

Manassas Park City Library Advisory Board Meeting
7 p.m., Thursday, September 16, 2021
9701 Manassas Drive
Manassas Park, VA 20111

MINUTES

ATTENDEES

Present

Michele Herd – Board Chair
Lillian Zhu – Board Co-Chair
Andrea Barbuzza – Board member
Robin Hatcher – Board Member
Ann-Marie Stewart – Board Member
Holly Ritchie – Library Director

Virtual

Jay Swisher – City

CALL TO ORDER

Ms. Herd called the meeting to order at 7:01 p.m.

Comments

Ms. Herd thanked Mr. Swisher for the addition of the bike rack.

APPROVAL OF AGENDA

Ms. Herd asked for motion to approve the agenda. Ms. Hatcher moved to accept, Ms. Zhu seconded. The motion carried.

APPROVAL OF MINUTES

Ms. Herd asked for motion to approve the previous meeting minutes (June 10, 2021). Ms. Zhu moved to accept, Ms. Hatcher seconded. The motion carried.

REPORTS

Library Director Report – attached.

June 2021-August 2021 Statistics – attached.

- Comments concerning Reports:

- After Director Ritchie mentioned the Author Talks that the library has been planning, Ms. Stewart mentioned that she has some Author contacts and is willing to put her in touch with them.
- Director Ritchie updated the board on the library's Spanish programming, Ms. Zhu asked if the bilingual presenter would be willing to assist with other programming or materials. Director Ritchie informed the board that she has already assisted with Spanish materials for children.
- Ms. Barbuzza and Ms. Stewart asked for clarification on how Hoopla and Overdrive/Libby work for the patron. Director Ritchie explained the basic use of both databases.
- Ms. Barbuzza mentioned that she has a friend who works at the local high school who is a Spanish speaker and helps to coordinate with the community and would introduce Director Ritchie to her. She also shared a resource for authentic Spanish materials.
- Ms. Herd mentioned that some of the local Catholic Charities have had ESL programs.
- Ms. Herd asked if there is any update on the Downtown Library. Director Ritchie stated that the current timeline for a move in date is July. She informed the board that there will be a period of time that the library is closed, but all electronic services would be available and some in-person services may be possible at the community center. Director Ritchie also gave a brief overview of the projected setup of the Downtown Library.

Action Items

Library Advisory Board Handbook Reading – Best Practices (pg 19)

Discussion: Establishing and marketing a Friends of the Library group.

Ms. Stewart asked how involved a board member can be involved in a Friends group. Director Ritchie stated that she will look into it and supply more information about a Friends group to the board.

No action items

Policy Revisions

Laptop Policy

Director Ritchie explained the reason behind the change was due to an internal procedure change. There was no discussion concerning the policy.

Ms. Herd asked for motion to approve the laptop policy revisions. Ms. Hatcher moved to accept, Ms. Stewart seconded. The motion carried.

Fines and Fees

Director Ritchie explained the change was to clarify what was going to be charged. Ms. Hatcher asked about what the process would be if they found the book after the account had been charged. Director Ritchie explained that if they return the book before they pay for it the charge is removed from their account. Director Ritchie continued that if they find the book after they have paid for it, they are able to request a refund.

Ms. Herd asked for motion to recommend the laptop policy revisions for approval to the Governing Board. Ms. Hatcher moved to accept, Ms. Barbuzza seconded. The motion carried.

Regulations

Director Ritchie explained the reason behind the change is to clarify the policy for patrons and to remove a section that is procedural. There was no discussion concerning the policy.

Ms. Herd asked for motion to recommend the laptop policy revisions for approval to the Governing Board. Ms. Hatcher moved to accept, Ms. Barbuzza seconded. The motion carried.

MEETING SCHEDULE

Board set next meeting for December 9th at 7 p.m.

Meeting Adjourned

Ms. Herd asked for motion to adjourn. Ms. Zhu moved to adjourn, Ms. Hatcher seconded. The motion carried.

Director Report

We are getting more popular! We have a number of families that regularly attend our in-person storytime or come to the library to read with their children. We also still have a number of patrons who are coming to use our wifi or get out of the heat/rain. The community has continued their interest and support of the future plans for the library, especially since the new building has started to be visible in the construction zone.

Programs

We have gravitated away from strictly virtual programming and are focusing on in-person or hybrid programs to meet the interest and demand from the community. We do continue to offer a grab and go bag, however, it is now offered throughout the entire month and is based off of our Craft & Create program. These have been popular so far as there are still those that do not want to attend in-person crafting programs, but would like to participate still.

The Summer Reading Program was a great success! Not only did it succeed in spreading more awareness of our library, it also fostered a love of reading in many of our young patrons. Some parents expressed their gratitude in our program as their children are now reading without any prodding. The end of summer program – the Tale-End of Summer – was a great success! We had over 200 people attend to check out books, get their SRP prizes, play games, complete crafts, and visit with the reptiles and animals that were onsite.

Storytime is now officially in-person and it has been largely popular! We have families that travel from neighboring jurisdictions in order to attend and the feedback has been positive. We have also planned various programs for the next couple of months such as an outdoor Teen Fitness Challenge, a crafting program for teens to create their own movie poster or comic book page, a monthly game night here at the library, genealogy lessons, author talks, open mic nights, writing programs, and more.

We have also begun our Spanish programming! Starting in October, we will be having a monthly storytime delivered in Spanish by Roxana Chavez. She will also be presenting a Heritage program – in Spanish – for Family History Month in October.

Available Services related to COVID

The library is currently fully open for walk-ins and curbside services. Per city guidelines, masks are once again required in the building.

Social Media Response

The response on social media continues to be very positive. We regularly have engagements on our posts and we have gained new patrons through our various social media marketing campaigns. We currently have 588 likes and 623 Followers on Facebook, 108 followers on Instagram and 13 subscribers on our YouTube channel (as of 9/1/21).

Statistics

Manassas Park City Library - June 2021-August 2021 Stats

Statistic Captured	2021-06	2021-07	2021-08	Total
Public Service Hours	208	212	206	626
Library Visits	821	962	1,132	2,915
Uses of Public Internet Computers	31	14	22	67
Wireless Sessions	26	26	19	71
Number of Website Visits	5,612	5,160	3,411	14,183
Total Reference Transactions	168	284	156	608
Total Recordings of Program Content	11	4	5	20
Total Views of Recorded Program Content	112	28	47	187
Total Library Programs	11	12	10	33
Total Program Attendance	47	73	76	196
Total Circulation - Electronic Materials	129	185	173	487
Total Circulation - Physical Materials	824	1,012	1,038	2,874
Total Circulation	953	1,197	1,211	3,361
Interlibrary Loans Received From	0	0	1	1
New Borrowers - Total	77	74	62	213
Registered Borrowers	871	945	1,008	2,824
Volunteer - Hours	0	13	37	50
Offsite Programs - Total	0	2	1	3
Offsite Attendance - Total	0	26	11	37

Partnerships

I recently have developed a new partnership with Roxana Chavez for some children programming in Spanish. These programs are beginning in October and the current plan is for the Spanish Storytimes to be monthly. I am also working to develop partnerships around the area with the aim to better expand our programs and services.

As always, I would appreciate your assistance in creating partnerships around the community. If you have any contacts or ideas for partnerships – please pass them on to me!

14 Laptop Checkout

14.1 Laptop Checkout

Manassas Park City Library is pleased to offer laptop checkout service to patrons. Patrons will be able to access the library's wireless network, information resources, library printer, the Internet and other provided software with a library laptop. The laptops must be used in the Library.

This policy is intended to ensure that the laptops are available for fair access for all users.

The library circulates the laptop and power cord if needed; no earphones, external keyboards, external mice, external hard drives, or any other devices will be provided. Patrons may use any personal device that uses a USB connection, including a keyboard, mouse and USB flash drives.

14.2 Usage Rules

- Laptop computers may only be checked out by a patron with a library card. The library card must be in good standing with no fines, no outstanding lost library materials, and no other blocks on the card. Parents will be required to check out laptops for children under the age of 13.
- Laptop computers check out for in-library use only. Laptops connect to the Library network through a wireless connection. Laptop computers may not be left unattended. Patrons must return the laptops to the Service Desk when they are finished or the time for use has expired.
- Patrons must present a current MPCL card; staff will verify identity based on the record for the card (e.g. address/name/DOB). ~~The Library card will be held by Library staff until the laptop is returned.~~
- The first time a laptop is checked out patrons must read the MPCL Laptop Policy and sign a copy of the Laptop Use Agreement Form, which will be kept on file. A copy of the policy will be given to the patron. The patron will then be listed in the system as Laptop Eligible. Patrons below the age of 18 must have a parent or guardian complete the Laptop Policy Form in the presence of Library Staff.
- Laptops are available on a first come, first served basis for 60 minutes at a time, which can be extended if no one is waiting.
- Patrons are financially responsible for lost or stolen laptops. A lost laptop fee of \$600 will be assessed when necessary. Repair costs, whether from negligent, reckless, or intentional damage, are the responsibility of the patron.
- No software may be downloaded or installed to the laptop hard drive.
- The Manassas Park City Library is not liable for damages to patron's personal data, removable media or equipment resulting from information copied from the Internet or laptop. Information may not be saved to the laptop hard drive under any circumstances. All information is automatically erased when the computer is shut down. All computers will be shut down and wiped when they are checked back in.

- The Library Director reserves the right to limit or regulate the use of Library equipment.

Adopted 7/21/2020

Updated _____

16 Circulation

16.1 Collection Usage Rules

1. Loan of materials: There is a checkout limit of 30 total items per library card. Loanable materials have a maximum of 3 renewals. The loan period for all materials is 3 weeks.

Borrowed items will be renewed automatically three days before the due date, with some exceptions:

- Another user has requested it
- The item reached its maximum number of renewals
- The user's account is blocked due to fines or fees of \$25.00 or more
- The item is an electronic resource, such as an ebook or eaudiobook

Users who have opted to receive email notices will receive a courtesy message three days before the item's due date. This notice will indicate which items were renewed and which items could not be renewed.

2. Holds: Any circulating library materials may be placed on hold. When the item requested is available, the patron is notified that the material will be held for 7 days. Patrons may place up to 15 holds per account.
3. Suspension or revocation of borrowing privileges: The Library Director may suspend or revoke borrowing privileges when fines are not paid, library material is not returned, or library policies are not followed.
4. Equipment malfunctions: The library is not responsible if a patron's equipment malfunctions when playing media borrowed from the library.
5. Library Staff: Library staff will check out all materials for personal use through circulation channels in accordance with the policies established for all library patrons.

16.2 Library Card Guidelines

Manassas Park City Library respects its patrons' privacy by keeping gathered information confidential.

1. Photo identification and proof of current physical/employment address (such as a utility bill, paystub or other piece of USPS delivered mail) are required.
2. Acceptable forms of identification include:
 - Driver's license
 - Federal, state or local government ID card
 - Passport

- School ID card
 - U.S. Military card
 - Permanent Resident Card / Alien Registration Receipt Card / Consulate ID
3. Patrons must present a current ID to obtain a library card and accounts must be in good standing (i.e. not delinquent) before a card is renewed. Library Cards must be renewed every 3 years.
 4. Cards for Children:
 - There is no minimum age for obtaining a library card.
 - Parent or legal guardian must present his/her photo identification and proof of current address for cards issued to children under the age of 18.
 - Parents or legal guardians are responsible for items checked out by their minor children.

16.3 Fines and Fees

All cardholders are responsible for materials borrowed on their card. No overdue fines are charged. The Library may impose and collect lost item fees for the infringement of the established rules and regulations and may suspend or revoke the borrowing of any book or other material by a cardholder who has failed or refused to pay any fee or to return any book or other material by the due date set by the Library.

Email reminders, for materials due, are a courtesy of the library. Patrons are obligated to return their materials on time, even in the event reminder notifications are not received. If overdue items have not been returned within seven days of the due date, the patron will receive an email reminder notice. A second courtesy reminder notice will be sent 14 days after the due date. The patron's account will be billed a lost item fee for any material not returned for the overdue material 30 days after the due date and a billing notice will be sent to the patron.

16.4 Regulations

1. A library card becomes delinquent when the charges on his/her account reach \$25.00. Borrowing privileges are suspended until the total charges owed are less than \$25.00.
- ~~2. Staff have the option of waiving or reducing a charge if they feel extenuating circumstances so warrant.~~
- ~~3.2.~~ All library debts are discharged when listed in a patron's bankruptcy.
- ~~4.3.~~ A police report (filed within 60 days of items being due) is necessary for the Library to waive related fees and replacement costs on items stolen from the patron or checked out on a lost/stolen library card. Processing fees are non-refundable.

Adopted 7/21/2020

Updated _____