The representative conducted an hour long information session, to VRS employees, on all benefits offered to employees through VRS.
- In an effort to research other sources for outsourcing payroll, I met with a sales representative from Paylocity, an integrated HR and payroll technology company.

### **Other**

- Represented the Handley Regional Library system at the Frederick County Public Schools' Government Service Learning students' orientation meeting. At this event I spoke to 52 FCPS seniors about the possibility of conducting their service learning project at HRL.

### **Friends of Handley Regional Library, Barbara Dickinson**

- Volunteer hours were 543. These include Book Sorts, Book Sale Set up, during Book Sale and FHRL Board Meeting.
- Fall Used Book Sale Fundraiser took in \$20,214. We offered credit card payment as an option.
- Friends sponsored programs:
  - October 24 – Mason and Washington author talk - HL with attendance of 5
  - October 28 – Genealogy Bus trip into DC – 54 paid registrations
- Attended Action Team and Marketing Meetings
- Attended planning meetings for Tapestry Project, Authors' Forum 2015 and meeting room calendar/scheduling
- Attended Virginia Library Association Meeting in Richmond on October 22 and 23.
- Met with Public Relations and Marketing Associate for 1<sup>st</sup> performance review
- Sent press release, graphic and social media requests to PR associate for month of November
- Met with John Huddy, Kim Bean and Beverly Bowman Shoemaker for tour of Bowman Library

### **Circulation Services, Mary Anton**

- Attended the Virginia Library Association Meeting in Richmond, Oct 22-23. Highlights included:
  - Pop-up libraries, a mechanism for expanding a library's presence outside the walls of the building to meet and engage with residents of the community where they live, work, and play;
  - Meetup.com for engaging the local online community and reaching the 20s and 30s demographic;
  - Insight into how to establish an internship program in the library;
  - Sessions on fostering diversity and inclusion; project management; the national legislative review, and much more!
- Assumed leadership of committee to plan for floating collections, which met October 14. Sara Holloway tested and worked through system setting requirements. We are set to launch this project on November 10.
- Coordinated and scheduled staff from two departments for extra shelving shifts in Handley Youth Services for the month of November.
- Worked four and a half days at the Handley and Bowman Circulation desks.
- Trained and scheduled one new volunteer at Bowman.
- Handley staff completed the inventory of the "juvenile-easy" collection.



- Staff participated in a October 22 outreach at Quarles Elementary, where more than 30 cards were issued.
- Coordinated 6 hours of community service help and 20 hours of volunteer work.
- Reviewed and coordinated billing for 427 accounts during the month.
- Referred 36 accounts to Unique Management Services (collections).

## **Training Highlights:**

**Barbara Dickinson**, two-day Virginia Library Association Conference 2015 held in Richmond, VA

The conference held concurrent sessions presented by public and academic libraries. My focus was on programming and marketing/promotion ideas.

The sessions I most enjoyed were:

### **The Pop-Up Library: Meeting the Community Where They Are**

#### **- Suffolk Public Library**

This library uses portable equipment and Wi-Fi that fits into a van to go to out in the community. They go to schools and places like Wal-Mart and Buffalo Wild Wings as well as music and other community festivals. They offered very practical advice about engaging the public. There were library card sign-up opportunity and some check-out choices.

### **Bullseye: Neighborhood Profiles & Targeting Programming**

#### **- Chesterfield County Public Library**

This group offered data driven solutions to help with programming planning and program location. This system has nine locations and by using a neighborhood profiling inquiry they were able to better produce and place their programs. The program producers at all branches met quarterly to talk about programs in this county.

### **Internships: @ the Center of Learning and Experience**

#### **- Virginia Wesleyan College and Virginia Beach Public Library**

This presentation took a look at internships in a public library as well as an academic library. Goals and challenges were discussed. It was emphasized to take interns seriously and have a job description for the position.

In general the programs were well produced and inspired good discussions among my co-workers.

## **Rebecca Ebert**

Becky Ebert and Lorna Loring attended the Mid Atlantic Archives Conference in Roanoke, Virginia Oct. 8-10. . Funds from the Cochran account and personal funds were used to pay for the event.

They attended workshops on digital archives, minimal processing, indexing projects of African-American records and explored software packages that would enable us to host our digital collections online. They collected ideas on issues of digital preservation and access. They toured the Roanoke Library Virginia Room and networked with colleagues.

## **Sara Holloway & Adrienne Davis**

On October 9, 2015, Adrienne Davis and Sara attended a workshop at LFCC Workforce Solutions on Supervisor Communication Skills. The key points of the workshop included planning out difficult conversations using a Discussion Planner form, so that you can reflect and map out conversations and the outcome you want to achieve; also called Outcome Thinking. The workshop also covered assertive vs. aggressive communication and to be aware of your communication styles in dealing with employees. Overly aggressive and passive-aggressive behavior is not effective when trying to communicate with others. Learning how to express your point in an effective way is an invaluable skill in a supervisor's toolbox. Adrienne posted a copy of the Discussion Planner on the staff wiki for others to access.

## Report to the Handley Regional Library Board Statistics for October 2015

### Books, Audiovisuals, and Downloadables borrowed from Library Locations January 2014-December 2015

<u>Calendar Year 2015</u>	<u>Freegal downloads</u>	<u>eBooks &amp; eAudiobooks</u>	<u>Bowman Library</u>	<u>Clarke Co. Library</u>	<u>Handley Library</u>	<u>Month Total</u>	<u>Year-to- Date Total</u>
January++	907	4,353	33,083	6,441	25,572	69,449	69,449
February+++	1,750	4,184	32,345	6,251	22,679	65,459	134,908
March++++	1,944	4,558	33,121	7,358	25,674	70,711	205,619
April	1,679	4,476	29,198	6,336	23,283	63,293	268,912
May	1,650	4,523	29,368	6,151	22,224	62,266	331,178
June*+	1,722	4,415	41,826	8,455	30,774	85,470	416,648
July	1,704	4,798	39,497	8,084	31,665	84,044	500,692
August	1,851	5,020	34,621	7,229	27,831	74,701	575,393
September	1,960	4,786	32,582	6,458	24,691	68,517	643,910
<b>October</b>	<b>2,003</b>	<b>4,732</b>	<b>33,717</b>	<b>6,813</b>	<b>26,600</b>	<b>71,862</b>	<b>715,772</b>
November							
December							
<b>Year to Date 2015</b>	<b>17,170</b>	<b>45,845</b>	<b>339,358</b>	<b>69,576</b>	<b>260,993</b>	<b>715,772</b>	<b>715,772</b>
<hr/>							
<u>Calendar Year 2014</u>							
January+		3,602	28,906	5,248	22,349	60,105	60,105
February*		3,537	28,784	5,694	22,862	60,877	120,982
March**		3,852	31,664	6,285	25,360	67,161	188,143
April		3,619	29,240	5,888	23,020	61,767	249,910
May		3,989	28,328	5,464	22,051	59,832	309,742
June		4,026	36,259	7,583	28,327	76,195	385,937
July		4,418	39,684	8,440	32,375	84,917	470,854
August		4,606	33,866	6,849	26,887	72,208	543,062
September		4,210	31,517	6,736	24,866	67,329	610,391
<b>October</b>		<b>4,014</b>	<b>30,989</b>	<b>6,406</b>	<b>25,832</b>	<b>67,241</b>	<b>677,632</b>
November		3,712	30,382	6,218	23,582	63,894	741,526
December		4,836	27,715	5,991	22,321	60,863	802,389
<b>Year to Date 2014</b>		<b>39,873</b>	<b>319,237</b>	<b>64,593</b>	<b>253,929</b>	<b>677,632</b>	<b>677,632</b>

++1 closed day, 2 late openings, Jan. 2015

\* **Percent change 2014 to 2015**      5.6%

+1 closed day, 1 delayed opening Jan. 2014

*As of July 2010, libraries have 14.38% fewer open hours compared to Jan. 2009.*

+++1 closed day, 1 delayed opening, 1 early closing Feb 2015

\*2 closed days, 2 delayed openings Feb. 2014      \*\*2 closed days Mar. 2014

++++ 2 closed days 1 late open. Mar. 2015; \*+ HL closed 3 days for power outage June 2015

						<b>FY 2015</b>
People Visiting Libraries		12,696	3,075	12,504	28,275	114,008
Volunteer Hrs Worked		241	67	1,252	1,560	5,164
Volumes Added;Cataloged		---	---	---	1,433	5,402
Internet Sessions		1,339	512	1,940	3,791	15,428
Internet use in hours		1,339	512	1,940	3,791	11,034
eBooks and eAudiobooks		---	---	---	4,732	19,336
Adult/Yg. Adult Programs		5	1	5	11	142
<i>Attendance</i>		44	6	6	56	1,425
Children's Programs		30	9	20	59	428
<i>Attendance</i>		1,018	120	734	1,872	6,637
Family Programs		---	---	---	9	36
<i>Attendance</i>		---	---	---	401	2,353
Total Outreach Programs		---	---	---	7	25
<i>Attendance</i>		---	---	---	654	1648
Archives manuscripts used		---	---	---	151	547
Summer Reading Registrations 2015, children, library and Valley Reads						1627
Summer Reading Registrations 2015, teen, library and Valley Reads						267
Summer Reading Registrations 2015, adult, Valley Reads and Library ASRP						744

**Borrowing by Residents of Clarke, Frederick, & Winchester  
October 2015**

**(Checkouts of books and AV only)**

	<u>Clarke*</u>		<u>Frederick</u>		<u>Winchester</u>		<u>Total</u>	
	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15
2015 July	9,591	10,005	48,215	49,018	16,471	16,716	74,277	75,739
August	8,790	8,346	40,961	40,653	14,614	14,319	64,365	63,318
September	7,849	8,962	37,455	36,748	13,830	13,618	59,134	59,328
October	8,212	7,444	39,969	37,135	14,470	14,227	62,651	58,806
November		7,328		35,904		13,033		56,265
December		7,089		33,003		12,011		52,103
2016 January		8,212		38,518		14,345		61,075
February**		7,787		36,451		12,983		57,221
March		8,827		37,799		14,696		61,322
April		7,604		34,464		12,715		54,783
May		7,104		33,903		13,095		54,102
June		10,185		48,703		16,996		75,884
<b>YTD</b>	<b>34,442</b>	<b>34,757</b>	<b>166,600</b>	<b>163,554</b>	<b>59,385</b>	<b>58,880</b>	<b>260,427</b>	<b>257,191</b>
<b>% of total</b>	<b>13.23%</b>	<b>13.51%</b>	<b>63.97%</b>	<b>63.59%</b>	<b>22.80%</b>	<b>22.89%</b>		
					Increase over previous YTD		<b>1.3%</b>	

\*\* Feb. 2010, closed 36.1% for snow

**Current month**

Borrowing by Clarke Co., Frederick Co., Winchester residents	62,651
Borrowing by nonresidents	4,479
Downloadables & deposit collections	4,732
<b>Total borrowing</b>	<b>71,862</b>

**Registration of New Patrons in Clarke, Frederick, & Winchester**

	<u>Clarke</u>		<u>Frederick</u>		<u>Winchester</u>		<u>Total</u>	
	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15
2014 July	50	48	281	283	117	119	448	450
August	38	39	191	254	137	119	366	412
September	76	52	279	224	155	190	510	466
October	44	45	200	196	130	195	374	436
November		44		161		77		282
December		27		112		81		220
2015 January		34		219		101		354
February		37		192		86		315
March		48		193		133		374
April *		27		174		302		503
May		25		206		253		484
June		116		442		127		685
<b>YTD</b>	<b>208</b>	<b>184</b>	<b>951</b>	<b>957</b>	<b>539</b>	<b>623</b>	<b>1,698</b>	<b>1,764</b>
<b>% of total</b>	<b>12.25%</b>	<b>10.43%</b>	<b>56.01%</b>	<b>54.25%</b>	<b>31.74%</b>	<b>35.32%</b>		
					Increase over previous YTD		<b>-4%</b>	

**Handley Regional Library**  
**Budgeted Statement of Support, Revenue, and Expenditures**  
 July through October 2015

	<u>Jul - Oct 15</u>	<u>Budget</u>	<u>% of Budget</u>
<b>Ordinary Income/Expense</b>			
<b>Income</b>			
Local Government Revenue	520,176.25	1,471,685.00	35.3%
State Revenue	180,334.00	360,246.00	50.1%
Endowment Income	68,255.09	133,942.00	51.0%
Public Support	2,541.86	20,000.00	12.7%
Friends of Handley Reg. Library	35,200.00	46,268.00	76.1%
Copier Revenue	5,380.05	16,000.00	33.6%
Fines, Fees & Other	29,536.27	82,950.00	35.6%
Investment Income	1,147.60	10,000.00	11.5%
HRL Endow Fund Transfers - In	9,973.96	10,455.00	95.4%
Unexpended	0.00	27,448.00	0.0%
<b>Total Income</b>	<u>852,545.08</u>	<u>2,178,994.00</u>	<u>39.1%</u>
<b>Gross Profit</b>	852,545.08	2,178,994.00	39.1%
<b>Expense</b>			
Personnel Costs	497,877.41	1,455,511.00	34.2%
Books and Related Materials	67,523.46	302,836.00	22.3%
Contractual Service	15,071.08	66,310.00	22.7%
Reproductions	8,560.00	26,000.00	32.9%
Utilities	44,330.68	126,800.00	35.0%
Telecommunications	-4,876.79	21,136.00	-23.1%
Staff Development	1,341.30	10,600.00	12.7%
Other Operating Expenditures	66,299.85	155,801.00	42.6%
Capital Expenditures	4,691.87	14,000.00	33.5%
<b>Total Expense</b>	<u>700,818.86</u>	<u>2,178,994.00</u>	<u>32.2%</u>
<b>Net Ordinary Income</b>	<u>151,726.22</u>	<u>0.00</u>	<u>100.0%</u>
<b>Net Income</b>	<u><b>151,726.22</b></u>	<u><b>0.00</b></u>	<u><b>100.0%</b></u>

See Accountants' Compilation Report



**Handley Regional Library**  
**Statements of Support, Revenues, and Expenditures**  
 October 2015

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	<u>Oct 15</u>	<u>Jul - Oct 15</u>
<b>Ordinary Income/Expense</b>		
<b>Income</b>		
Local Government Revenue	152,255.00	520,176.25
State Revenue	90,167.00	180,334.00
Endowment Income	39,019.15	68,255.09
Public Support	369.52	2,541.86
Friends of Handley Reg. Library	8,000.00	35,200.00
Copier Revenue	1,248.16	5,380.05
Fines, Fees & Other	8,158.60	29,536.27
Investment Income	129.38	1,147.60
HRL Endow Fund Transfers - In	0.00	9,973.96
<b>Total Income</b>	<u>299,346.81</u>	<u>852,545.08</u>
<b>Gross Profit</b>	299,346.81	852,545.08
<b>Expense</b>		
Personnel Costs	105,733.83	497,877.41
Books and Related Materials	22,376.88	67,523.46
Contractual Service	3,211.99	15,071.08
Reproductions	0.00	8,560.00
Utilities	9,985.23	44,330.68
Telecommunications	-1,336.69	-4,876.79
Staff Development	122.89	1,341.30
Other Operating Expenditures	16,771.21	66,299.85
Capital Expenditures	1,705.96	4,691.87
<b>Total Expense</b>	<u>158,571.30</u>	<u>700,818.86</u>
<b>Net Ordinary Income</b>	<u>140,775.51</u>	<u>151,726.22</u>
<b>Net Income</b>	<u><u>140,775.51</u></u>	<u><u>151,726.22</u></u>

See Accountants' Compilation Report

