LIBRARY BOARD OF TRUSTEES MEETING AGENDA

I. PUBLIC COMMENT

II. MINUTES - January meeting

III. CHAIR’S REPORT

IV. COMMITTEE REPORTS
   A. Library Foundation – Willard Jasper
   B. Finance Committee – Darren Ewing
   C. Ad Hoc Planning Committee – Priscille Dando, Suzanne Levy
   D. Public Relations – Fran Millhouser
   E. Ad Hoc Policy Committee – Gary Russell

V. DIRECTOR’S REPORT
   A. Welcome to new Trustees!
   B. Library Leader Card Challenge update
   C. Sherwood Regional Library Tech Lab hours

VI. CONSIDERATION ITEMS
   A. 2018-2022 Strategic Plan
   B. Update to Policy H, Regarding Use of Special Library Facilities
   C. Update to Policy J, Regarding Privacy of Patrons’ Research and Reading Materials
   D. Update to Policy Y, Regarding Capital Facilities Development Opportunities
   E. Review and update of Library Board of Trustee Bylaws

VII. ROUNTABLE

VIII. INFORMATION ITEMS
   A. Monthly Statistical Snapshot, January 2018
   B. Incident Reports, January 2018
MINUTES
Acting Chair Michael Donovan called the meeting to order at 7:01 p.m.

I. PUBLIC COMMENT: No speakers.

II. MINUTES: Mr. Ewing moved to approve the December 2017 minutes and Mr. Jasper seconded it. The motion to approve the minutes passed unanimously.

III. CHAIR’S REPORT: Mr. Donovan looks forward to filling in as Acting Chair finishing Karrie Delaney’s term. He appointed Ms. Smolen to Acting Vice Chair.

IV. COMMITTEE REPORTS:

A. Finance Committee: No Report. The next meeting will be scheduled for March 2018.

B. Library Foundation: Will Jasper – The Foundation is on track to reach their fundraising goals by June 2018. The book fair at Barnes and Noble raised $2,600 for the Foundation. The deadline for the undergraduate scholarships is January 15, 2018 and the deadline for the graduate scholarships will be April 15, 2018.

C. Ad Hoc Planning Committee: Suzanne Levy – The committee met December 21, 2017. At the last meeting the committee approved a set of working goals and objectives. At the next meeting the committee will receive a draft document; if the draft passes the subcommittee it will come to the Board as a consideration item in February.

D. Public Relations Committee: Fran Millhouser – The committee will meet again on February 1, 2018. Positive feedback was received from the Board about the talking points, so a new set will be created at the next meeting.

E. Ad Hoc Policy Committee: Gary Russell – There are seven items and a glossary as Action items on tonight’s agenda. The committee will meet January 12, 2018 to talk about three more items for consideration.

F. F. Ad Hoc MOU (Memorandum of Understanding) Committee: Miriam Smolen – Discussion will be held during the action items.
V. DIRECTOR’S REPORT:

A. LED Lightbulb Exchange program
   In 2017, the Library partnered with Energy Action Fairfax (EAF) to begin circulating thermal cameras. These devices allow a user to scan their doors, windows, and other entry points to see if heat is escaping with the goal of remedying the issues and decreasing heating costs. In 2018, EAF and the Library are partnering again to offer another energy-conscious programming opportunity for the public. In spring 2018 (exact dates and locations still to be determined), a series of LED lightbulb exchanges will be offered at approximately six library branches across the County. Members of the public will be able to get one LED lightbulb for free, and will be able to exchange up to four older format bulbs for LED bulbs at no cost to them. More information will be provided as the program dates and locations are finalized.

B. Personalized Online Readers Advisory
   The County launched its new website at the end of 2017; the new site has been updated, reformatted and has an entirely new backend platform. The Library is utilizing both the new website and a new research application called LibGuides. LibGuides houses specific information pages with curated content to assist the public as they research areas such as early literacy, local history, HOA listings, and more. In spring 2018, we will be launching another new page on LibGuides for online personalized readers advisory; for our users who don’t often visit a physical library but would still enjoy working with library staff to find just the right book to read next. Interested staff will have a personal page detailing what types of books and other materials they enjoy, in order to make a connection with library users and make a match with people in need of readers’ advisory services.

C. One Fairfax Policy adopted
   On November 21, 2017, the Board of Supervisors adopted a social and racial equity policy called One Fairfax. The policy’s goal is to ensure that the County considers equity when making decisions or developing programs and services. The School Board also adopted the One Fairfax policy at its November 20, 2017, meeting. The policy specifically calls out promoting equity through “digital access and literacy for all residents”. For more information, or to read through the entire policy, take a look at www.fairfaxcounty.gov/topics/one-fairfax.

VI. ACTION ITEMS:

Acting Chair Donovan moved forward actions items B-I on the agenda.

B. Addition of a glossary to the Library Board of Trustees Policy Manual

   RECOMMENDATION: Library Administration recommends adding a glossary to the policy manual. 
   BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on November 6, 2017, to discuss a number of policy updates. As the committee has reviewed numerous policies,
they noticed that there was some library-specific jargon that might be hard for the average library user or community member to understand. They requested the addition of a glossary to provide standard definitions for library-related language. Attached to the January 2018 Board packet is the draft glossary for the Board’s consideration.

Mr. Ewing moved to adopt the policy change and Mr. Russell seconded it. The motion passed unanimously with no discussion.

The Following wording was approved:

**Fairfax County Public Library Board of Trustees Policy Manual-Glossary**

**ACCEPTABLE INTERNET USE POLICY:** Local public library policy that governs users of the library’s Internet access.

**ACCESS:** The availability of library and information services to any personal user. Access is complicated by such things as architectural barriers, illiteracy, and inadequate physical plants.

**ACQUISITIONS:** The process of selecting and procuring books, periodicals, and other materials by purchase, exchange, and gift; of processing invoices for payment; and of keeping the necessary records of these acquired items.

**ACTION ITEMS:** The Library Board of Trustees considers policy decisions and other voting actions outside of the approval of minutes in two phases. An item is first placed on an agenda as a “consideration item” and it is read into record but not discussed. An item then reoccurs on the agenda at the next meeting as an “action item” and it is discussed, amended if appropriate, and then voted on.

**AD HOC:** The Library Board of Trustees Chair creates “ad hoc” committees for the purpose of a short term goal or objective.

**ADA:** Americans with Disabilities Act, a comprehensive and complex act of Congress passed in 1990. The act is intended to eliminate discrimination against the disabled. Title III deals with access to public accommodations including libraries. ADA also deals with employment practices.

**ALA:** American Library Association, the national professional organization.

**A-V:** Audiovisual. Communication resources that rely on a device for transmission, reproduction, or enlargement to be fully utilized (e.g., films, records, cassettes, compact discs). Print and print substitutes are excluded.
**BOARD OF SUPERVISORS:** Fairfax County has an elected Board of Supervisors consisting of nine members elected by district, plus a chairman elected at-large.

**BOARD OF TRUSTEES:** The governing Board of the public library.

**BRANCH LIBRARY:** An auxiliary unit of the Administrative Entity that has at least all of the following: 1) separate quarters; 2) an organized collection; 3) paid staff; 4) regularly scheduled hours for being open to the public; and 5) open to the public at least 20 hours per week and telephone with a listed number. Outlets that do not meet these requirements are considered a Station Library.

**CALL NUMBER:** Letters and numbers indicating the location of a book or other material, usually composed of the classification number and the author’s last initial.

**CAPITAL FACILITIES:** Fairfax County Capital Facilities Department exists within the greater Department of Public Works and Environmental Design. Capital Facilities supports the design and construction of libraries, courts, police and fire stations, other governmental facilities, and infrastructure improvements projects for roads and sanitary sewer extensions.

**CATALOG:** A guide to the materials found in the library, usually accessed by a personal computer.

**CATALOGING:** The process of preparing a catalog or entries for a catalog. This includes the classification and assignment of subject headings for books and materials and determining all points of access to the record.

**CENSORSHIP:** The act of attempting to prohibit or restrict access to materials or information.

**CIRCULATION:** The activity of a library in lending books and other materials to borrowers and keeping a record of such loans.

**COLLECTION:** A group of library materials having a common characteristic, such as Juvenile Collection, Reference Collection, Pamphlet Collection, etc. The term may also refer to the aggregate of the library’s entire holdings.

**COLLECTION DEVELOPMENT:** The process for selecting library materials to meet a library’s needs, goals, objectives, and priorities, as well as developing criteria for removing items no longer needed for the collection.

**COMMUNITY LIBRARY (FAIRFAX COUNTY):** A public library branch of the Fairfax County Public Library system, smaller in physical size than a regional branch and holding a lesser quantity of materials, and open fewer hours to the public than a regional location.

**CONFIDENTIAL RECORD:** Records prohibited from public disclosure because access to information may cause harm or embarrassment to the state, its citizens, or other individuals
or organizations. Includes information exempt from disclosure under the provisions of the Freedom of Information Act (FOIA), proprietary information, protected business data, and other information as outlined in agency or locality policies, directives, or regulations.

**CONSIDERATION ITEMS:** The Library Board of Trustees considers policy decisions and other voting actions outside of the approval of minutes in two phases. An item is first placed on an agenda as a “consideration item” and is read into record but not discussed. An item then reoccurs on the agenda at the next meeting as an “action item” and is discussed, amended if appropriate, and then voted on.

**CONSORTIUM:** A formal or informal association of libraries or other organizations having the same or interrelated objectives.

**DATABASE:** A large compilation of information that can be immediately accessed and operated on by a computer data-processing system. Any organized collection of data, gathered and stored in a computer.

**DISCARD:** The act of removing a book or other cataloged item from the Library's catalog.

**DISPLAYS:** A collection of books, objects, posters, etc. exhibited in a prominent location, such as in a library display case or on merchandising furnishings.

**DONATIONS:** Typically, books or other items that are provided to the Library free of cost.

**FAIR USE:** Provision of the copyright law stipulating the allowable and legal use of short passages of copyrighted material without permission, for instance, as quotations in a magazine or book.

**FEES/FINES:** The Fairfax County Public Library assesses late fees to the record of any borrower who fails to return or renew library materials on or before their due date.

**FOIA:** Freedom of Information Act for Virginia—State law requiring public records be open for inspection by interested parties (see §2.2-3700 of the Code of Virginia). Exempt records are those that have been exempted from public disclosure under the provisions of the Freedom of Information Act.

**FRIENDS OF THE LIBRARY:** Library branches of the Fairfax County Public Library are aided by their Friends group. These individual groups provide money to the Library, as well as support, assist and promote library activities.

**GIFTS:** Items, physical or monetary, donated to the library.

**GOVERNING BODY:** The Board or council that governs a local government unit.

**GOVERNMENT DOCUMENT:** Any publication originating in, or issued with the imprint of, or at the expense and by the authority of, any office of a legally organized governmental organization.
**GUEST CARD:** Non-library-card holders can purchase guest cards to use the internet.

**HANDBOUTS:** Pamphlets, flyers, calendars, newsletters, tabloids, and similar free materials offered to the public for community awareness and convenience.

**HOLDS:** Items requested to be sent to a specific library branch for a customer.

**ILL:** Interlibrary loan—a cooperative arrangement among libraries by which one library may borrow materials from another library. Also refers to a loan of library materials by one library to another.

**LEGISLATIVE INFORMATION SERVICES (LIS):** A state platform that allows visitors to search for bills and resolutions by subject, time period and bill number.

**LIBRARY CARD:** People who qualify can obtain a library card that grants access to materials and online content.

**LIBRARY FOUNDATION:** The Foundation is a 501(c)(3) nonprofit corporation that exists to raise supplementary funds for the Fairfax County Public Library and is committed to its mission statement of seeking financial gifts from individuals, organizations, foundations, businesses and corporations who have a vested interest in the quality of life of Fairfax County while encouraging continued and increased public tax-based support for the library.

**LVA:** Library of Virginia.

**MATERIALS:** Items for circulation or permanent/reference collections.

**MEETING ROOMS:** Rooms available in library branches for use by the public, non-profit groups, support groups, and staff. Use must be open to the public and typically at no cost to participants.

**MICROFICHE:** Refers to sheet film.

**MICROFILM:** Refers to roll film.

**MISSION:** Overall or basic purpose, the primary reason for existence. A mission statement is generally expressed in abstract terms and communicates the library’s purpose to internal and external constituencies. The statement should explain what the library does, differentiate it from other organizations, and provide guidance for related subsequent planning activities such as the development of goals, objectives, and strategies.

**MLS:** Master’s Degree in Library Science. The graduate professional degree in library science. Also called MSLS, MSLIS, MALS.

**NONRESIDENT:** A person who resides outside the taxing area of a public library.

**OBJECTIVE:** A specific expected outcome as a result of certain actions. Usually stated in terms of what is to be done for or by whom, in what length of time, and to what standard of performance.
OUTREACH: Programs and activities that extend beyond the library building. Examples include service to nursing homes, jails, and other correctional facilities; bookmobile service and books-by-mail service to geographically remote areas; and service to the homebound.

PERIODICAL: Magazine, newspaper, or other material normally issued at regular intervals. Each issue is numbered consecutively and/or dated.

POLICY: A course of action adopted and supported by the Library Board of Trustees. The Library Board maintains a Policy Manual.

PRIVACY-PROTECTED RECORDS: Records containing personal information that are protected from improper disclosure by the Privacy Protection Act.

PROCESSING: The carrying out of the various routines before material is ready for circulation, including cataloging and physical preparation.

PUBLIC LIBRARY: A library supported mainly by local taxes and open to all users.

PUBLIC RECORDS ACT, VIRGINIA: State law governing the procedures used to manage, preserve, and destroy public records of the Commonwealth, its agencies, and localities (see §42.1-76 of the Code of Virginia).

RECIPROCAL BORROWING: An arrangement by which a person registered at one library may borrow books and other library materials in person from another library.

REFERENCE SERVICE: A library’s activity in seeking to locate and supply specific information requested by library users and in assisting patrons to use the resources of the library.

REGIONAL LIBRARY (FAIRFAX COUNTY): A public library branch of the Fairfax County Public Library system, larger in physical size than a community branch, holding a larger quantity of materials, and open more hours to the public than a community location.

REGIONAL LIBRARY (LVA): A public library serving more than one political subdivision.

REGISTERED BORROWER: Individual who has an active library card.

REGULATIONS: A law, rule, or other order prescribed by authority, especially to regulate conduct.

SELECTION: The process of choosing the books and other materials to be bought by a library.

STATE AID: An item of state expenditure for operating, strengthening and improving public libraries.

STATE LIBRARY AGENCY: The Library of Virginia is the library agency, the archival agency, and the reference library of the commonwealth. This agency is also charged by law to give direction and assistance to all public and institutional libraries.
STATUTES: A formal written enactment of a legislative authority that governs a nation, state, city or country. Typically, statutes command or prohibit something, or declare policy.

STATUTORY AUTHORITY: A body set up by law that is authorized to enact legislation on behalf of the relevant country or state.

TALKING BOOKS: The Access Services Library provides specially recorded books, magazines, and players to residents of Fairfax County, the City of Fairfax, and the City of Falls Church through the free Talking Book Program of the Library of Congress National Library Service for the Blind and Physically Handicapped.

TECHNICAL SERVICES/OPERATIONS: Those services connected with purchasing, cataloging, binding, and preparing for library use materials added to a collection, and maintaining the collection with necessary repairs and renovation of all library materials.

TELECOMMUNICATIONS: Transmission and reception of data by electromagnetic means.


VOLUME: A book forming part of a work or series.

WEEDING: The process of examining books, pamphlets, and various other materials and removing from the current collection those items that are out-of-date, obsolete, shabby, or unneeded duplicates.

C. Update to Policy D Regarding Cooperation with Other Jurisdictions and Libraries

RECOMMENDATION: Library Administration recommends updating Policy D to standardize terminology and update some language.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on November 6, 2017, to discuss a number of policy updates. One policy brought forward by the committee for update is Policy D, regarding cooperation with other jurisdictions. The policy requires updates to correct terminology. The current version of the policy and the recommended updated version of the policy are attached to the January 2018 Board packet.

Mr. Jasper moved to adopt the policy change and Mr. Russell seconded it. The motion passed unanimously with no discussion.

The Following wording was approved:

Policy Regarding Cooperation with Other Jurisdictions and Libraries
1. The Library Board of Trustees and the Library Director shall be alert to opportunities for cooperating with other libraries where such cooperation will bring about a desirable expansion in library service or improvement in the quality of service or both.

2. The Library Board may consider and recommend to the Board of Supervisors contractual arrangements with other libraries, public bodies, or political jurisdictions, keeping in mind that such arrangements must not interfere with the quality and efficiency of the Fairfax County Public library service. The Virginia laws relating to contractual library service shall be observed wherever they apply.

3. Reciprocal borrowing arrangements with other libraries are encouraged.

D. Update to Policy E Regarding Physical Facilities

RECOMMENDATION: Library Administration recommends updating Policy E to include reference to the Capital Improvement Plan.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on November 6, 2017, to discuss a number of policy updates. One policy brought forward by the committee for update is Policy E, regarding physical facilities. The policy requires updates to include the County’s Capital Improvement Plan. The current version of the policy and the recommended updated version of the policy are attached to the January 2018 Board packet.

Mr. Ewing moved to adopt the policy change and Mr. Jasper seconded it. The motion passed unanimously with no discussion.

The Following wording was approved:

Policy Regarding Physical Facilities

1. To achieve the goal of good Countywide Library service, the Library Board will work toward providing Library buildings and facilities that will adequately meet the physical requirements of such service.

2. Buildings shall be located as determined by the County’s Comprehensive Capital Improvement Plan (CIP) and the Library Board after due consideration of all factors; i.e., population density, growth trends, and transportation.
3. The administration of the building program and maintenance of buildings and equipment shall be the responsibility of the Library Director in cooperation with appropriate County and City agencies.

4. No library may be established until suitable and adequate quarters can be provided.

5. Any building to be used for a library shall be approved by the County's building inspector and fire inspector and shall meet at least the minimum County requirements for public buildings.

E. Update to Policy I Regarding Safeguarding of Library Materials

RECOMMENDATION: Library Administration recommends updating Policy I to update the approved locations for the fine schedule.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on November 6, 2017, to discuss a number of policy updates. One policy brought forward by the committee for update is Policy I, regarding safeguarding of materials. The policy requires the addition of the library's website as a location where the schedule of fines shall be located. The current version of the policy and the recommended updated version of the policy are attached to the January 2018 Board packet.

Mr. Ewing moved to adopt the policy change and Mr. Jasper seconded it. The motion passed unanimously with no discussion.

The Following wording was approved:

Policy Regarding Safeguarding of Library Materials

1. Fines
   Fines for overdue materials on loan may be assessed in an amount determined by the Director. The schedule of fines shall be prominently displayed in each Library and on the library's website.

2. Recovery of Materials
   The Director may, after consultation with the Chairman of the Library Board of Trustees and the County Attorney, take appropriate legal action to recover overdue materials from patrons.
F. Update to Policy K Regarding Displays and Handouts

**RECOMMENDATION:** Library Administration recommends updating Policy K to update formatting and language.

**BACKGROUND:** The ad hoc Policy Committee of the Library Board of Trustees met on November 6, 2017, to discuss a number of policy updates. One policy brought forward by the committee for update is Policy K, regarding displays. The policy requires formatting edits, as well as changing the word “will” to “shall.” The current version of the policy and the recommended updated version of the policy are included at the January 2018 Board packet.

Mr. Ewing moved to adopt the policy change and Ms. Smolen seconded it. The motion passed unanimously with no discussion.

The Following wording was approved:

**Policy Regarding Displays and Handouts**

1. **Display** — A collection of books, objects, posters, etc. exhibited in a prominent location, such as in a library display case or on merchandising furnishings.

2. **Handouts** — Pamphlets, flyers, calendars, newsletters, tabloids, and similar free materials offered to the public for community awareness and convenience.

3. **Displays — Public**
   Requests made by the public for Library display space shall be granted only for educational, artistic, and cultural materials that are designed primarily to promote interest in the use of books, other library materials, and information services. Displays shall not include prices of objects; only the name, address, and telephone number of the displays may be made available to the public.

   Requests shall be considered in the order in which they are received. The Library reserves the right to limit the size, number of items, the schedule of any display, and the frequency with which the artist or organization may have a display.

   A request for a display focusing on a public issue must indicate that all aspects of the issue will be presented in an equal manner. The Library Director shall determine whether or not the proposed display is balanced.

   A "credit line," i. e., a sign stating the sponsorship of the display, shall be included in all displays.
4. **Displays — Staff**
   Subject to the approval of the Library Director, staff may create displays of library materials to encourage the use of the informational resources of the Library and promote a positive view of the Library in the community. Such displays should reflect all viewpoints on a given subject where appropriate.

5. **Handouts**
   Materials shall be posted and/or distributed in library foyers or at other locations as determined by branch managers.

   The Library posts and/or distributes free materials at its discretion. The service does not indicate Library endorsement of a cause, opinion or activity.

   Prior to distribution, Library staff shall review materials. Selection criteria contained in the system's Collection Development Policy constitute the review criteria.

   Library staff shall consider patron interest, space limitations and utilize the following priorities in descending order when determining which materials to make available:
   
   a. Fairfax County Public Library announcements/publications
   b. Fairfax County/Fairfax City Government announcements/publications
   c. Commonwealth of Virginia/United States Government announcements/publications
   d. Fairfax Library Foundation, Inc.; Fairfax County Public Library Employees Association; and Friends of the Library announcements/publications
   e. Neighborhood civic, recreational, cultural, religious and educational announcements/publications
   f. Political information that is current, i.e., materials must pertain to an election being held within the next 45 days; Once the election is held, the materials will be removed
   g. Commercial publications containing information of general interest to Library patrons

Branch Managers shall respond to concerns about the propriety of handouts in branch libraries. Patrons may appeal a Branch Manager's decision by writing the Library Director.

Library Administration shall respond in writing to patrons regarding their concerns about the propriety of materials authorized for systemwide distribution. Patrons may appeal such a decision to the Library Board.

Such appeals shall follow the System's reconsideration of Library materials policy.
Approval of a display or distribution of handout materials does NOT indicate that the Library endorses any cause or activity.

G. Update to Policy L Regarding Soliciting and Selling

**RECOMMENDATION:** Library Administration recommends updating Policy L to update the name of the Fairfax Library Foundation.

**BACKGROUND:** The ad hoc Policy Committee of the Library Board of Trustees met on November 6, 2017, to discuss a number of policy updates. One policy brought forward by the committee for update is Policy L, regarding soliciting. The policy requires updating the name of the Fairfax Library Foundation. The current version of the policy and the recommended updated version of the policy are attached to the January 2018 Board packet.

Mr. Jasper moved to adopt the policy change and Mr. Ewing seconded it. The motion passed unanimously with no discussion.

The Following wording was approved:

**Policy Regarding Soliciting And Selling**

Soliciting or selling in all Library buildings and on adjacent grounds, owned or leased, or in Library meeting rooms shall not be permitted except when (a) sponsored by the Fairfax County Public Library, Fairfax Library Foundation, Inc., Fairfax County Public Library Employees Association, or Friends of the Library organizations; or (b) approved by the Library Board.

H. Update to Policy N Regarding Volunteers

**RECOMMENDATION:** Library Administration recommends updating Policy N for small language changes.

**BACKGROUND:** The ad hoc Policy Committee of the Library Board of Trustees met on November 6, 2017, to discuss a number of policy updates. One policy brought forward by the committee for update is Policy N, regarding volunteers. The policy requires updating to change “will” to “shall.” The current version of the policy and the recommended updated version of the policy are attached to the January 2018 Board packet.

Ms. Levy moved to adopt the policy change and Mr. Ewing seconded it. The motion passed unanimously with no discussion.

The Following wording was approved:
Policy Regarding Volunteers

1. The Library Board supports the utilization of qualified volunteers for the benefit of the Library System within a structured program to supplement the work of paid staff.

2. A paid Volunteer Coordinator shall be responsible for the recruitment and training of volunteers for the Library System.

3. Written guidance for system-wide understanding and implementation of the volunteer program shall be maintained and distributed as appropriate.

I. Update to Policy Z Regarding the Library Code of Conduct

RECOMMENDATION: Library Administration recommends updating Policy Z for formatting updates.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on November 6, 2017, to discuss a number of policy updates. One policy brought forward by the committee for update is Policy Z, regarding the code of conduct. The policy requires formatting updates. The current version of the policy and the recommended updated version of the policy are attached to the January 2018 Board packet.

Mr. Ewing moved to adopt the policy change and Mr. Jasper seconded it. The motion passed unanimously after a discussion about whether dogs used for programs counted as service animals, which they may.

The Following wording was approved:

Policy Regarding the Library Code of Conduct

Fairfax County Public Library Code of Conduct is for use in library buildings to help guide and define acceptable behaviors in library spaces. The Code of Conduct shall be posted in a public area.

Fairfax County Public Library welcomes customers; we expect all visitors to be respectful of our neighbors, staff and facilities and engage in activities associated with the use of the Library. In particular we prohibit:

- Damaging library materials/property or removing them without permission; rearranging the furniture
- Obstructing or monopolizing any library space
- Use of library computers/Internet access in violation of Virginia Code*
- Inappropriate use of the restrooms
Eating (except in designated areas)
Alcoholic beverages and illegal drugs
Smoking and use of tobacco products
Disruptive behavior
Harassing, threatening or intimidating language or behavior
Animals (except service animals)
Soliciting or distributing literature without prior approval

A person who fails to observe these rules may be asked to leave and could have future access to Fairfax County Public Library limited or suspended. The Library works in partnership with the Fairfax County and City of Fairfax Police Departments to keep its customers, staff and facilities safe. Thank you for your cooperation.

* Virginia Code §18.2-374.1:1 (child pornography), Virginia Code §18.2-372 through §18.2-374 (obscene materials) or §18.2-377 (obscene materials)

After action items B through I, discussion returned to action item A.

A. Memorandum of Understanding between the Library Board of Trustees (Library Board) and the Friends of the Library (Friends)

**RECOMMENDATION:** Library Administration recommends approving an updated Memorandum of Understanding (MOU) between the Library Board and the Friends, to provide additional clarity and information to both parties.

**BACKGROUND:** The Library Board has been considering the idea of an updated MOU with the Friends of the Library groups for several years, with the process starting up in earnest in 2017. The Library Board has an ad hoc MOU committee, which had been working with the County Attorney’s office to draft an updated MOU that covered County requirements such as licensing agreements for space, Board of Trustee areas of interest such as meeting annually to talk about priorities and projects, as well as requirements that the Friends groups must comply with in order to be nonprofits, such as 501c3 status. There is a current MOU between the Friends and the LBOT and many of the original components have been considered and included in the draft updated version.

The MOU committee provided a full public meeting in late May 2017, to talk with the Friends groups about high level areas of an updated MOU. Following feedback from that meeting, three Friends working sessions were provided in August 2017 to allow for Friends groups to have smaller, more in-
depth discussion of those high level areas. Two informational sheets were provided to the Friends with further clarify regarding those high level areas. After the August sessions, a draft MOU was finalized and released concurrently to the Library Board and the Presidents of the Friends groups on September 13th, 2017. Friends groups were requested to provide comments and questions by October 1st, for inclusion in the October Library Board packet. Several FOL groups requested additional time for commentary and the period was extended; commentary received between October 2nd and October 30th was included in the November Library Board packet.

In addition to providing an open and transparent process to the Friends groups, the MOU Committee is also committed to provide transparency to the general public. A public page is available where anyone can read the minutes of past meetings, review the high level areas, read the draft MOU, and submit their personal comments.

The draft MOU update it is very similar to other MOU updates approved or pursued by other County agencies. The draft MOU closely models the MOU between the Friends and the Animal Shelter, approved by the Board of Supervisors in March 2017, as well as the draft MOU update between the Park Authority and its Friends groups.

Included as part of this action item in the January 2018 packet are the following:

1) Fifth Update to the draft MOU dated January 4, 2018;
2) Fourth Update to the draft MOU dated December 19, 2017;
3) Third Update to draft MOU dated December 7, 2017;
4) Friends MOU Compiled Comments dated November 3, 2017;
5) Recommended Updates to the draft MOU dated November 3, 2017;
6) Areas Not Recommended for Update dated November 3, 2017;
7) Updated Draft MOU provided on November 3, 2017; and

The Library Board continued the discussion from the December 13, 2017, meeting. At the December meeting the Trustees approved language through section 3d. The public was encouraged to provide any further feedback to their district’s Trustee.

The Board started the discussion with item 4A. Mr. Ewing asked about the non-stock component; would the Friends be able to be incorporated in other states? Mr. Ewing stressed that if the Board stipulates where the Friends can be incorporated, then the Board begins to threaten their independence. Ms. Smolen stated that if they were truly independent entities would they would not use library spaces and resources. Mr. Ewing said the dictates from other entities decreases the independence of the Friends. Ms. Smolen said that if groups would be more willing to sign if they could incorporate in other states then that would addressed.
The Board moved to item 4B. Ms. Smolen said that the groups have been operating for the past ten years under an MOU that has these same requirements. Ms. Millhouser said 4Bi would limit what the groups could spend their money on. Ms. Levy added that her Friends groups have raised the same issue. The Board decided to add to 4Bi a line to include “other non-commercial community activities.”

The Board went back to discuss 3B to remove the “as stated in paragraph 1C” as Mr. Ewing said it was redundant. They approved removing that wording.

Ms. Millhouser asked if the Board could revisit 1F, as a question was raised about invoices and other records. Ms. Smolen stated that this section does not stipulate that, however it will be addressed in 4C. Ms. Millhouser pointed out that there was a reference to “2B” and this should say “3B.” The reference was amended.

Mr. Ewing requested further discussion of 4Bi regarding if any of section 4’s stipulations would endanger the Friend’s 501(c)(3) status. Ms. Smolen said this is an agreement that groups are signing and should not affect their individual status. The Board had further discussions regarding dissolution clauses, and where money would go in the event of a dissolution. Mr. Ewing said that there needs to be a grace period to allow for Friends bylaws to adjust to the MOU.

Ms. Smolen went on to discuss 4C, which covers two items; 501(c)(3) and to the need to advise the Board if the group changes or dissolves. Mr. Russell stated that the Board has the authority but can direct the library to act on behalf of the Board. In sentence 4C, Mr. Ewing wanted to change “Library Administration” to “The Board.” That wording was amended. Ms. Smolen said that this would cover any system the Friends currently have in place for record keeping. Ms. Smolen discussed point by point issues raised by the Friends regarding this clause.

Ms. Smolen stated that the Board is the biggest donor and biggest recipient. Allowing the Board to see records does not mean the Board can dictate how the money can be spent. The Friends groups have hard working individuals who maintain great records, but what would happen when a member of the friends leaves and there is not a system in place to ensure proper records are kept? Most 501(c)(3) have auditors or reviewers and currently there is no third party reviewer for the Friends.

Ms. Levy said that the Virginia Room Friends have a volunteer auditor who looks at their books every year. Ms. Smolen said that would be expensive for Friends groups to pay for and the Board is not asking for that. Mr. Ewing said that 3C should be transparent and there shouldn’t be a reason to hide the records. Mr. Jasper said as long as you have a CPA doing the audit, that should be sufficient. Ms. Janega said looking to the future, anything that deals with money has to have an accounting system in place. She feels this is a safeguard for the group and is not a controlling mechanism. Ms. Millhouser asked what it really means to provide records. Ms. Smolen said it is
listed in the 501(c)(3) guidelines. Mr. Ewing asked if the Friends can to choose not have an audit and if this is the case, what is the alternative? Ms. Smolen suggested the following be added to the statement “A Friends group may present to the Board an annual CPA prepared audit letter instead of making their underlying documentation available.”

Ms. Levy stated that insurance can be very expensive. By being transparent and maintaining appropriate documentation, groups could avoid some types of insurance or decrease costs.

Moving on to section 5, Mr. Ewing said if there was an issue would they have to wait five years to change a provision. Ms. Smolen suggested adding the following language “This MOU may be amended during the term of the MOU upon the consent of all parties.” Ms. Levy asked why it was set at four years and not five years. The Board decided to change it to five years with the option to renew for additional five year periods. Ms. Smolen suggested in 5B that the library should not be able to terminate the MOU, it should only be the Board or Friends group, and the Board agreed. The Board further discussed section 5C, with no recommended edits.

The Board began discussion of section 6. Ms. Millhouser stressed that space is a resource issue and feels it should be added to that section with people familiar with the library having a say in future library design. Mr. Ewing also suggested that language needed to be added to ensure that space is provided. Mr. Russell pointed out that this is addressed in the library design manual already in place in the county. Ms. Smolen said that although there are many different needs regarding space, the Board cannot put items in that they cannot control. Director Hudson suggested minimal language about space, as many Friends groups currently have more space then what is stipulated in the library design manual. The Board decided to add a line stating, “The Board recognizes the need to plan for space for Friends operations.” Some small, grammatical edits were recommended in other areas of section 6.

Ms. Smolen said the one unresolved issue is, if the groups can incorporate in other states other than Virginia. Mr. Ewing requested further clarification on the control and independence. Ms. Smolen discussed the process involved in drafting the MOU, which involved the County Attorney, and that there should not be anything in the document which limits the independence of the individual Friends groups. Mr. Ewing said he was not satisfied with the assessment regarding independence of the group and would like further clarification and outside guidance. Acting Chair Donovan asked if there was a motion on the floor. Mr. Ewing made the motion to table the action item until February and Mr. Jasper seconded it.

Ms. Smolen asked if there was a general consensus to delay it another month. She was going to make a motion to approve the document if the motion to table failed. Ms. Levy said before they vote, can the MOU be amended to meet the needs of the individual Friends groups at the time of signing. If so, they could change the state in which they are incorporated at that time? Ms. Smolen shared that this MOU is meant to be a single document applicable to all Friends groups, not amended on a one by one basis. Ms. Millhouser said that she has met with Friends groups
who do not want this to be prolonged. She does not understand the need to include other states related to incorporation. Mr. Ewing said the main issue is control and independence. His question is, does section 4 create a state of dependence for the FOL groups with the Board, and will that then result in them losing their 501(c)(3) status?

Ms. Smolen expressed that this process has been thorough and thought out. She understands Mr. Ewing’s concern, but also thinks there is a value to approve the MOU as it compares to other MOUs both approved and in the process for other County agencies and their non-profit partners. If the vote to table the item fails, she is going to suggest a motion to approve the MOU. The Board continued discussion about the pros and cons of tabling versus approving the MOU at this time.

Mr. Russell asked if 6C could be changed to say only the Board and the Friends can amend the document. The section was amended to change “the Parties” to “The Board and Friends.”

A vote was called regarding tabling the item; it did not pass with only Mr. Russell and Mr. Ewing voting in favor.

Mr. Donovan asked for a motion to act upon Action Item A. Mr. Jasper moved the motion and it was seconded by Ms. Smolen. Mr. Donovan asked if there was any further discussion. Mr. Ewing said he feels the Board is rushing and making a mistake to quickly pass this MOU and he acknowledged the Friends and the thousands of volunteer hours they donate. He said if the library loses one Friends group over the MOU he thinks the Board would have failed. He finds it strange that Mr. Ewing and Mr. Russell have a majority of the Friends groups and they are both opposed to this MOU. Those who have only one or small groups are being self-serving. The Friends are volunteers who provide thousands of hours to the library. If the Board rushes and the Friends don’t sign, it’s a failure of the Board. Ms. Smolen then asked for Mr. Russell’s opinion on why he voted to table the motion.

Mr. Russell read a statement saying that he met with his Friends groups and told them that the MOU was most likely going to pass. They encouraged him to vote no so that the historical record would indicate that it was not a unanimous decision and it was not supported by all groups. For that reason Mr. Russell is voting no for the MOU. He expressed the need for feelings to be put aside and to work with the MOU for the betterment of the Library and the people it serves.

Ms. Millhouser met with two of her three groups and explained to them why certain things need to be done. She feels strongly that she represents the community as well as the branches. Transparency is important and that is why she will vote yes; it is a community issue and she has a responsibility to the public, not just the Friends. Ms. Janega said she resents Mr. Ewing’s comment on not valuing the Friends. She says the Friends groups are valuable and she does not see anything that devalues them in the MOU. This has been a thorough process where may changes have been made that were requested by the Friends. She
does not understand the need to hold this up any longer for emotional issues. The Board does value the Friends and that is why this needs to be passed.

Mr. Jasper said it is very questionable as to whether this process should be stopped simply because a situation “may happen”.

Mr. Donovan thanked everyone for the collegial process. Ms. Millhouser asked if the document could be looked over for grammatical purposes; Director Hudson will provide a clean copy to Ms. Millhouser for review.

The item was called for a vote to accept the marked up version of the MOU. The Motion passed with Mr. Ewing and Mr. Russell dissenting.

VII. ROUNDTABLE:

Mr. Ewing – He recognized and thanked Charles Keener for his 43 years of service to the library.

Ms. Smolen – She thanked the Board, the Friends and members of the public who worked on the MOU.

Ms. Levy – She encourages everyone to attend the 10th anniversary of the opening of the new City of Fairfax Regional Library. She also wanted to note that the Chairman of the Board of Supervisors recognized all involved in the 275th anniversary of Fairfax County.

Ms. Millhouser made a motion to adjourn and Mr. Ewing seconded it. The motion was approved.

Acting Chair Donovan adjourned the meeting at 9:09 p.m.

**Members Present**

Michael Donovan
Darren Ewing
Sheila Janega
Will Jasper
Suzanne Levy
Fran Millhouser
Miriam Smolen
Gary Russell

**Members Absent**

Priscille Dando
Yean Hong Choi
Respectfully Submitted:

________________________________________

Jessica Hudson
Library Director

Approved:

________________________________________

Michael Donovan, Acting Chair
FCPL, Board of Trustees
COMMITTEE REPORTS
Library Topics Winter-Spring 2018

1. **National Library Week – “Libraries Lead”**
   a. Celebrated April 8-14, 2018
   b. BOS will present a proclamation to LBOT (date March 20)

2. **Memory Depot (Technology)**
   a. Virginia Room and Sherwood Tech Lab
   b. Draws nonreaders into the library.
   c. Helps people keep their personal photos and videos in the most current format so they are easily accessible.
   d. Early spring launch.

3. **Library ComicCon and NoVa Teen Book Festival (Access – “creative opportunities to bring the library to the community.”)**
   a. **NoVa Teen** is going on its 5th year:
      i. Successful collaboration among library systems in Northern Virginia and an independent book store; Reaches teens.
      ii. Community-building opportunity for teen readers;
      iii. March 10, 9 a.m. – 6:30 p.m., Washington-Lee High School, 1301 N. Stafford St., Arlington,
   b. **Library Comic Con** – First FCPL Comic Con was held in 2017 attracting hundreds of people of all ages:
      i. Brings the library to the community;
      ii. Celebrates comics, graphic novels, and superheroes
      iii. April 14, 10-2 (estimate), George Marshall High School
        iv.

4. **News, Blues and How to Defuse Returns in 2018 (Civic Engagement)**
   a. Conducted by experts from George Mason University’s School of Conflict Analysis and Resolution and Fairfax County librarians.
   b. Promote civil dialogue on controversial issues.

   **Session II: Evaluating Sources – Collaborative Communication**, Monday, February 26, 7-8:30, Tysons-Pimmit Regional Library

   **Session III: Fact Checking – Effective Speaking**, Thursday March 29, 7-8:30, City of Fairfax Regional Library

   *Dates for the remaining two spring sessions will be posted soon:*
   **Session IV** Social Media Feeds – Emotional Conversations
   **Session V** International News – Cross-Cultural Communications

5. **Online Readers Advisory (Literacy)**
   a) In early spring the library will be launching a reader’s advisory via the library webpage to better engage with customers who primarily use the library online.
   b) Library staff have chosen subject areas and genres they are most knowledgeable and passionate about, and customers will be able to contact them directly for book recommendations. (This opportunity is open to all staff who self-selected.)
   c) FCPL was inspired by [Moltnomah Public Library](http://www.moltnomahpubliclibrary.org).
DIRECTOR’S REPORT
February 14, 2018, Director’s Report

A. Welcome to new Trustees!

At their January 23, 2018, meeting the Board of Supervisors appointed three new Library Trustees. Jane Miscavage was appointed by Chairman Bulova to represent the community at-Large, taking over the seat vacated by Charles Fegan. Stella Pekarsky was appointed by Supervisor Smith to represent the Sully District, taking over the seat vacated by Karrie Delaney. Phil Rosenthal was appointed by Supervisor Herrity to represent the Springfield District, taking over the seat vacated by Dr. Yearn Hong Choi. Please join me in welcoming our three newest Trustees!

B. Library Leader Card Challenge update

Just under a year ago, our Library signed on for the second round of the Library Leader Card Challenge, sponsored by the Urban Libraries Council and the Institute of Museum and Library Services. The national effort is focused on ensuring that every K-12 student has a library card and knows how to use it to access the learning resources available at their public libraries. In a joint letter of commitment to this cause, myself, the Chairman of the Board of Supervisors, and the prior interim School Superintendent all signed on saying that we value working together to achieve a stronger partnership for the children in our community. At this time, FCPL and FCPS have reached a point of developing a pilot program within a single school pyramid, to test in the next school year. All children entering a specific grade within that pyramid will receive a digital library card which will allow them access to digital resources such as educational databases and a limited amount of physical items.

C. Sherwood Regional Library Tech Lab hours

The Sherwood Regional Library has been reviewing usage patterns and desired programming in their second floor tech lab. Based on branch recommendations, the Library will decrease open public lab hours and use that time to provide targeted 1:1 sessions and specific tech training classes. Below are the current tech lab hours and the new hours planned to begin March 5, 2018.

New hours:               Current hours:
Monday-Thursday 12pm-7pm Monday-Thursday 10am-8:50pm
Friday 12pm-5:30pm       Friday 12pm-5:50pm
Saturday 12pm-4:30pm     Saturday 10am-4:50pm/10am-1pm (alternating)
Sunday 1pm-4:30pm        Sunday 1pm-4:50pm

The Library’s main computers, located on the first floor, will not see any change to their availability and have the capacity to handle any overflow users from the tech lab during those hours when the lab will now be available only for programming and 1:1 training/tutoring.
CONSIDERATION ITEMS
CONSIDERATION ITEM
February 14, 2018

ISSUE: 2018-2022 Strategic Plan

RECOMMENDATION: Library Administration recommends approving the attached 2018-2022 Library Strategic Plan.

BACKGROUND: Over the course of 2017, library staff have been working on the development of a new Strategic Plan. A staff committee was formed in late 2016, after the Board’s acceptance of the Public Engagement Report and the ad hoc Planning Committee’s subsequent direction to staff to begin work on the new plan. A primary committee of nineteen employees met regularly during the year to review the library’s mission, vision, values, goals and objectives. The primary committee also acted as a conduit to a secondary committee of almost forty employees, as well as numerous community groups who remained interested and engaged in the future direction of the Library.

At every major milestone in the strategic planning process, the Board’s ad hoc Planning Committee was reviewing, editing, and approving key pieces of the plan. The Planning Committee approved the new mission statement, vision statement, values, values statements, goals, and objectives, which are all reflected in the attached plan.

At the Planning Committee’s February 5, 2018, meeting, it was moved that the draft 2018-2022 Strategic Plan be brought forward to the full Board for consideration at their February meeting. A presentation of the Strategic Plan will be provided at the March 2018 full Board meeting.
CONSIDERATION ITEM
February 14, 2018

ISSUE: Update to Policy H Regarding use of Special Library Facilities

RECOMMENDATION: Library Administration recommends updating Policy H to include information related to temporary signage and contact information.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on January 12, 2018, to discuss a number of policy updates. One policy brought forward by the committee for update is Policy H, regarding special library facilities. The policy requires updates to include language around not using the library’s address as the official address of any meeting room user. It also includes language related to the types of temporary signage allowed by meeting room users. The current version of the policy and the recommended updated version of the policy are included in the attachment.
**Meeting Room Policy**

The Library's limited meeting and conference room space shall be available whenever possible for the use of non-profit organizations and individuals for educational, cultural, and informational community meetings and programs. Library-sponsored programs will receive first priority for reserving the space, after which other booking requests will be considered. The fact that a group is permitted to meet at the library does not in any way constitute an endorsement of the group's policies or beliefs.

All meetings shall be open to the public. No admission may be charged. No programs involving sales may be conducted unless sponsored by the Library Board, the Fairfax Library Foundation, Fairfax County Public Library Employees Association, or a Friends of the Library organization.

Meeting rooms are available during regular branch business hours and many meeting rooms can accommodate meetings that occur before or after normal open hours.

Requests for use of a library meeting room may be submitted using the online room reservation service or by calling a library.

An individual may use a meeting or conference room during open hours when the room is not reserved for group use. An individual will arrange with staff to use the available space on a "drop-in" basis; an individual may not reserve meeting space for personal use.

When a question is raised about the objectives and activities of any organization, group, or individual requesting the use of the meeting room, the Library Board shall be the final authority in granting or refusing permission for the use of the room.

6/13/12
Meeting Room Policy

The Library's limited meeting and conference room space shall be available whenever possible for the use of non-profit organizations and individuals for educational, cultural, and informational community meetings and programs. Library-sponsored programs will shall receive first priority for reserving the space, after which other booking requests shall will be considered. The fact that a group is permitted to meet at the library does not in any way constitute an endorsement of the group's policies or beliefs. The name, address, and phone number of the Library may not be used as the official address of any organization using library facilities, nor may any non-library group using library facilities publicize its activities in such a way as to imply library sponsorship.

All meetings shall be open to the public. No admission may be charged. No programs involving sales may be conducted unless sponsored by the Library Board, the Fairfax Library Foundation, Fairfax County Public Library Employees Association, or a Friends of the Library organization.

Meeting rooms are available during regular branch business hours and many meeting rooms can accommodate meetings that occur before or after normal open hours.

No temporary signage shall be placed in the library building or on library grounds except in accordance with the following: 1) Signs shall be no larger than 36” by 36” and each group may place up to three signs, 2) Signs shall be directional in nature only, 3) Signs shall only be placed one hour in advance of a meeting and must be removed one hour after the conclusion of the meeting, and 4) Signs shall not block or interfere with regular library operations or library signage.

Requests for use of a library meeting room may be submitted using the online room reservation service or by calling the library.

An individual may use a meeting or conference room during open hours when the room is not reserved for group use. An individual will may arrange with staff to use the available space on a "drop-in" basis; an individual may not reserve meeting space for personal use.

When a question is raised about the objectives and activities of any organization, group, or individual requesting the use of the meeting room, The Library Board shall be the final authority in granting or refusing permission for the use of the room.

6/13/12-update date
CONSIDERATION ITEM
February 14, 2018

ISSUE: Update to Policy J Regarding Privacy of Patrons’ Research and Reading Materials

RECOMMENDATION: Library Administration recommends updating Policy J to include information related to the privacy of card records for minors and to remove procedural information.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on February 2, 2018, to discuss a number of policy updates. One policy brought forward by the committee for update is Policy J, regarding patron privacy. The policy requires updates to more clearly identify the privacy that library card holders can expect based on their ages and to remove procedural information. The current version of the policy and the recommended updated version of the policy are included in the attachment.
Policy Regarding Privacy of Patrons' Research and Reading Materials

1. Library service records are maintained for the sole purpose of conserving public property and are not to be used to identify the titles or kinds of material viewed by individual Library patrons, except as required by this Policy J.

2. Library service records, whether in paper or electronic form, that reveal the details, nature, or purpose of information requested or obtained by an identifiable patron shall not be revealed to any person or entity unless required by the Virginia Freedom of Information Act, subpoena, or court order, or unless disclosure of the information is specifically approved by the Library Director.
   a. The Virginia Freedom of Information Act, Va. Code Ann. § 2.2-3700 through -3714 ("VFOIA"). The VFOIA governs the handling of requests for records in the possession of a public body in the transaction of public business, which includes records of the Library. Under VFOIA, such records are generally open to inspection and copying by Virginia citizens and representatives of the news media. However, Va. Code Ann. § 2.2-3705.7 (3) creates an exemption that allows the Library to withhold from such inspection and copying "library records that can be used to identify both (i) any library patron who has borrowed material from a library and (ii) the material such patron has borrowed." The library staff shall not provide information in response to any request that comes within the scope of that exemption.
   b. Subpoenas. Any library staff person who is served with a subpoena that requires the disclosure of any library records shall immediately send the subpoena to the Library Director. The Library Director, in consultation with the County Attorney, shall be responsible for directing any response to the subpoena. The Library Director shall advise the Fairfax County Library Board of Trustees of the subpoena and inform them of any action taken pursuant to such subpoena.
   c. Search warrants. Any library staff person who is presented or served with a search warrant for any library records shall ask the law-enforcement officer to show identification, record identifying information, obtain or make a copy of the search warrant, and then immediately contact the Library Director. If the Library Director is unavailable, Library staff shall ask the law-enforcement officer if the search can be delayed until such time as the Library Director is available. However, if the law-enforcement officer refuses the request, library staff shall allow the search to proceed. The Library Director shall notify the County Attorney and may seek advice if necessary to determine the validity and scope of the warrant. If the County Attorney is unavailable at the time the search warrant is served, the Library Director may ask the law-enforcement officer if the search can be delayed pending consultation with the County Attorney. However, if the law-enforcement officer refuses the request, the Library Director shall allow the search to proceed. The Library Director or library staff shall ask the law-enforcement officer for an inventory of items taken. The Library Director shall advise the Library Board of Trustees of the warrant. If the search warrant is issued pursuant to the Foreign Intelligence Surveillance Act, 50 USC Chapter 36, the Library Director shall take measures to ensure that only those
library staff who are necessary to produce the records or assist in the search are informed of the warrant. The Library Director shall advise those library staff persons and the Library Board of Trustees that federal law prohibits them from disclosing the existence of the search warrant.

d. Other court orders. Any library staff person who is served for any other court order that requires the disclosure of any library records shall immediately send the order to the Library Director for review and response.
Policy Regarding Privacy of Patrons' Research and Reading Materials

1. Library service records are maintained for the sole purpose of conserving public property and are not to be used to identify the titles or kinds of material viewed by individual Library patrons, except as required by this Policy. For patrons aged zero to twelve, it is assumed that parents may need access to the child’s records.

2. Library service records, whether in paper or electronic form, that reveal the details, nature, or purpose of information requested or obtained by an identifiable patron shall not be revealed to any person or entity unless required by the Virginia Freedom of Information Act, subpoena, or court order, or unless disclosure of the information is specifically approved by the Library Director.

   a. The Virginia Freedom of Information Act, Va. Code Ann. § 2.2-3700 through -3714 (“VFOIA”). The VFOIA governs the handling of requests for records in the possession of a public body in the transaction of public business, which includes records of the Library. Under VFOIA, such records are generally open to inspection and copying by Virginia citizens and representatives of the news media.

   b. There are library-specific exemptions to VFOIA that include library records that can be used to identify patrons based on their borrowing records, the materials that patrons have borrowed, and the records of youth. However, Va. Code Ann. § 2.2-3705.7 (b) creates an exemption that allows the Library to withhold from such inspection and copying “library records that can be used to identify both (i) any library patron who has borrowed material from a library and (ii) the material such patron has borrowed.” The library staff shall not provide information in response to any request that comes within the scope of that exemption.

   c. Subpoenas, search warrants, and other court orders. Any library staff person who is served with a subpoena, search warrant or other court order that requires the disclosure of any library records shall immediately send the subpoena document to the Library Director. The Library Director, in consultation with the County Attorney, shall be responsible for directing any response to the subpoena. The Library Director shall advise the Fairfax County Library Board of Trustees of the subpoena document and inform them of any action taken pursuant to such subpoena in response.

   c. Search warrants. Any library staff person who is presented or served with a search warrant for any library records shall ask the law enforcement officer to show identification, record identifying information, obtain or make a copy of the search warrant, and then immediately contact the Library Director. If the Library Director is unavailable, Library staff shall ask the law enforcement officer if the search can be delayed until such time as the Library Director is available. However, if the law enforcement officer refuses the request, library staff shall allow the search to proceed. The Library Director shall notify the County Attorney and may seek advice if necessary to determine the validity and scope of the warrant. If the County Attorney is unavailable at the time the search warrant is served, the Library Director may ask the law enforcement officer if the search can be delayed pending consultation with the County Attorney. However, if the law enforcement officer refuses the
request, the Library Director shall allow the search to proceed. The Library Director or library staff shall ask the law enforcement officer for an inventory of items taken. The Library Director shall advise the Library Board of Trustees of the warrant. If the search warrant is issued pursuant to the Foreign Intelligence Surveillance Act, 50 USC Chapter 36, the Library Director shall take measures to ensure that only those library staff who are necessary to produce the records or assist in the search are informed of the warrant. The Library Director shall advise those library staff persons and the Library Board of Trustees that federal law prohibits them from disclosing the existence of the search warrant.

d. Other court orders. Any library staff person who is served for any other court order that requires the disclosure of any library records shall immediately send the order to the Library Director for review and response.
CONSIDERATION ITEM
February 14, 2018

ISSUE: Update to Policy Y Regarding Capital Facility Development Opportunities

RECOMMENDATION: Library Administration recommends updating Policy Y removing procedural information and clarifying details.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on January 12, 2018, to discuss a number of policy updates. One policy brought forward by the committee for update is Policy Y, regarding capital facility opportunities. The policy requires updates to remove procedural information, clarify leased spaces, and update formatting. The current version of the policy and the recommended updated version of the policy are included in the attachment.
Policy Regarding Capital Facility Development Opportunities

1. Section 1 of FCPL Board of Trustees Policy E., Policy Regarding Physical Facilities states: To achieve the goal of good Countywide library services, the Library Board will work toward providing Library buildings and facilities that will adequately meet the physical requirements of such service.

"...Library buildings and facilities..." have come to mean that library services may be rendered in (1) a free-standing building owned by the County and designed to serve as a library; (2) leased space in a retail center; (3) proffered space in a retail center; and (4) temporary space employed to maintain services while a specific branch library undergoes expansion and/or renovation.

2. The Library Board of Trustees is prepared to consider any additional type of legitimate proffer or public-private partnership (ppa, see state code) proposal leading to the provision of library services in accordance with board service standards and site selection criteria.

3. The Library Board of Trustees will evaluate such proposals against the following criteria:
   a. Financial viability of the organization presenting the proposal
   b. "Track record" of the organization presenting the proposal
   c. Compatibility of the proposal with existing site selection criteria
   d. Compatibility with space requirements allowing for the provision of space that will "...adequately meet the physical requirements of such service."
   e. Conformance with County financial requirements relating to bond funds, etc., etc.
   f. Quantifiable benefits of the proposal to the County, FCPL, and its customers
   g. Conformance of the proposal with all appropriate County development requirements
   h. Other criteria as the Library Board of Trustees deems appropriate

When a developer contacts Library Administration regarding a capital facility development opportunity, the following will serve as a review procedure:

i. The Library Director notifies the Library Board of such a proposal and requests permission to engage in discussions with the developer.

j. The Library Director notifies all appropriate county agencies regarding the proposal.

k. Upon receipt of a formal proposal, the Library Director and appropriate county staff will review the proposal employing Library Board Policy Y and various county evaluative criteria.

l. The Library Director will utilize consultants and others as appropriate.
m. The "final" proposal will be brought to the Library Board with recommendations regarding it from Library Administration.

n. After review by the Library Board the proposal with recommendations for action will be forwarded to the Board of Supervisors for its review.

6/14/2006
Policy Regarding Capital Facility Development Opportunities

1. Section 1 of FCPL The Library Board of Trustees Policy E. Policy Regarding Physical Facilities states: To achieve the goal of good Countywide library services, the Library Board of Trustees will work toward providing library buildings and facilities that will adequately meet the physical requirements of such service.

"...Library buildings and facilities..." have come to mean that library services may be rendered in (1) a free-standing building owned by the County and designed to serve as a library; (2) leased space in a retail center; (3) proffered space in a retail center; and (4) temporary space employed to maintain services while a specific branch library undergoes expansion and/or renovation.

2. The Library Board of Trustees is prepared to consider any type of legitimate proffer or public-private partnership proposal leading to the provision of library services in accordance with Library of Virginia service standards, and site selection criteria, and the County's Capital Improvement Plan.

3. The Library Board of Trustees in collaboration with the Fairfax County Capital Facilities Division and the Fairfax County Department of Procurement and Materials Management shall evaluate the proposal in accordance with Fairfax County Purchasing Regulations and Fairfax County Public-Private Education Facilities and Infrastructure Act (PPEA). The Library Board of Trustees will evaluate such proposals against the following criteria:

a. Financial viability of the organization presenting the proposal
b. "Track record" of the organization presenting the proposal
c. Compatibility of the proposal with existing site selection criteria
d. Compatibility with space requirements allowing for the provision of space that will "...adequately meet the physical requirements of such service."

e. Conformance with County financial requirements relating to bond funds, etc., etc.

f. Quantifiable benefits of the proposal to the County, FCPL, and its customers
g. Conformance of the proposal with all appropriate County development requirements

h. Other criteria as the Library Board of Trustees deems appropriate

When a developer contacts Library Administration regarding a capital facility development opportunity, the following will serve as a review procedure:

i. The Library Director notifies the Library Board of such a proposal and requests permission to engage in discussions with the developer.
j. The Library Director notifies all appropriate county agencies regarding the proposal.

k. Upon receipt of a formal proposal, the Library Director and appropriate county staff will review the proposal employing Library Board Policy Y and various county evaluative criteria.

l. The Library Director will utilize consultants and others as appropriate.

m. The “final” proposal will be brought to the Library Board with recommendations regarding it from Library Administration.

n. After review by the Library Board the proposal with recommendations for action will be forwarded to the Board of Supervisors for its review.

6/14/2006 update date
CONSIDERATION ITEM
February 14, 2018

ISSUE: Review and update of the Library Board of Trustee Bylaws

RECOMMENDATION: Library Administration recommends updating the Library Board’s bylaws to reflect grammar updates and consolidation of meeting information.

BACKGROUND: The ad hoc Policy Committee of the Library Board of Trustees met on February 2, 2018, to discuss a number of policy updates. One topic brought forward by the committee for update is its own bylaws. It is recommended to update the bylaws for grammar, appropriate consolidation of meeting information, and removal of inaccurate references. The current version of the bylaws and the recommended updated version of the bylaws are included in the attachment.
Bylaws of the Fairfax County Public Library Board of Trustees

ARTICLE I. Name
The name of this organization shall be Fairfax County Public Library Board of Trustees.

ARTICLE II. Objectives
The objectives of the Library Board are to provide free public library services to all residents of the contracting jurisdictions in accordance with the Virginia Code; regulations of the State Library System; and local ordinances.

ARTICLE III. Membership
Section 1
The Library Board shall consist of not less than five members (Va. Code 42.1-35) (1970) and shall include such additional members as may be determined by the Fairfax County Board of Supervisors or by contract entered into by the Supervisors with other jurisdictions to provide regional library service. 1 (Va. Code 42.1-34).

Section 2
A member whose term has expired may continue to serve until a successor is appointed. A member shall be eligible to serve an unlimited number of successive terms.

ARTICLE IV. Duties
The Library Board shall:

a. Manage and control the Fairfax County Public Library (Va. Code 42.1-35).
b. Establish and enact such policies as will promote the objectives of the Board.
c. Approve annually a budget for Fairfax County Public Library services to be submitted to the appropriate governing bodies.
d. Select and appoint a Director of the Fairfax County Public Library who meets the qualifications recommended by the Virginia State Board for the Certification of Librarians, and in other respects appears to be qualified for the position of Director.

ARTICLE V. Elections
Section 1. Officials

a. The officers of the Library Board shall be a Chair, a Vice Chair, and a non-voting Secretary.
b. The Director of Libraries shall serve as the non-voting Secretary to the Board.
c. The Chair and Vice Chair shall be elected by voice vote annually at the regular meeting of the Board in the month of June.
d. The Chair and Vice Chair shall assume their official duties upon their election and shall serve for a term of one year or until their successors take office.
e. An officer shall not be eligible to serve more than two consecutive terms in the same office, except the Secretary.

Section 2  Foundation Representative

a. Each year, the Board will elect a member to serve as a Director of the Fairfax County Public Library Foundation, Inc. 2
b. The term of Foundation Director is for one year.

Section 3  Nominations

a. Only those persons who have signified their consent to serve, if elected, shall be nominated for election.
b. Nominations shall be announced at the May meeting of the Board.
c. Each year at the April meeting, the Chair shall appoint a nominating committee of two Board members whose responsibilities will be to distribute, receive and tabulate nomination forms, and to report the results in the form of nominations at the regular May meeting. Neither the Chair nor the Vice Chair will be eligible for this assignment.
d. Additional nominations may be made at the May or June meetings.

Section 4  Elections

a. Each year at the June meeting, elections will be held for officers for the following year.
b. If a quorum is not present, a special meeting shall be called as soon as possible for the purpose of holding elections.
c. A vacancy shall be filled for the unexpired term by a person elected by a majority vote of the remaining members of the Board, five days notice of such an election being given. When a vacancy occurs in the Office of Chair of the Board, the Vice Chair shall serve for the remainder of the term. In the case of a vacancy in the Office of Foundation Director, notice shall be given and an election held.

ARTICLE VI  Duties of Officers

Section 1

The Chair shall:

a. Preside at all Board meetings which she/he attends.
b. Appoint all committees.
c. Initiate, with the Director of Libraries (secretary) an agenda for each regular Board meeting,
d. Sign all documents and communications emanating from Board action.
e. Be the spokesperson for the Board.
f. Serve on the Fairfax County Public Library Foundation, Inc.
Section 2
The Vice Chair shall act in the absence of the Chair and shall perform any other duties assigned by the Chair.

Section 3

The Secretary of the Board shall:

a. Send in writing to each Board member notification of each regular meeting, not less than five days in advance of the date of the meeting. Such notice shall include the agenda of the meeting and minutes of the last regular meeting and any intervening special meeting.
b. Provide notification of special meetings, stating the purposes of the special meeting and by whom it is being called.
c. Record the minutes of all meetings.
d. Maintain the minutes of all meetings in the office of the Director of Libraries.
e. Index and codify all current policies of the Board. Copies shall be kept at every branch library available for public inspection.
f. Present monthly statistical reports on library activities: activity and financial reports, and other reports as requested.
g. Serve as Director of the Fairfax County Public Library Foundation, Inc.

ARTICLE VII. Meetings

a. Regular meetings of the Board shall be held once each month, except August, the time and day to be determined by the Board at its meeting in July. 3
b. Regular meetings shall be held in Fairfax County or City at the Library Administration Offices or such other place as may be determined by the Board for individual meetings. Special meetings may be held at any place convenient to Board members and the general public, such place to be determined by the Chair and the Secretary.
c. A simple majority of duly appointed members shall constitute a quorum.
d. Special meetings of the Board may be called by the Chair and shall be called at the request of any two Board members. Only those items listed on the notification agenda shall be discussed at the special meeting.

ARTICLE VIII. Committees
Section 1 Officials

a. The Board shall establish those Committees required to accomplish the objectives of the Board.
b. Each Board member will serve on at least one committee.
c. While Committee members are specifically appointed by the Chair, non-committee members may attend a committee meeting and participate fully in the Committee's discussion, including voting issues.
ARTICLE IX. Parliamentary Authority

*Robert’s Rules of Order Newly Revised* (9th edition, 1990) shall govern this Board in all cases in which they are applicable and in which they are not in conflict with these Bylaws. *The 1915 edition is in the public domain and available online.*

ARTICLE X. Amendment of Bylaws

a. These Bylaws may be amended at any regular meeting of the Board by two-thirds vote of those present and voting, provided that the proposed amendment has been submitted in writing at the immediately previous regular meeting.

b. The requirements for the adoption of a revised set of Bylaws shall be the same as in the case of an amendment.

1 Each Fairfax County Supervisor district is represented on the Library Board. In addition, there is an At-Large member. Fairfax City Council shall appoint at least one member of the Library Board.

2 The Fairfax County Public Library Foundation, Inc. is a 501(c)(3) entity established by the Library Board in September 1994. Foundation bylaws state that the Chair of the Library Board and the Library Director will serve as members of the Foundation. In addition, the Library Board elects a representative from the Library Board to also serve on the Foundation Board.

3 Action taken by the Fairfax County Board of Supervisors on November 22, 1976 established compensation for Boards, Authorities and Commissions. The Library Board was established as a Group II body with a compensation of $25 per month per meeting with a limitation of 12 meetings per year. Criteria for Group II is described "does not have full control of their workload." See memo dated 11/29/76 from the County Executive. Revised August 3, 1987, compensation of $50 per meeting not to exceed 12 meetings per year.
Bylaws of the Fairfax County Public Library Board of Trustees

ARTICLE I. Name
The name of this organization shall be Fairfax County Public Library Board of Trustees.

ARTICLE II. Objectives
The objectives of the Library Board are to provide free public library services to all residents of the contracting jurisdictions in accordance with the Virginia Code; regulations of the State Library System; and local ordinances.

ARTICLE III. Membership
Section 1
The Library Board shall consist of not less than five members (Va. Code 42.1-35) (1970) and shall include such additional members as may be determined by the Fairfax County Board of Supervisors or by contract entered into by the Supervisors with other jurisdictions to provide regional library service. 7 (Va. Code 42.1-34).

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b. Appoint all committees.

c. Initiate, in consultation with the Director of Libraries (secretary), an agenda for each regular Board meeting.

d. Sign all documents and communications emanating from Board action.

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INFORMATION ITEMS
Attached is the monthly statistical snapshot for January 2018.

- Monday January 1 – All office and libraries closed in observance of New Year’s Day.
- Monday January 8 – All libraries closed at 5pm due to winter weather advisory.
- Monday January 15 – All office and libraries closed in observance of Martin Luther King Day.
- Circulation for FY2018 is 2% below FY2017 levels.
- Library visits for FY2018 are 3% below FY2017 levels.
- JM closed for renovation.
- Several branches experienced power outages, phone problems, and computer issues during the month.

Please call Strategic Planning and Customer Research Services at 702-324-8322 if you have any questions.
<table>
<thead>
<tr>
<th>Site</th>
<th>January FY17 - FY18</th>
<th>% Change Cumulative</th>
<th>Site</th>
<th>January FY17 - FY18</th>
<th>% Change Cumulative</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVD</td>
<td>152,441</td>
<td>17%</td>
<td>FX</td>
<td>35,735</td>
<td>-1%</td>
</tr>
<tr>
<td>RR</td>
<td>49,370</td>
<td>-8%</td>
<td>RR</td>
<td>29,476</td>
<td>-7%</td>
</tr>
<tr>
<td>CH</td>
<td>45,169</td>
<td>-6%</td>
<td>KP</td>
<td>27,068</td>
<td>-23%</td>
</tr>
<tr>
<td>PO</td>
<td>39,355</td>
<td>687%</td>
<td>GM</td>
<td>23,145</td>
<td>-5%</td>
</tr>
<tr>
<td>FX</td>
<td>35,384</td>
<td>-7%</td>
<td>CH</td>
<td>22,755</td>
<td>-8%</td>
</tr>
<tr>
<td>CE</td>
<td>33,523</td>
<td>-8%</td>
<td>CE</td>
<td>22,078</td>
<td>-3%</td>
</tr>
<tr>
<td>KP</td>
<td>31,426</td>
<td>-30%</td>
<td>SH</td>
<td>19,480</td>
<td>-2%</td>
</tr>
<tr>
<td>GM</td>
<td>30,390</td>
<td>-10%</td>
<td>PO</td>
<td>19,031</td>
<td>657%</td>
</tr>
<tr>
<td>PH</td>
<td>29,995</td>
<td>-6%</td>
<td>TY</td>
<td>16,185</td>
<td>279%</td>
</tr>
<tr>
<td>TY</td>
<td>24,804</td>
<td>185%</td>
<td>PH</td>
<td>16,011</td>
<td>*</td>
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<tr>
<td>DM</td>
<td>23,849</td>
<td>-14%</td>
<td>DM</td>
<td>15,167</td>
<td>-15%</td>
</tr>
<tr>
<td>SH</td>
<td>22,406</td>
<td>-7%</td>
<td>RB</td>
<td>14,383</td>
<td>-11%</td>
</tr>
<tr>
<td>KN</td>
<td>21,133</td>
<td>22%</td>
<td>BC</td>
<td>12,275</td>
<td>-39%</td>
</tr>
<tr>
<td>OK</td>
<td>21,079</td>
<td>-5%</td>
<td>KN</td>
<td>12,238</td>
<td>-2%</td>
</tr>
<tr>
<td>BC</td>
<td>20,191</td>
<td>-41%</td>
<td>OK</td>
<td>11,812</td>
<td>-2%</td>
</tr>
<tr>
<td>RB</td>
<td>18,500</td>
<td>-20%</td>
<td>HE</td>
<td>11,132</td>
<td>*</td>
</tr>
<tr>
<td>TJ</td>
<td>15,859</td>
<td>-9%</td>
<td>TJ</td>
<td>10,051</td>
<td>-5%</td>
</tr>
<tr>
<td>MW</td>
<td>14,260</td>
<td>12%</td>
<td>WW</td>
<td>8,730</td>
<td>0.2%</td>
</tr>
<tr>
<td>HE</td>
<td>12,753</td>
<td>-4%</td>
<td>MW</td>
<td>8,365</td>
<td>*</td>
</tr>
<tr>
<td>GF</td>
<td>7,924</td>
<td>-9%</td>
<td>LO</td>
<td>7,072</td>
<td>*</td>
</tr>
<tr>
<td>LO</td>
<td>7,003</td>
<td>-16%</td>
<td>GF</td>
<td>6,542</td>
<td>-7%</td>
</tr>
<tr>
<td>WW</td>
<td>5,469</td>
<td>15%</td>
<td>AS</td>
<td>861</td>
<td>*</td>
</tr>
<tr>
<td>AS</td>
<td>2,160</td>
<td>-8%</td>
<td>JM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FCPL</td>
<td>940,329</td>
<td>-2%</td>
<td>FCPL</td>
<td>349,592</td>
<td>-3%</td>
</tr>
</tbody>
</table>

* Estimate
<table>
<thead>
<tr>
<th>Customers</th>
<th>January</th>
<th>Year-to-date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Attendance *</td>
<td>13,427</td>
<td>108,203</td>
</tr>
<tr>
<td>Database Usage *</td>
<td>139,875</td>
<td>1,017,071</td>
</tr>
<tr>
<td>Collection:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check In / Check Out</td>
<td>541,166</td>
<td>3,953,234</td>
</tr>
<tr>
<td>In-house Use</td>
<td>63,973</td>
<td>498,574</td>
</tr>
<tr>
<td>Transfers In / Out</td>
<td>10,534</td>
<td>66,742</td>
</tr>
<tr>
<td>Discards by Category:</td>
<td>30,690</td>
<td>151,833</td>
</tr>
<tr>
<td>Damage</td>
<td>56%</td>
<td>61%</td>
</tr>
<tr>
<td>Lease</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>Inaccurate</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>Low Demand</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Magazines</td>
<td>15%</td>
<td>11%</td>
</tr>
<tr>
<td>Phone Renewal</td>
<td>5,872</td>
<td>51,284</td>
</tr>
</tbody>
</table>

| Community                         |         |              |
| Early Literacy Outreach Office:   |         |              |
| Number                            | 206     | 1,044        |
| Attendance                        | 3,967   | 19,288       |

| Technology                        |         |              |
| Internet Sessions                 | 93,226  | 690,240      |
| WiFi Usage:                       |         |              |
| Client Count                      | 204,912 | 1,502,803    |
| Website:                          |         |              |
| Visits *                          | 238,397 | 1,983,397    |
| Catalog Logins                    | 1,017,821 | 7,017,235 |
| Remote Renewals                   | 275,284 | 2,025,809    |

* Estimate, data unavailable in time for issuing this report.
Fairfax County Public Library  
Incident Report  
January 2018

<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>Building Emergency *</td>
<td>1</td>
<td>After hours emergency exit propped open.</td>
</tr>
<tr>
<td></td>
<td>Theft of Personal Property *</td>
<td>1</td>
<td>Customer laptop stolen.</td>
</tr>
<tr>
<td>FX</td>
<td>Substance Abuse *</td>
<td>1</td>
<td>Customer in Virginia Room with open beer bottle.</td>
</tr>
<tr>
<td></td>
<td>Building Emergency *</td>
<td>1</td>
<td>Fire annunciator was sounding.</td>
</tr>
<tr>
<td></td>
<td>Parking Garage</td>
<td>1</td>
<td>Customer tried to drive into garage with bike on the roof.</td>
</tr>
<tr>
<td>PO</td>
<td>Sexual Misconduct</td>
<td>1</td>
<td>Student volunteer reported customer possibly masturbating.</td>
</tr>
<tr>
<td></td>
<td>Physically Threatening Behavior *</td>
<td>1</td>
<td>Customer complained of being hassled by her estranged father.</td>
</tr>
<tr>
<td>RR</td>
<td>Theft of Personal Property</td>
<td>1</td>
<td>Customer reported money stolen from wallet left in restroom.</td>
</tr>
<tr>
<td></td>
<td>Verbal Abuse *</td>
<td>1</td>
<td>Customer being verbally abusive to no one person in particular.</td>
</tr>
<tr>
<td></td>
<td>Disruptive Behavior</td>
<td>1</td>
<td>Customer took exception to rowdy behavior of others.</td>
</tr>
<tr>
<td></td>
<td>Substance Abuse *</td>
<td>1</td>
<td>Customer unresponsive in women's restroom, alcohol found.</td>
</tr>
<tr>
<td>SH</td>
<td>Parking Lot</td>
<td>1</td>
<td>Customer vehicle vandalized.</td>
</tr>
<tr>
<td>KP</td>
<td>Police Activity</td>
<td>1</td>
<td>Police searching for a teen concerned for his safety.</td>
</tr>
<tr>
<td>KN</td>
<td>Parking Lot</td>
<td>1</td>
<td>Fender bender.</td>
</tr>
<tr>
<td>LO</td>
<td>Building Emergency *</td>
<td>1</td>
<td>Strong smell of natural gas in the entryway.</td>
</tr>
<tr>
<td>MW</td>
<td>Erratic Behavior</td>
<td>1</td>
<td>Customer ranting about cell phone being a nuclear weapon.</td>
</tr>
<tr>
<td>RB</td>
<td>Substance Abuse</td>
<td>1</td>
<td>Customer drinking rice wine from a bag hidden on the floor.</td>
</tr>
<tr>
<td></td>
<td>Customer in Distress *</td>
<td>1</td>
<td>Customer having difficulty breathing, called 911.</td>
</tr>
<tr>
<td>TJ</td>
<td>Substance Abuse</td>
<td>1</td>
<td>Customer appeared to be intoxicated using abusive language.</td>
</tr>
<tr>
<td>WW</td>
<td>Verbal Abuse</td>
<td>1</td>
<td>Customer verbally abusing staff.</td>
</tr>
</tbody>
</table>

Total Incidents January 2018 20

* Police, Fire Department, or FMD notified