MINUTES
Chair Karrie Delaney called the meeting to order at 7:05 p.m.

I. PUBLIC COMMENT:

A. **Public Comment:** Deb Smith-Cohen, President, Fairfax County Public Library Employees’ Assoc. (attached)

II. MINUTES:

Mr. Fegan moved to approve the May minutes, and Mr. Ewing seconded it. The motion to approve the minutes passed unanimously.

III. CHAIRS REPORT: Chair Delaney would like to thank the members of the board who have participated in the various committees.

IV. COMMITTEE REPORTS:

A. **Library Foundation:** Will Jasper – This year the Library Foundation awarded a total of nearly $30,000 in scholarships to library staff and volunteers. Fifteen scholarships were awarded. Prior to the trustees’ June meeting the foundation held a ceremony to honor scholarship recipients for two special Friends’ sponsored awards. Ms. Suzanne LaPierre received the Friends of George Mason Graduate Scholarship ($5,000). Ms. Amna Tahir received the Friends of the Burke Centre Library Undergraduate Scholarship ($2,000). Additionally, the foundation held its annual board meeting on June 13, 2017. The board approved its budget for FY2018 and elected new directors.

B. **Finance Committee:** Miriam Smolen – No report.

C. **Ad Hoc Planning Committee:** Charles Fegan – The committee did not meet this month. The next meeting will be in the second half of July. The staff Planning Committee will present its consolidated vision statement as well as mission and values statements. Mr. Fegan encouraged all board members to attend.

D. **Nominating Committee:** Charles Fegan – Mr. Fegan sent an email prior to the meeting asking for any additional nominations; none were received. He then presented the nominees: Karrie Delaney for Chair, Michael Donovan for Vice Chair, and Will Jasper for the Board Liaison to the Foundation. Mr. Fegan then asked if anyone would like to add candidates; none were added. A vote was called and all three nominees were confirmed unanimously.
E. **Public Relations Committee**: Fran Millhouser – The committee will meet in early August after the Planning Committee meets.

F. **Ad Hoc Policy Committee**: Gary Russell – There are two action items and five consideration items on the agenda for the board’s review.

G. **Ad Hoc MOU (Memorandum of Understanding)**: Miriam Smolen – Ms. Smolen presented a summary of the committee meeting that took place on May 30, 2017. Approximately 40 public attendees participated, many of whom were affiliated with a Friends group. The PowerPoint presentation that was shared with the Board at their May 2017 meeting was presented. Ms. Smolen asked the public participants for their comments on the issues presented, and also asked for specific suggestions on how to address the issues. Minutes of the meeting and an attachment which presented in an aggregate manner questions and comments from the audience, and information responding to those questions and comments, were posted on the Board’s website. Ms. Smolen reviewed the contents of the attachment document with the Board to highlight the issues and concerns that Friends representatives shared.

An important issue addressed in the MOU is one of transparency around funds raised by the Friends’ groups and whether those funds are donated promptly to the library branch through whatever program or purchase the Friends designate. Appropriate planning is necessary to make sure that the money is donated in a timely manner rather than being held onto for a lengthy period of time. It is recommended that the Friends would be able to hold funds that are a maximum of three times their yearly contribution to the Library. The purpose of this possible provision in the MOU is to ensure that funds raised by the Friends through the sale of donated Library materials, or through other activities related to the Friends group’s branch, are used for the purpose of supporting the Library, rather than being held indefinitely in a Friends group’s account. At the committee meeting, questions were raised about what would happen to funds that are over the 3x limit. The proposed MOU already had a provision that there would be exceptions to this limit where a Friends group showed plans for those funds that caused their distribution to be delayed, such as a long-term purchase or the need to wait for another specific event to occur. In addition, it is proposed that the MOU specify that funds over the limit would be donated to the Friends group library branch’s gift fund – so the funds would stay with the Friends group library. Ms. Smolen explained that the MOU never included a proposed provision to for the County to take the Friends group funds or to control how the Friends decide donations. This issue was raised at the committee meeting also at which the same response was given.

It was noted that the Friends handbook is out of date and will needs to be updated.
Other issues such as the need for meeting IRS requirements for 501(c)3, that the groups must be incorporated with the Virginia State Corporation Commission (SCC), and that the groups must have general liability insurance were discussed. It was discussed that the insurance requirement could be financially burdensome on smaller Friends groups and a suggestion was made that possibly a larger Friends group with more resources could assist in paying for that policy, or whether the Friends could have an umbrella group that could obtain a policy. Friends are not county volunteers and therefore are not covered under county insurance policies.

Ms. Smolen opened up discussion amongst the Board. Positive feedback was received about how the meeting was conducted on May 30. After discussion, it was concluded that Board would move ahead with a draft of the MOU. After the MOU is drafted it could be reviewed by a representative group of Friends. Chair Smolen will work on an appropriate process to incorporate feedback. Director Hudson shared that staff were presented the information at their June management meeting as well.

A larger issue is of transparency of funds collected and prompt donations to branches or the library. Appropriate planning is necessary to make sure that the money is donated accordingly and in a timely manner. It is recommended that the Friends hold funds equal to a maximum of three times their contributions received in the previous year. It is inappropriate for a charity to hold onto excess funds long term with no plans for spending. There is nothing in the MOU about where the money would go. A suggestion was the funds could go into a branch gift fund. All purchases for the library, with limited exceptions, need to go through the county procurement process.

Ms. Smolen opened up discussion among the Board. Positive feedback was received about how the meeting was conducted on May 30, 2017. After discussion it was concluded that the board would move ahead with a draft of the MOU. After the MOU is drafted it could be reviewed by a representative group of Friends. Chair Smolen will work on an appropriate process to incorporate feedback. Director Hudson shared that Branch Managers were presented the information at their June management meeting as well.

V. DIRECTORS REPORT: Jessica Hudson – The Summer Reading Program will launch soon. The ephemera collection of the Nature Backpacks and Thermal Cameras is a huge hit. Pohick Library achieved LEED (Leadership in Energy and Environmental Design) gold status. The library had over 800 people stop by the table at Celebrate Fairfax. Ms. Hudson will not be at the July meeting; Deputy Director Christine Jones will attend in her place.
VI. CONSIDERATION ITEMS:

A. Update to Policy U Regarding Public Comment at Library Board Meetings

RECOMMENDATION: Library Administration recommends updating Policy U to update the public comment period for one year to six months.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on May 26, 2017 to discuss a number of policy updates. One policy brought forward by the committee for update is Policy U, regarding public comment. The policy requires updates to reflect the Board’s practice of allowing public speakers one comment per every six-month period, instead of per year. The current version of the policy and the recommended updated version of the policy are included in the Board packet.

B. Update to Policy W Regarding Appropriate Use of Parking Lots, Grounds and Exterior Plaza/Porches and Gathering Places

RECOMMENDATION: Library Administration recommends updating Policy W regarding trespassing.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on May 26, 2017 to discuss a number of policy updates. One policy brought forward by the committee for update is Policy W, regarding parking lots and grounds. The policy requires updates to reflect changes in law and to move the burden of handling trespass violation from branch staff to library administration. The current version of the policy and the recommended updated version of the policy are included in the Board packet.

C. Update to Policy A Regarding Library Director

RECOMMENDATION: Library Administration recommends updating Policy A for minor clarifications and formatting changes.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on May 26, 2017 to discuss a number of policy updates. One policy brought forward by the committee for update is Policy A, regarding the Library Director. The policy should be updated to change references of the “County Executive” to the “Deputy County Executive overseeing “libraries.” The current version of the policy and the recommended updated version of the policy are included in the Board packet.

D. Update to Policy S Regarding Complaints about Library Materials in the Collection

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on May 26, 2017 to discuss a number of policy updates. One policy brought forward by the committee for update is Policy S, regarding the material complaints. The policy should be updated to reflect a merger of the current Policies S and T, to provide policy information regarding complaints or suggestions of materials. The policy is further updated to remove procedural information, which is available in other locations. The current version of the policy and the recommended updated version of the policy are included in the Board packet.

E. Deletion of Policy T Regarding Suggestions for Purchase of Materials Not in the Collection


BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on May 26, 2017 to discuss a number of policy updates. One policy brought forward by the committee is Policy S, regarding the material complaints. This policy can be deleted, if its information is merged into a new and updated Policy S. The current version of the policy and the recommended updated version of the policy are included in the Board packet.

VII. ACTION ITEMS:

A. Update to Policy C Regarding Fees for Special Services

RECOMMENDATION: Library Administration recommends updating Policy C to reflect appropriate fees for special services.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on April 10, 2017 to discuss a number of policy updates. One policy brought forward by the committee for update is Policy C, regarding fees for special services. The policy requires updates to remove obsolete examples and equipment. The current version of the policy and the recommended updated version of the policy are included in the board packet.

Mr. Ewing moved to adopt the policy change and Mr. Donovan seconded it. There was some discussion about the policy, specifically regarding difference in treatment via the policy of non-profit organizations versus for-profit ones. The following wording was submitted and the Board approved the motion unanimously.

Policy Regarding Fees for Special Services

Fees may be applicable, at the discretion of the Library Board, for the following:
1. Providing a service that incurs an additional cost to the Library with each use; i.e., interlibrary loans, reserves.

2. Providing library facilities and staff to profit-making organizations on a contractual basis.

3. Providing new service for which funding is not otherwise available.

B. Update to Policy M Regarding Gifts and Alliances with the Library System

RECOMMENDATION: Library Administration recommends updating Policy M to remove language regarding Foundation gifts and update language about alliances.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on April 10, 2017 to discuss a number of policy updates. One policy brought forward by the committee for update is Policy M, regarding gifts and alliances with the library system. The policy requires updates to remove language regarding Foundation gifts and funding, as well as updating language about alliance reporting. The current version of the policy and the recommended updated version of the policy are included in the board packet.

Mr. Fegan moved to adopt the policy change and Mr. Ewing seconded it. There was some discussion about the policy and the following wording was submitted. A few edits were made to fix spelling errors and the Board approved the motion unanimously.

Policy Regarding Gifts to and Alliances with the Library System

1. Gifts to the Library
   a. Authorization
      1. Virginia Code 42.1-35 states in part: ... the Board shall have the right to accept donations and bequests of money, personal property, or real estate for the establishment and maintenance of such free public Library systems or endowments for same.
      2. The Board of County Supervisors, at its meeting December 21, 1955, ... agreed that should anyone desire to donate land for Library purposes and specifies that it should be titled in the name of the Library Board and not the County, that the Library Board should first come back to the Board of County Supervisors and get its permission on whether the land so offered as a gift should be accepted, and that the same procedure should also be followed whether the land is donated or to be purchased.
      3. Gifts to the Fairfax County Public Library may be tax-deductible.
4. In February 1995, the Fairfax County Public Library Foundation, Inc. was established.
   a. The Foundation is a nonprofit, tax-exempt charitable organization established as 501(c)(3) for the sole benefit of the Library.
   b. Gifts to the Foundation are tax-deductible.
   c. The Fairfax Library Foundation and the Fairfax County Public Library should not pass funds through each other; they should maintain separate financial holdings.

b. Library Director’s Authority
   1. The Library Director shall accept or reject gifts within the scope and limitations established by the Library Board; The Library Director complies with county policy and procedure.
   2. All gifts of books are to be handled at the discretion of the Library Director. Appropriate notations may be placed on them at the discretion of the Director.
   3. The Library Board has sole authority to accept or reject any gift. When accepting gifts from any source, the Library Director acts as the agent of the Library Board.

c. Appraisals
   1. The Library will not assign any value.
   2. For most donations, the fair market value is the donor’s estimate of the donated item’s worth.
   3. To establish extraordinary value, the cost of the appraisal should be borne by the donor.

d. Expenditures
   1. System Gift Funds are those funds collected by the Library on behalf of Friends Groups from their ongoing book sales proceeds. These funds are considered unrestricted.
   2. Unrestricted Library Gift Funds shall be spent for any purchases designed to enhance operations of the Fairfax County libraries.

e. Compliance
1. FCPL shall follow all procedures/policies outlined in county policy and procedure.

2. Alliances
   a. The Library will pursue agreements with federal/state/local agencies, industry, academia, and other organizations, to build cooperative alliances that are beneficial to the Library.
   b. Alliances must relate to the Library’s mission and be structured to enhance a library program, service or product.
   c. The Library Director shall report to the Board on a regular basis about system alliances.

VIII. ROUNDTABLE:

Ms. Levy - The City of Fairfax Library now has a monitor showing when the next metro bus is scheduled to arrive. The Virginia Room has a circulating Civil War ephemera collection. She congratulated Priscille Dando for being named Fairfax County Public School (FCPS) 2017 Outstanding Non-School Based Leader, and congratulated Karrie Delaney on her victory in the Virginia Democratic Primary race for State Delegate. The Fairfax 275 Celebration at the Historic Fairfax Courthouse will be June 17, 2017 from 10:00 a.m. to 4:00 p.m.

Mr. Ewing - He would like to also congratulate Priscille and Karrie.

Ms. Dando - She would like to extend a hearty thank you to branch staff for visiting schools to make connections and build relationships with the Summer Reading Program.

Mr. Jasper - Nothing to add.

Mr. Fegan - He would like to also congratulate Priscille and Karrie. He would also like to thank and acknowledge all the hard work the Board is doing for the subcommittee meetings.

Mr. Donovan – Thanks to the Board for the continued hard work.

Ms. Smolen - She would like to also congratulate Priscille and Karrie.

Ms. Millhouser – She attended the 50th anniversary at Woodrow, an informal event geared towards kids, and the “Meet your Muslim neighbor” event at George Mason. George Mason and other libraries will hold Adult Summer Reading Programs this year.

Mr. Russell – Nothing to add.

Ms. Janega – She attended the Reston Town Center North meeting. Concerns are location of the library, location of the temporary library, parking and various other issues.
Ms. Delaney – She would also like to congratulate Priscille. She is looking forward to the Summer Reading Program. Thank you the library for the enrichment it offers children and the community. Thank you to the Board for the confidence in her continued Chairmanship of the Board.

Motion to adjourn by Mr. Donovan and seconded by Mr. Ewing.

Chair Delaney adjourned the meeting at 8:48 p.m.

Members Present
Priscille Dando
Karrie Delaney
Michael Donovan
Darren Ewing
Charles Fegan
Sheila Janega
Will Jasper
Suzanne Levy
Fran Millhouser
Gary Russell
Miriam Smolen

Members Absent
Yearn Hong Choi

Respectfully Submitted:  
____________________________
Christine Jones
Deputy Library Director

Approved:
____________________________
Karrie Delaney, Chairman
FCPL, Board of Trustees
Deb Smith-Cohen  
Fairfax County Public Library Employee Association President  
Statement to Library Board of Trustees  
June 14, 2017  

Dear Fairfax County: We are your library staff. We want to do everything it takes to win your love. We want you to trust us enough to speak up and tell us – continually and clearly – what you need and expect. We want to learn, create, and deliver on those needs and expectations. We want to be partners in your growth, enjoyment, and success. In Ken Blanchard’s terms, we want you to be raving fans of FCPL.

Strategic planning is hard. Mission statements are hard. They have to balance competing aspirations, budget realities, staffing, political will, technological limitations, and deep, uncompromising needs. When library systems try to carve out slogans that will bring users closer, attract non-users, and inspire funders, they struggle.

This year’s ALA winners for the John Cotton Dana Award for exceptional library public relations provide food for thought:

- Columbus Metropolitan Library System: Great Libraries Create  
- Irving (Texas) Public Library: Endless Stories  
- San Mateo County Public Library: Open for Exploration  
- San Francisco Public Library: Read, Create, Explore  
- University of Tennessee Libraries: Information is Our Game

What do these phrases have in common? Curiosity, empowerment, responsiveness, optimism.

When staff experiences these things, they are able to stretch and pass them on. We know that stretching – not straining – is the difference between a muscle that grows and one that is injured. It’s not sustainable to continue to “do more with less”. We need to “do more with others.” That is, increase our experiments in partnering to expand our impact beyond the current budget limits.

This means we must try more programs like the Virginia State Parks Nature Backpacks and the Energy Action Thermal Camera loans. We must find partnerships with other county and state agencies that highlight and leverage our value to residents who don’t currently identify us as a source of solutions. We must help those partners expand awareness of their expertise through our skills as evaluators of information, as referees and intermediaries for the public, and as instructors who make using those resources clear and easy.

AND, beyond governmental partnerships, we need to identify and explore direct funding partnerships that provide targeted increases in services with impact for shared user populations. These may be brokered by
our Foundation, by our Friends groups, by local nonprofit organizations, and by others willing to work within our policy parameters.

We look forward to stretching and thank each of you on this library board for your own “workout regimen” in support of our success. As the schools let out, the Summer Reading Adventure launches, and a new fiscal year opens, let’s do it!
Fairfax County Public Library
Statistical Snapshot
May 2017

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* Door Count is an estimate
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* Figures for May are estimates, data not available at time of printing
DIRECTOR’S REPORT
A. Facility Projects Update

Tysons: The Tysons-Pimmit Regional Library renovation is on schedule. The facility is currently slated to reopen to the public on Saturday October 14th at 10 AM. There will be a grand reopening ceremony and everyone is invited!

John Marshall: The John Marshall Library closed to the public in mid-April 2017. Renovation is on track, and the facility is currently empty. All books have been either placed in storage or floated to other FCPL facilities.

Reston: A community meeting, sponsored by Supervisor Hudgins’ office, was held in late May to continue the discussion regarding the Reston Town Center North project, including the Reston Regional Library. A request for proposals will be released this summer for blocks 7 and 8.

B. Virtual Reference

Virtual Reference is coming back to FCPL! A committee is being formed to help identify guidelines, best practices, FAQs, etc. Virtual reference is an opportunity for library staff to interact more directly to meet the information needs of users on the public website. There is no timeline yet but the Library already owns a software product suite that will help facilitate these types of transactions.

C. Program Registration

The Library is shifting in requirements regarding program registration. FCPL’s guidelines currently state that customers must register for programs starting two weeks before the event date, with some exceptions (book clubs, open houses, ESL groups, etc.). Moving forward, the Library will not require registration for most events. Admission will be on a first come, first served basis until the program capacity is reached or the room is full. There will still be some programs that may include registration; examples include early literacy story times, programs with limited supplies/equipment (such as Girls Who Code) and special system events (such as Book Club Conference). This change only affects events in September and beyond. Summer programs will still follow our existing policy.

This change is consistent with other local jurisdictions (Prince William County uses first come, first served with some exceptions, Arlington County uses first come, first served with rare exceptions and Loudoun County uses first come, first served with no exceptions). Additionally, it is responsive to customer needs and requests identified in the Board’s Public Engagement report.
ACTION ITEMS
FAIRFAX COUNTY PUBLIC LIBRARY BOARD OF TRUSTEES

ACTION ITEM
July 12, 2017

ISSUE: Update to Policy U Regarding Public Comment at Library Board Meetings

RECOMMENDATION: Library Administration recommends updating Policy U to update the public comment period for one year to six months.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on May 26, 2017 to discuss a number of policy updates. One policy brought forward by the committee for update is Policy U, regarding public comment. The policy requires updates to reflect the Board’s practice of allowing public speakers one comment per every six month period, instead of per year. The current version of the policy and the recommended updated version of the policy are included in the attachment.
Policy Regarding Public Comment at Library Board Meetings

The Library Board wishes to provide an opportunity for the public to comment on various Library System related issues. In addition to the budget-related Public Hearing held in June of each year, the Board has established a Public Comment time period at each regularly scheduled Library Board meeting. The following serves to support this process.

1. There will be a Public Comment period at each regularly scheduled Library Board meeting.
2. A maximum of five speakers will be heard.
3. Speakers will have a maximum of three minutes for their comments.
4. Individual speakers will be limited to one public comment period each calendar year.
5. Speakers are requested to pre-register with the Library Director; however, if there are available public comment slots open at the time of a Board meeting, the remaining slots may be filled by individuals registering at the meeting.
6. Board members will not question or respond to speakers.

7/21/92
Policy Regarding Public Comment at Library Board Meetings

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5. Speakers are requested to pre-register with the Library Director; however, if there are available public comment slots open at the time of a Board meeting, the remaining slots may be filled by individuals registering at the meeting.
6. Board members will not question or respond to speakers.

7/21/93 [update date]
ACTION ITEM
July 12, 2017

ISSUE: Update to Policy W Regarding Appropriate Use of Parking Lots, Grounds and Exterior Plaza/Porches and Gathering Places

RECOMMENDATION: Library Administration recommends updating Policy W regarding trespassing.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on May 26, 2017 to discuss a number of policy updates. One policy brought forward by the committee for update is Policy W, regarding parking lots and grounds. The policy requires updates to reflect changes in law and to move the burden of handling trespass violation from branch staff to library administration. The current version of the policy and the recommended updated version of the policy are included in the attachment.
Policy Regarding Appropriate Use of Library Parking Lots, Grounds and Exterior Plaza/Porches and Gathering Places

Gathering Places

1. Use of Parking Lots
   a. Library parking lots are provided for library users and staff for appropriate use. Commuter and overnight parking and any other use of parking lots by individuals who are not actively engaged in using Library facilities is prohibited.
   b. Parking lot problems associate with the above basic use policy shall be resolved by the Library Director by use of appropriate signage; police ticketing and/or towing; the installation of gates or other barriers; and/or other means.
   c. The Library Director may permit short-term exceptions to the basic use policy and may also enter into agreements that amend the policy with other public or private entities regarding use of Library parking lots.
   d. All agreements regarding use of Library parking lots that are applicable for six months or more must be approved by the Library Board.

2. Use of Library Grounds
   a. Camping is prohibited on all property administered by the Fairfax County Public Library Board of Trustees.

"Camping" means:

   1. sleeping out-of-doors;
   2. erecting or creating a shelter including, but not limited to a tent, cardboard box, sleeping bag, or newspapers;
   3. cooking over an open flame or fire out-of-doors.

b. Overnight sleeping in a parking facility or parking lot or overnight habitation in a vehicle in a parking facility or parking lot is prohibited on all property administered by the Fairfax County Public Library Board of Trustees.

If library staff observes any person who has been notified of this rule, including notice by posted signs, acting in violation of this rule, staff shall contact the Fairfax County Police or the City of Fairfax Police and ask that the offender be charged with violating Va. Code Ann 18.2-119, "trespass after having been forbidden to do so." Alternatively, staff may apply to a magistrate for a warrant charging the offender with violating Va. Code Ann 18.2-119.

3. Use of Exterior Plazas/Porches and Gathering Places
   a. Customers are to engage in activities associated with the use of the Library.
b. Customers are to maintain conduct appropriate to the use of the Library.

11/10/10
Policy Regarding Appropriate Use of Library Parking Lots, Grounds and Exterior Plaza/Porches and Gathering Places

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   If library staff observes any person who has been notified of this rule, including notice by posted signs, acting in violation of this rule, staff shall contact Library Administration, the Fairfax County Police or the City of Fairfax Police and ask that the offender be charged with violating Va. Code Ann.18.2-119, "trespass after having been forbidden to do so." Alternatively, staff may apply to a magistrate for a warrant charging the offender with violating Va. Code Ann.18.2-119.

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11/10/10
Fairfax County Public Library Board of Trustees

ACTION ITEM
July 12, 2017

ISSUE: Update to Policy A Regarding Library Director

RECOMMENDATION: Library Administration recommends updating A for minor clarifications and formatting changes.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on May 26, 2017 to discuss a number of policy updates. One policy brought forward by the committee for update is Policy A, regarding the Library Director. The policy should be updated to change references of the “County Executive” to the “Deputy County Executive overseeing libraries”. The current version of the policy and the recommended updated version of the policy are included in the attachment.
Policy Regarding Library Director

Following are the basic, continuing policies established by the Library Board:

1. Appointment
   The Library Director shall be selected and appointed by the Fairfax County Public Library Board of Trustees.

2. Duties and Responsibilities
   The Director shall plan, organize and direct the Library system in accordance with Library Board Policies and Bylaws, Virginia Codes, and Fairfax County and City ordinances and policies. The Director implements Board policies and establishes administrative policies in order to provide a balanced and effective library service with the most efficient use of resources. The Director devotes special attention to planning, community affairs, and external relationships.

3. Liaison Responsibilities
   The Director serves as the primary liaison between the Library Board and Library staff, interpreting Board requirements to the staff and relaying to the Board staff suggestions and recommendations. The Director serves as the day-by-day liaison with the County Executive and agency and department heads.

4. Authority and Accountability
   a. The Director shall have full authority to select, appoint, and remove all other staff, in accordance with applicable County regulations and procedures and shall be guided by the "Standards of Personnel" established by the Virginia State Board for the Certification of Librarians and by recommended standards of the American Library Association.
   b. The Director shall promote personnel management practices that are in accordance with Federal, State, and County laws and regulations with respect to Equal Employment Opportunity and Affirmative Action.
   c. The Director shall encourage in-service training activities.
   d. The Director may employ two or more members of the same family in the Library System with the stipulation that none must be in a supervisory position over the other.
   e. The Director shall administer personnel by County personnel procedures relating to job classifications, the Merit System, salary schedules, hours of work, annual and sick leave, retirement plans, and insurance.
   f. The Director shall have the authority to close individual Library facilities, in considering the safety and well-being of the public and staff. The Director shall inform the Chair and the Board member representing the facility's district on such occasions.

5. Financial Management
   a. The Director shall keep the Trustees informed of the availability of private, Federal and State funds which could enhance the effectiveness of the Library's facilities, staff,
materials, and programs. The Trustees shall decide on the merits of which categories to pursue.

b. The Director shall brief the Trustees annually on the Library's financial condition upon receipt of the County Audit.

c. The Director shall have authority to exercise discretionary adjustments within operating and capital budgets up to a level determined by the Board at the annual meeting.

6. Library Records

The Director shall initiate and maintain Library records and reports needed for administrative purposes and adequate to furnish information basic to the Library Board and County Executive upon request.
Policy Regarding Library Director

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1. Appointment
   The Library Director shall be selected and appointed by the Fairfax County Public Library Board of Trustees.

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   The Director shall plan, organize and direct the Library system in accordance with Library Board Policies and Virginia Codes, and Fairfax County and City ordinances and policies. The Director implements Board policies and establishes administrative policies in order to provide a balanced and effective library service with the most efficient use of resources. The Director devotes special attention to planning, community affairs, and external relationships.

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   The Director serves as the primary liaison between the Library Board and Library staff, interpreting Board requirements to the staff and relaying to the Board staff suggestions and recommendations. The Director serves as the day-by-day liaison with the County Executive Deputy County Executive overseeing the County Library and other agency and department heads.

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   a. The Director shall have full authority to select, appoint, and remove all other staff, in accordance with applicable County regulations and procedures. The Director shall administer personnel by County personnel procedures relating to job classifications, the Merit System, salary schedules, hours of work, annual and sick leave, retirement plans, and insurance.
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   d. The Director shall encourage in-service training activities.
   e. The Director may employ two or more members of the same family in the Library System with the stipulation that none must be in a supervisory position over the other.
   f. The Director shall administer personnel by County personnel procedures relating to job classifications, the Merit System, salary schedules, hours of work, annual and sick leave, retirement plans, and insurance.
f. The Director, in consultation with the Deputy County Executive overseeing the County Library, shall have the authority to close temporarily individual Library facilities, in considering the safety and well-being of the public and staff. The Director shall inform the Chair and the Board member representing the facility's district on such occasions.

5. Financial Management
   a. The Director shall keep the Trustees informed of the availability of private, Federal and State funds which could enhance the effectiveness of the Library's facilities, staff, materials, and programs. The Trustees shall decide on the merits of which categories to pursue.
   b. The Director shall brief the Trustees annually on the Library's financial condition upon receipt of the County Audit.
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6. Library Records

   The Director shall initiate and maintain Library records and reports needed for administrative purposes and adequate to furnish basic information to the Library Board and Deputy County Executive upon request.

[Add date]
Fairfax County Public Library Board of Trustees

ACTION ITEM
July 12, 2017

ISSUE: Update to Policy S Regarding Complaints about Library Materials in the Collection

RECOMMENDATION: Library Administration recommends merging policies S and T into a new policy S titled Policy Regarding Recommendations about Current and Potential Library Materials

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on May 26, 2017 to discuss a number of policy updates. One policy brought forward by the committee for update is Policy S, regarding the material complaints. The policy should be updated to reflect a merger of the current policies S and T, to provide policy information regarding complaints or suggestions of materials. The policy is further updated to remove procedural information, which is available in other locations. The current version of the policy and the recommended updated version of the policy are included in the attachment.
Policy Regarding Complaints about Library Materials in the Collection

The choice of library materials by users is an individual matter. While a person may reject materials for himself or herself, he/she cannot exercise censorship to restrict access to the materials by others.

It is the Library's goal to have up-to-date and accurate information in the collection. When a user brings an item to the attention of staff because it is outdated or inaccurate, it is considered helpful information rather than a collection complaint. The item should be forwarded to Collection Services with written information about the nature of the inaccuracies. The selection staff will evaluate the item, consider reviews, and make a decision about withdrawing it from the collection. They will also check to see if more up-to-date information is available. If the user wishes to receive a written response, his/her name and address should be forwarded to Collection Services with the information about the item.

Recognizing that a diversity of materials may result in some requests for reconsideration, the following procedures have been developed to assure that complaints are handled in an attentive and consistent manner.

1. The person with a complaint about materials in the collection should be referred immediately to the branch manager or the person in charge in the absence of the branch manager. The person in charge should explain to the user that selections are made in accordance with the Selection Policy of the Fairfax County Public Library's Board of Trustees. The person in charge should then decide how best to handle the complaint. In most cases, a discussion about the specific title can resolve the issue satisfactorily at the branch level. A discussion of the reasons why a specific title would be selected for the Library system, how it would be used, its intended audience, and an offer to help the library user find materials more to his/her liking is usually sufficient.

2. Complaints about the collection are to be logged on a Collection Complaint Log. These forms are to be sent to Collection Services monthly, where they will be compiled. A monthly summary of complaints about titles in the system's collection will be sent to Library management staff and the Fairfax County Public Library Board of Trustees to maintain awareness of collection issues.

3. If the user is not satisfied with an explanation of the selection policy and the role of the title in the collection, the person in charge should offer the following:
   a. A Request for Reconsideration by Staff Committee

   The user may write a letter, or fill out the FCPL complaint form stating the specifics of the objection or complaint, to the branch manager. The branch manager is to respond in writing to the user, advising him/her that there will be reconsideration of the item after the user's letter has been forwarded to the Coordinator of Collection Services. A copy of "Collection Development at the Fairfax County Public Library" should be included with the branch manager's letter.

   b. After receiving the original letter from the patron and a copy of the branch manager's letter, the coordinator will appoint a review committee of three professional staff members to reconsider the item. The reviewers will be sent copies of the user's letter and any reviews available.
c. Within 30 days, the reviewers will put their recommendations in writing to the coordinator, who will make a decision about the item's role in the collection.

d. The coordinator will return the reviewer's comments to the branch manager, with any available reviews and a memo conveying the decision about the item.

e. The branch manager will then write to the user regarding the decision, sending a copy of the letter to the coordinator. Staff reviews are to be shared only with Library staff and the Library Board, unless the Director specifically decides that they may be released. Brief quotes, however, may be used in the branch manager's letter to the user.

f. The Coordinator of Collection Services will prepare a packet of information for each request for reconsideration, consisting of the staff reviewers' comments, the coordinators decision, and the branch manager's response. This packet will be sent to library management staff.

This process is a complex one and will take approximately two months to complete.

4. If the user desires further action, he/she may appeal to the Library Director in writing. He/she will receive a written response from the Director in two weeks.

5. A letter written to the Director by a user asking for reconsideration of a title in the collection will follow the same process.

   a. The Director will respond to the user, sending a copy of "Collection Development at the Fairfax County Public Library."

   b. The Coordinator of Collection Services will appoint a review committee, who will receive a copy of the user's letter and any review available.

   c. Within 30 days, the reviewers will put their recommendations in writing to the coordinators, who will make a decision about the item's role in the collection.

   d. The coordinator will return the reviewers' comments to the Director with any available reviews and a memo conveying the decision about the item.

   e. The Director will then write a letter to the user regarding the decision, sending a copy of the letter to the coordinator. Staff reviews are to be shared only with Library staff and the Library Board, unless the Director specifically decides that they may be released.

   f. The Coordinator of Collection Services will prepare a packet of information for each request for reconsideration, consisting of the user's letter of complaint, any reviews available, the staff reviewers' comments, the coordinator's decision, and the Director's response. This packet will be sent to Library management staff.

This process will take approximately two months to complete.

6. If the user is not satisfied with the response from the Director, he/she may appeal to the Library Board of Trustees in writing.
The user's letter, professional and staff reviews, the coordinator's decision, the branch manager's response and/or the Director's letter, and any other information the Board believes necessary, will provide the basis upon which the Board of Trustees will make its decision.
POLICY REGARDING RECOMMENDATIONS ABOUT CURRENT AND POTENTIAL LIBRARY MATERIALS

The choice of library materials by users is an individual matter. While a person may reject materials for himself or herself, he/she cannot exercise censorship to restrict access to the materials by others. Alternatively, a person may wish to recommend for purchase materials enjoyed by himself or herself that have not been acquired by the library.

It is the Library's goal to have up-to-date and accurate information in the collection. When a customer brings a title to the attention of staff because it is outdated, inaccurate, or not in the collection, it is considered helpful information rather than a collection complaint. The title should be forwarded to Collection Services staff for evaluation and review. Suggestions from library staff members and from library customers are encouraged and seriously considered in the selection process.

Recognizing that a diversity of materials may result in some requests for reconsideration for either deselection or selection, FCPL will maintain a collection development handout and procedures for ensuring objections, complaints, or recommendations are handled in an attentive and consistent manner.

[update date]
Attachment E

Fairfax County Public Library Board of Trustees

ACTION ITEM
July 12, 2017

ISSUE: Deletion of Policy T Regarding Suggestions for Purchase of Materials Not in the Collection


BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on May 26, 2017 to discuss a number of policy updates. One policy brought forward by the committee is Policy S, regarding the material complaints. This policy can be deleted, if its information is merged into a new and updated policy S. The current version of the policy and the recommended updated version of the policy are included in the attachment.
Policy Regarding Suggestions for Purchase of Materials not in the Collection

1. When staff are asked for items that are not in the Library's collection, it is important that they communicate the information to Collection Services.

   a. Requests for types of materials, subject coverage, or items that represent trends of information needs should be monitored and sent to Collection Management on the bimonthly collection priority forms. These forms are tracked carefully, and selections are made in response to this information on a regular basis.

   b. Needs that are not met immediately are entered into a database that is used for ongoing redevelopment of titles and subjects.

2. Requests for specific titles not in the collection, and not on order, about which a user wants specific information, can be handled in several ways, at the discretion of branch staff.

   a. If the title is a recent one, and likely to be available for purchase, and within the scope of the collection:

      Staff should fill out the Please Consider form with as much information about the title as possible, and send it to Collection Management. If the user requests notification of the decision made about the title, the reverse side of the postcard form should be filled in with the user’s name and address. Unless this is done, the user will receive no reply. The form is considered a Request for Purchase, and the title will be reviewed for purchase.

   b. If the title is not a recent one, or is not in the scope of the Library's collection:

      The user should be encouraged to fill out an Interlibrary Loan Request form. The user interested in specialized materials may also be referred to one of the many special libraries in the Washington metropolitan area, found in directories in the reference collections of most branches.
INFORMATION ITEMS
# Fairfax County Public Library
## Incident Report
### June 2017

<table>
<thead>
<tr>
<th>Branch</th>
<th>Type of Incident</th>
<th>Number of Incidents</th>
<th>Brief Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE</td>
<td>Theft of Personal Property *</td>
<td>1</td>
<td>Two customers reported valuables stolen.</td>
</tr>
<tr>
<td>CH</td>
<td>Theft of Library Materials</td>
<td>1</td>
<td>Customer routinely steals materials from the library.</td>
</tr>
<tr>
<td>FX</td>
<td>Customer Complaint</td>
<td>1</td>
<td>Complaint of someone &quot;bathing&quot; in the men's room.</td>
</tr>
<tr>
<td></td>
<td>Verbal Abuse</td>
<td>1</td>
<td>Man outside the building being verbally abusive.</td>
</tr>
<tr>
<td>GM</td>
<td>Erratic Behavior</td>
<td>1</td>
<td>Customer became agitated and began shouting.</td>
</tr>
<tr>
<td>RR</td>
<td>Sexual Misconduct *</td>
<td>1</td>
<td>Man masturbating in the 700s section.</td>
</tr>
<tr>
<td></td>
<td>Customer Complaint</td>
<td>1</td>
<td>Complaint of pile of soiled clothes outside entrance.</td>
</tr>
<tr>
<td>SH</td>
<td>Parking Lot</td>
<td>1</td>
<td>Staff member car damaged in lot.</td>
</tr>
<tr>
<td></td>
<td>Solicitation *</td>
<td>1</td>
<td>Man sitting near the entrance selling books.</td>
</tr>
<tr>
<td>BC</td>
<td>Camping *</td>
<td>1</td>
<td>Evidence of camping found and removed from property.</td>
</tr>
<tr>
<td></td>
<td>Customer in Distress *</td>
<td>1</td>
<td>Customer collapsed by the picnic tables.</td>
</tr>
<tr>
<td>DM</td>
<td>Assault *</td>
<td>1</td>
<td>Customer punched another customer.</td>
</tr>
<tr>
<td></td>
<td>Disruptive Behavior</td>
<td>2</td>
<td>Two customers yelling at each other; Customer directly confronting other customers about their behavior that she found disruptive.</td>
</tr>
<tr>
<td></td>
<td>Building Emergency *</td>
<td>1</td>
<td>Report of the smell of 'gas' in the building</td>
</tr>
<tr>
<td>KN</td>
<td>Parking Lot</td>
<td>1</td>
<td>Fender bender.</td>
</tr>
<tr>
<td>PH</td>
<td>Erratic Behavior</td>
<td>1</td>
<td>Customer exited building and began yelling and acting odd.</td>
</tr>
<tr>
<td>RB</td>
<td>Vandalism *</td>
<td>1</td>
<td>Street light and library exterior lighting broken.</td>
</tr>
<tr>
<td></td>
<td>Customer in Distress *</td>
<td>1</td>
<td>Customer fell in the parking lot.</td>
</tr>
<tr>
<td>WW</td>
<td>Disruptive Behavior *</td>
<td>4</td>
<td>Boys running and screaming, banging on windows; exiting through emergency exit; boys threw a firecracker at a customer; boys disrupting customers at the public PCs;</td>
</tr>
</tbody>
</table>

| Total Incidents June 2017 | 23 |

* Police, Fire Department, or FMD notified