LIBRARY BOARD OF TRUSTEES MEETING AGENDA

I. PUBLIC COMMENT
   1. Deb Smith-Cohen, President, Fairfax County Public Library Employees’ Assoc.

II. MINUTES – November meeting

III. CHAIR’S REPORT

IV. COMMITTEE REPORTS
   A. Library Foundation – Willard Jasper
   B. Finance Committee – Miriam Smolen
   C. Ad Hoc Planning Committee – Charles Fegan
   D. Public Relations – Fran Millhouser
   E. Ad Hoc Policy Committee – Gary Russell

V. DIRECTOR’S REPORT
   A. Technical Operations Division Director
   B. Updates on renovation
   C. New Employee Training

VI. CONSIDERATION ITEMS

VII. ACTION ITEMS
   A. Naming of the Great Falls Library Community Room
   B. Division of Proceeds from Ongoing Book Sales

VIII. ROUNDTABLE

IX. INFORMATION ITEMS
   A. Monthly Statistical Snapshot, November 2016 (To be handed out at meeting)
   B. Incident Reports, November 2016
Chair Karrie Delaney called the meeting to order at 7:05 p.m.

I. Public Comment:
   1. Public Comment: Deb Smith-Cohen, President, Fairfax County Public Library Employees Association (attached)

II. Minutes:
A motion by Mr. Donovan to approve the July minutes was seconded by Ms. Smolen; the motion passed unanimously.

III. Chair’s Report: Chair Delaney
   • The Library Board of Trustees will have a board retreat on Saturday, January 28, 2017, in Room 2/3 at the Fairfax County Government Center. Staff from the Library of Virginia will provide a portion of the training. Each member of the Board is asked for possible agenda items.
   • The Library of Virginia has taken a budget reduction. Although the cuts are not to local aid, this shows how vulnerable libraries are. Director Hudson sent out an article pertaining to early literacy, showing one aspect of how the library is a valuable part of the community. It is suggested that the topic, budget cuts and the value of libraries, be added to the Board Retreat agenda.

IV. Committee Reports
   A. Library Foundation: Willard Jasper – Not present. Ms. Millhouser commented that the Library Foundation is included in the Catalog of Philanthropy, which is a great publication to solicit donations.
   B. Finance Committee: Miriam Smolen - Nothing to report.
   C. Ad Hoc Planning Committee: Charles Fegan – Not present, no report given.
   D. Public Relations Committee: Fran Millhouser – The committee will meet on November 10 at the Thomas Jefferson library at 6 p.m. to discuss how to create short talks to promote the Library. Ms. Janega pointed out the monthly publication “Free Events”, which lists all current Library programs and is available at local branches.
   E. Ad Hoc Policy Committee: Gary Russell – The group met on October 21 to discuss the Policy P, of the Board of Trustees Policy Manual on the naming of libraries. They will meet again before the next full board meeting.

V. DIRECTOR’S REPORT: Jessica Hudson
Director Hudson discussed Lines of Business Phase II, the 2016 Virginia Library Association Conference, and Maker Fun Day at the Sherwood Library. (Attached to the November agenda)

VI. CONSIDERATION ITEMS
   A. Naming of the Great Falls Library Community Room
   “The Great Falls Citizens Association and the Great Falls Friends of the Library support the naming of the Great Falls Library Community Room in honor of the late Marge Gersic. The Great Falls Citizens Association unanimously passed a resolution to this effect at their August 2016 meeting and the
Great Falls Friends of the Library voted in support of the resolution at their October 2016 meeting. Ms. Gersic was an active participate in the Great Falls community, a library lover, and a prior Library Board Trustee.” This will be an action item at the December meeting.

VII. ACTION ITEMS
A. Division of Proceeds from Ongoing Book Sales.

Director Hudson recounted that the current policy states that ongoing book sale proceeds be split 50/50, 50% to Fairfax County and 50% to the Friends of the Library. Approximately eighteen months ago, the practice of the split changed to 35/65 County/FOL. The Board needs to decide on upholding or updating the policy to match the practice as this came up in the Library’s latest audit.

Processing costs to Library Administration for handling the ongoing Friend’s book sale is approximately $50,000.

Friends groups were encouraged to provide feedback via email, about the potential changes to the split. Five responses were received and were attached to the agenda packet.

Ms. Smolen suggested changes to the policy 0: to amend the policy
1. Remove: "If the sale is an "on-going" event, i.e., sale of donated books by the staff on a continuous basis, the proceeds are divided with 50% retained by the library system and 50%o retained by the Friends organization."

2. Replace with: “For "on-going" sale event, i.e., sale of donated books on a continuous basis through staff support or kiosk use, proceeds must first go to cover the library system direct and indirect costs related to the "on-going" sale event. The remainder of the proceeds will be retained by the Friends organization. The Library Director will determine on a biannual basis the costs of the library system support. The Library Director will provide periodic reports to the Friends groups concerning the proceeds and book sales.”

Mr. Ewing entered a motion to defer this until the December meeting. The group discussed the two sides of the policy; should the Library be able to recoup the costs associated with the handling of an outside agency’s funds or does the value of the Friends group as a whole outweigh the associated costs?

The Board has asked Director Hudson to research best practices with other library systems and boards, and to reach out to the Friends groups one more time to make sure they get more feedback before a decision can be made. The motion to table this decision until the December meeting was proposed by Mr. Ewing, seconded by Mr. Donovan and approved.

VI. ROUNDTABLE

Ms. Levy: Fairfax City Council Chambers will be hosting a reception to welcome Jessica Hudson to the community on December 13 at 6:30 All Library Board members are invited.
Mr. Ewing: Mr. Ewing acknowledged that the open dialog, concerning the proceeds of the ongoing book sale is exactly what is needed; to discuss and gather data to make an informed decision.

Mr. Donovan: Nothing to add.

Ms. Smolen: The Jubilee this year was quite lovely, and she had a great time.

Ms. Millhouser: Nothing to add.

Mr. Russell: Nothing to add.

Ms. Janega: She reiterate what Mr. Ewing said, that this was a good discussion and it will help the Board make a good decision.

Ms. Delaney: This is how the Board needs to be functioning; it’s good to hear different opinions and to listen to them openly. This is where the Board shows leadership.

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

Chair Delaney adjourned the meeting at 8:45 p.m.

<table>
<thead>
<tr>
<th>Members Present</th>
<th>Members Absent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karrie Delaney</td>
<td>Yearn Hong Choi</td>
</tr>
<tr>
<td>Michael Donovan</td>
<td>Priscille Dando</td>
</tr>
<tr>
<td>Darren Ewing</td>
<td>Charles Fegan</td>
</tr>
<tr>
<td>Sheila Janega</td>
<td>Will Jasper</td>
</tr>
<tr>
<td>Suzanne Levy</td>
<td></td>
</tr>
<tr>
<td>Fran Millhouser</td>
<td></td>
</tr>
<tr>
<td>Gary Russell</td>
<td></td>
</tr>
<tr>
<td>Miriam Smolen</td>
<td></td>
</tr>
</tbody>
</table>

Respectfully Submitted: Approved:

Jessica Hudson
Library Director

Karrie Delaney, Chairman
FCPL, Board of Trustees
A. Technical Operations Division Director

I am pleased to share that Dianne Coan is our new Technical Operations Division Director, as of December 10th. Prior to this position, Dianne was FCPL’s Assistant Collection Development Manager. In addition to working in public libraries, on both the technical operation side and the public branch side, Dianne has also worked for library software vendors.

B. Update on Renovations

Pohick: Pohick is scheduled to reopen on January 7th, 2017. Please attend the Grand Reopening Celebration at 10:30 that day!

John Marshall: John Marshall is scheduled to close in early March 2017. No updates at this time.

Tysons-Pimmit: Construction work continues in a timely fashion. The “Tiny Tysons” library still receives new visitors every day that had not visited before.

C. New Employee Training

The Library is re-envisioning its new employee training and orientation program. The onboarding program that had been previously offered for new managers will be re-designed into an orientation program for all merit staff. The intention of this is to create a consistent level of knowledge, skills, and abilities across our system. Each employee will have a specific learning tree designed for their position.
ACTION ITEMS
Fairfax County Public Library Board of Trustees

ACTION ITEM
December 14, 2016

ISSUE: Naming of the Great Falls Library Community Room

RECOMMENDATION: Library Administration recommends naming the Community Room at the Great Falls Library in recognition of the late Marge Gersic.

BACKGROUND: The Great Falls Citizens Association and the Great Falls Friends of the Library support the naming of the Great Falls Library Community Room in honor of the late Marge Gersic. The Great Falls Citizens Association unanimously passed a resolution to this effect at their August 2016 meeting and the Great Falls Friends of the Library voted in support of the resolution at their October 2016 meeting. Ms. Gersic was an active participate in the Great Falls community, a library lover, and a prior Library Board Trustee.
Resolution
Marge Gersic Community Room at the Great Falls Library

Whereas, through her dedication and love for the Community of Great Falls;

In particular, her long active involvement in the Great Falls Citizens Association through the 1970s, 1980s, and 1990s, during which she was its President and leader;

Whereas, while GFCA President, she worked tirelessly with the Board of Supervisors to secure and retain funding for a Great Falls Library, and became a member of the Fairfax County Library Board;

Whereas, the Great Falls Library community meeting room has become a central meeting place for many organizations and has benefitted the entire Community;

Now therefore, the GFCA Board recommends that the Fairfax County Library Board, in accord with its policy, name the community meeting room The Marge Gersic Community Room.

Resolution passed unanimously by the Great Falls Citizens Association executive board on August 16, 2016
Gersic Saves the Library, Again

By Beverly Crawford
Times McClain

As the child of first-generation Germans growing up in "the immigrant section of Queens, N.Y.," in the time before television became an omnipresent force, books were important to Marge Gersic.

Her parents were learned people, but all the books in the house were written in German.

"That's why I went to the library," Gersic says. Every Saturday, at the age of seven, she rode her bicycle six miles to a public library to find more books she could read at home in English.

"I really appreciated it," Gersic remembers. Today, in Fairfax County, she still does.

Twice since the real estate market crashed in 1989-90, Fairfax County budget planners have proposed closing the "mini-library" in Great Falls to save money.

And twice, Gersic led vehement community resistance.

Last month, when the other four "mini" in Burke, Reston and McLean closed for good, the "mini" in Great Falls was still open.

Braddock District Supervisor Sharon Bulova, who put together the Board of Supervisors' final budget based on interviews with each of the other eight supervisors, says Draneville Supervisor Sue Messerschmidt made a compelling argument for keeping the Great Falls mini-library open.

But it was Gersic who rallied public opinion to back him up during the board's public hearings on the budget.

She organized a drive that yielded 3,000 signatures opposing the library's closing, and she made sure supporters knew how to contact all the supervisors to protest the closing. She told them what meetings were important to attend.

Gersic researched the actual savings to the county, which showed that after the cost of closing the free-standing "temporary" building in Great Falls, the county would save only about $90,000.

Gersic says her determination to keep the library stems from her love of books, but also her belief that the library is "the core and heart of Great Falls."

"We don't have a government center. We don't have things like McLean has," she says. But even at a mini, located in a modest, temporary structure, she says, "People can get any book there they want. Kids can do their research there."

Gersic says it's up to parents to teach their children to love books.

But it's up to citizens, she says, to defend their library.

Without an organized effort, patrons of the Great Falls library might have been wearing black arm bands last month, like supporters of the Burke Library when it closed.

In Great Falls, Gersic says, "It was a total grassroots campaign" that saved the mini-library. "It's the one that screams the loudest," she said, that gets heard in the budget process.

Marge Gersic, a Former M & M Lady

In college, Gersic studied bacteriology and wanted to be a doctor.

She had a part-time job, working with egg incubators in a laboratory, earning 50 cents an hour, seven days a week, and reporting for work at 6:30 a.m.

When she met a newscaster who earned $5 an hour for reading the news on the air, she said, she decided to apply for work at the local television station.

She wrote a children's show, pronounced "the worst show they'd ever seen." Despite the bad review, she was given an opportunity for another script and a job writing and producing a children's television show.

After it grew from "no sponsors" into a successful show, Gersic became an actress. She was the "M & M candy lady" who said the famous line, "Melts in your mouth, not in your hands." She turned her palms to the camera in a commercial familiar to baby boomers who remember television's early days.

She also appeared in Winston cigarette commercials, and played "Jennifer's mother" in the show "Gentle Ben."

After moving with her husband and baby son in 1971, Gersic gave up acting and studied real estate.

Now, she's an associate broker for Long & Foster in Great Falls.

The family moved to the Tally Ho neighborhood 24 years ago, when Nall's Dairy Farm was across Seneca Road from them.

"I had never seen a cow before," said Gersic. But the winding, "up and down roads" in Great Falls reminded her of Weston, Conn., where the family had lived before their move.

Since then, she's served as a president of the Great Falls Citizens Associations and has been appointed to public boards by supervisors from both political parties.
November 18, 2016

Ms. Jessica Hudson
Library Director
12000 Government Center Parkway
Suite 324
Fairfax, VA 22305-0059

Dear Ms. Hudson:

I am writing on behalf of the Great Falls Citizens Association (GFCA) to endorse a community effort to name the large meeting room at the Great Falls Library in honor of Marge Gersic. We respectfully ask the Public Library Board of Trustees to approve the designation as the Marge Gersic Community Room at your earliest convenience.

Marge Gersic, a long-time Great Falls resident who passed away in July 2016, valued the mini-library that was for many years next to the Grange Hall and the community's only such facility. When it was proposed for closure twenty years ago, she rallied the community, worked with the Board of Supervisors and other county officials and was successful in keeping it open. A 1996 article in the Times Community Newspapers profiled her and her work on this library. A copy of that article is enclosed.

Later, Marge Gersic worked with county officials to promote the construction of a new library, which today graces Great Falls and is also a community center where local organizations meet almost every night of the week. In light of her passion for books, reading and libraries, she was appointed and served on the Fairfax County Public Library Board of Trustees.

Marge Gersic also served as president of GFCA and was a popular and well-known resident, beloved by this community. On August 16, 2016, the GFCA board approved the enclosed resolution supporting the naming of the main meeting room at the Great Falls library in her honor.

We urge the Public Library Board of Trustees to make this designation this fall and we commit to working with you and this community for a suitable ceremony in the future to announce it. Thank you.

Sincerely,

William Canis, President
Great Falls Citizens Association

Enclosures
Dear Ms. Hudson,

I live in Great Falls, VA and have been a faithful user of the Mini Library and current Community Library. I understand that there is a suggestion to dedicate a meeting room to the recently deceased and much loved Marjorie Bericic. Please support this effort at your Dec. 14th mtg. Marj was a friend, neighbor and lover of the library/ library system. She was very active with the library, friends and an extremely strong advocate of keeping a library in Great Falls. This would make her smile, perhaps blush, but none the less a very nice and fitting tribute. Thank you for your kind consideration and welcome to FCPL.

Sincerely,

Joyce Gilbert

Nov. 7, 2016
ACTION ITEM
December 14, 2016

ISSUE: Division of proceeds from ongoing book sales in FCPL branches.

RECOMMENDATION: Library staff recommends adjusting the split of ongoing book sale proceeds from 50% FCPL and 50% Friends organization selling the book to 35% FCPL and 65% Friends.

BACKGROUND: Per Policy O in the Board of Trustees Policy Manual:

*If the sale is an “on-going” event, i.e., sale of donated books by the staff on a continuous basis, the proceeds are divided with 50% retained by the library system and 50% retained by the Friends organization.*

The Library’s Comprise software reduces branch staff involvement in ongoing book sale transactions. Before Comprise, branch staff collected money for every item purchased from an ongoing sale and entered it into a cash register.

With the Comprise system, people purchase materials from ongoing book sales using kiosks. While Financial Services and Library IT staff are still required to reconcile the proceeds and service the kiosks, branch staff’s involvement is greatly reduced.
Hi Jonathan:

The Friends of the Centreville Library (FOCL) believe that Friends Groups should pay their fair share to cover the costs of the Library Kiosks and that the split between Fairfax County and the Friends Groups should be adjusted on an annual basis to reflect actual costs and revenue. Hopefully, On-Going Book Sales will increase which would allow the Friends Groups to retain a greater share of the revenue generated.

FOCL would also like to understand how the cost of operating the kiosks is determined and how the costs are allocated. For example, are Friends Groups expected to fund all operating costs or just a portion since the Kiosks support other Library functions other than On-Going Book Sales?

Regards
Dennis Shaw
President
Friends of the Centreville Library
703-425-9352
Jon,

Thanks for the reminder! Apologies that I did not respond sooner.

Our view is that the split should be sufficient for the Library administration to recover its costs but not necessarily profit from the allocation. I believe that most of the Friends groups work primarily to benefit their respective branches rather than the entire Library system. If the current split of 65/35 is not sufficient, then perhaps 60/40 would work.

Barbara Levermann

President, Friends of Chantilly Regional Library
Good afternoon Jonathan,

Thank you so much for your patience in regards to this feedback from all the Friends groups in regards to the Ongoing Book Split.

We would like to submit to the Library Board of Trustees that The Friends of the Great Falls Library wishes for the Split to remain 65% (Friends); 35%(Library). While we hear your saying that the 35% does not cover Library processing costs, we are also a bit perplexed by this calculation. Does the library not already come to the different branches' Kiosk's to pick up Library Fine revenue? They can not be making separate trips just to collect Friend's groups revenues - or are they?

The Volunteers of all the Friends groups certainly put in 65% of the effort, if not more, by collecting and weeding the donated books; stocking the shelves; and obtaining more donations. This is already additional money for the Libraries that they would not be bringing in without the Friend's groups help. If the Friend's group's ceased all Ongoing Book Sales, thereby bringing in none of those funds for the Libraries - then I think the Library would realize what a service all the Friends groups provide to their branches.

Without belaboring the point any further, please just record that, For The Record, the Friends of the Great Falls Library would opt to keep the 65/35 split for the Ongoing Book Sales.

Thank you for your time and all that you do to help the Fairfax County Public Libraries.

Sincerely,

Michelle Miller

President of the Friends of the Great Falls Library
On behalf of the Herndon Fortnightly Library Friends-

IMHO...

I wonder how the Library is calculating the 'cost' of collecting OUR money that we are using for THEIR benefit. If they are using the entire cost of the Kiosks for the system, that's like deducting the cost of your whole house for just your office off your taxes. I'm sure our book sale monies (even at the Regionals) are only a fraction of the money going through the Kiosk system. Why they feel they are entitled to get 50% of our sales, (which is robbing our pockets for programs that benefit them and their clientele) is beyond me. I think a 65% (friends) / 35% (Library) split allows the money the Friends raise to go where it's needed the most, to the individual branches where its use is more easily controlled by the constituency of the Library and not the County supervisors.

Sharon Kraftchak

President

Herndon Fortnightly Library Friends
Dear Mr. Lutz and Ms Delaney,

The George Mason Friends do not have an on-going sale. Therefore, we are not concerned about the split between the Friends and the Library regarding proceeds.

Sincerely,

E. Katherine Kroehler
Dear Mr. Jasper,

I am writing to express my concern regarding the potential revision to the split of ongoing book sale proceeds. I fully support ensuring that procedures match policy. Therefore, I respectfully ask that you resolve the discrepancy by officially adopting the 65/35 split as library policy.

As a Friends group president, I am very much aware of the work that goes into generating that money. Our volunteers collectively donated hundreds of hours in support of the library. We do understand that there are costs associated with the administration of this money. However, we believe that the value the Friends groups bring to the community are worth the slight loss the county make take.

We hope that the board will vote in favor of allowing Friends groups to retain 65% of the proceeds from ongoing sales.

Regards,

---Peter Bastone

President: Friends of Kingstowne Library
Martha Washington library is very satisfied with the current break down.

Steve May
President
Friends of Martha Washington
Dear Mr. Lutz,

Thank you for the opportunity to provide feedback regarding the splitting of proceeds from ongoing book sales. Our Treasurer, Fred Pitman, and I came up with some thoughts and figured we would get them to you while still fresh in our minds. We looked at an October 2014 Board package, the October 2016 Board package, the Public survey and our own numbers.

1. Based on the Public Engagement Initiative survey results (quick search on “kiosk” in the OpenEnds Appendices), there appear to be many patrons frustrated with the payment kiosks. This frustration may explain some of the system-wide decrease in on-going book sales. If this is the case, sales should increase as the community becomes more comfortable with kiosks over time. Further, making the kiosks more customer-friendly/getting people more comfortable with using them seem to be obvious action-items. Thinking a Kiosk Concierge.

2. In fairness, any list of Unquantified Costs related to the running of on-going book sales should acknowledge the many hundreds of volunteer hours provided by Friends to sort and display the books. Without this free labor, would this revenue exist at all?

3. Calculations of the split should include an estimated, prorated revenue from Pohick. Presumably, when back to normal business, the branch will be a significant contributor.

4. Based on current numbers, it seems the split could be adjusted to 60/40 to cover costs.

5. Going forward, perhaps a new policy should not specify a percentage, but adjust annually to cover costs directly attributable to ongoing book sales. Or, set a conservative percentage allocation (60/40, 55/45, ?) with year-end reconciliation payments of any excess recovery.

6. Back in the day, payments to the Friends were made quarterly, not monthly. Would there be a management cost savings if we reverted to a quarterly payment schedule?

With Best Regards,

Barbara Hippe, President

Fred Pitman, Treasurer

Friends of Oakton Library
Woodrow Friends would like to keep the current 65/35 split, but is open to negotiation. The introduction of the kiosks was supposed to save both personnel resources at library and administrative levels and cut down on human error. I venture that 98+ percent of month-to-month kiosk use is for Library business, not the Friends. We’re stuck with the hardware, but wonder if any thought has been given to what technology can do to improve reconciliation and/or whether current human processes can’t be amended to make life easier for everyone. There have been too many "Rube Goldberg" review procedures introduced across the board in the past few years.

The library is going to continue to "lose" money as more Groups employ alternate payment methods for those large book sales held with Friends on hand to handle payment. Admin gets not a dime of those sales. Other groups, often the smallest, who offer ongoing books sales will bear the brunt of reverting to the written policy. We think the Trustees need to take a longer view - how much do the Friends contribute to their specific libraries and to the larger organization and how much will be lost in the future by nickel and diming us now.

Pat Jack, President
Friends of Woodrow Wilson Library
INFORMATION ITEMS
# Incident Report
## November 2016

<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>Vandalism *</td>
<td>1</td>
<td>Men's restroom vandalized.</td>
</tr>
<tr>
<td>CH</td>
<td>Building Emergency *</td>
<td>2</td>
<td>Wooden end panel came loose from metal shelving; light switch covered in black residue;</td>
</tr>
<tr>
<td></td>
<td>Camping *</td>
<td>1</td>
<td>Individual camping on library grounds.</td>
</tr>
<tr>
<td>FX</td>
<td>Camping</td>
<td>1</td>
<td>Person sleeping on the elevator early in the morning.</td>
</tr>
<tr>
<td></td>
<td>Vandalism</td>
<td>1</td>
<td>Door counter by elevator was ripped off the wall.</td>
</tr>
<tr>
<td></td>
<td>Trespassing *</td>
<td>1</td>
<td>Banned customer entered library.</td>
</tr>
<tr>
<td></td>
<td>Building Emergency *</td>
<td>1</td>
<td>Door to the G1 lobby not locking.</td>
</tr>
<tr>
<td></td>
<td>Customer in Distress *</td>
<td>1</td>
<td>Customer asked for an ambulance.</td>
</tr>
<tr>
<td>GM</td>
<td>Trespassing *</td>
<td>1</td>
<td>Banned customer entered library.</td>
</tr>
<tr>
<td></td>
<td>Substance Abuse</td>
<td>1</td>
<td>Customer appeared intoxicated.</td>
</tr>
<tr>
<td>RR</td>
<td>Eratic Behavior</td>
<td>1</td>
<td>Customer began yelling at staff for no reason.</td>
</tr>
<tr>
<td></td>
<td>Disruptive Behavior</td>
<td>1</td>
<td>Customer yelling about an IT issue he was experiencing.</td>
</tr>
<tr>
<td>SH</td>
<td>Building Emergency *</td>
<td>1</td>
<td>Customer trapped in elevator.</td>
</tr>
<tr>
<td>BC</td>
<td>Customer Injured</td>
<td>1</td>
<td>2-year old customer tripped during a program.</td>
</tr>
<tr>
<td>DM</td>
<td>Customer in Distress *</td>
<td>1</td>
<td>Customer experiencing chest pains.</td>
</tr>
<tr>
<td>HE</td>
<td>Disruptive Behavior</td>
<td>1</td>
<td>Customer plugging in space heater.</td>
</tr>
<tr>
<td>KN</td>
<td>Vandalism *</td>
<td>1</td>
<td>Graffiti in the men's restroom.</td>
</tr>
<tr>
<td>OK</td>
<td>Suspicious Activity *</td>
<td>1</td>
<td>Vehicle left in lot with stroller on sidewalk.</td>
</tr>
<tr>
<td>PH</td>
<td>Physically Threatening Behavior</td>
<td>1</td>
<td>Customer yelling threatening and obscene language.</td>
</tr>
<tr>
<td>WW</td>
<td>Vandalism</td>
<td>1</td>
<td>Obscene drawing on public PC desk.</td>
</tr>
<tr>
<td></td>
<td>Disruptive Behavior *</td>
<td>1</td>
<td>Two separate groups of teens arguing, possible gang activity.</td>
</tr>
</tbody>
</table>

**Total Incidents November 2016**: 22

* Police, Fire Department, or FMD notified