

The Alexandria Library Board was called to order by Chairperson Kathleen Schloeder, on Monday, October 21, 2013 at 4:04 pm in the Ilka K. Dickman Board Room at Charles E. Beatley, Jr. Central Library. Members present were K. Schloeder, O. Fitzgerald, R. Hobson, A. Paul, G. Day-Fuller, H. Desfosses, and A. Silberberg.

Staff present were Director Dawson, Deputy Director Renner, Administrative Officer Wesson, Communications Officer Kimberly Nathaniel, and Central Library Manager Renee Dipilato.

Guests present were Chuck Ziegler, Vice President of the Friends of the Beatley Central Library and Beatley Friends members Betty Guttman and Gary Hacker, and General Services representatives Donna Poillucci and Titania Cross.

Mr. Ziegler said that he appreciated the cooperative relationship between the Library Board and staff, and the Friends, and said that Beatley's building issues are significant and would take their combined effort to resolve them. He expressed concern about Beatley's water incursion issues, its heating and air conditioning, lighting in the parking lot, as well as building cleanliness. He stated that an environmental assessment of Beatley needed to be done by an independent expert in order to assess and correct the problems.

Mrs. Schloeder thanked the Friends of Beatley Central Library for their support.

Mrs. Desfosses asked if there was any evidence of mold. Ms. Dipilato replied that while she cannot confirm the presence of mold, there is some staining in very high areas of the ceiling. Mrs. Dawson said that a previous test performed in the children's area showed that the levels of mold present were at acceptable levels. Mrs. Paul stated that she was concerned about the books, noting that it would be extremely expensive to replace the paper collection if it were compromised. Mr. Hobson commented that the water incursion issues have been going on since the Beatley library was built.

Ms. Titania Cross, Deputy Director for Facilities, presented a report on behalf of General Services. She stated that the water intrusion projects that were planned for 2014 are still planned to go forward. General Services had received some initial estimates, but actual bids exceeded those initial estimates. Therefore, they had to go out for bid again and the Purchasing Department had been given the Request for Proposal about two weeks ago. Ms. Poillucci, the Library's Portfolio Manager, said that General Services had tried to put the project forward as an emergency project, but Purchasing had denied the request. Ms. Desfosses asked why the project had been denied for emergency status. Ms. Poillucci replied that Purchasing said that there was not enough justification for a sole source vendor for the gutter portion of the project. Ms. Desfosses asked if the Board could appeal and ask for an accelerated process. Mrs. Dawson said that she could look into an accelerated process, rather than an emergency process with a sole source vendor. Mrs. Paul asked how long General Services had known about this problem. Ms. Poillucci said that she had known about the problems ever since she had started working with General Services. She pointed out that when trying to track down where water is coming in, it is very difficult to pinpoint in a building of this size. She outlined some of the work that had been done on the Beatley building. In one instance, General Services discovered that no moisture barrier had ever been installed at the base of the building; this was replaced last year along with a number of windows in the building, which stopped the water intrusion on the front of the building. General Services also had the roof tested several times, and performed some work on the gutters which was also successful. The new leak in the story room is the skylight, whereas previous leaks in that room were from other causes. Ms. Poillucci stated that recaulking and resealing is

something that should be done every 15 years, and should be done now given the water intrusion problems the building is experiencing.

Ms. Desfosses asked if a comprehensive assessment of the entire roof of the building had been done. Ms. Poillucci replied that General Services had met with the original architects and project managers but the original builders had gone bankrupt and could not be held accountable. The architect wrote a letter stating that he thought General Services was "on the right track". Ms. Poillucci added that various internal experts including the Director had reviewed the various problem areas.

Ms. Cross stated that an air quality assessment was performed in December 2012 and she had asked Ms. Poillucci to do another one, since it had been almost a year since the last one was done. She said that carpet replacement for the first floor is planned for 2014, after the water intrusion is corrected. Carpets on the second floor are planned to be replaced in 2015. In addition, repainting is planned to take place. Additional lighting is scheduled to be added in the parking lot in 2017, as well as correcting the parking lot for ADA issues.

Ms. Desfosses indicated that she was pleased that there's a plan. She asked what the intermediate situation was while waiting for procurement and future projects. Ms. Cross replied that the roofs would be caulked. Ms. Poillucci said that she believed the gutters were the main problem, and needed to be corrected. Also the flashing and scuppers needed to be corrected. Ms. Desfosses said that she assumed that it was better to correct the gutter issues before freezing temperatures arrived. Ms. Poillucci replied that it was preferable to do the work before the weather got too cold.

Mrs. Schloeder asked Ms. Cross and Ms. Poillucci if they would present the recommendations and plans about the Library buildings in writing to Mrs. Dawson so that she could distribute it to the Library Board and the Friends. They agreed to provide the information.

Vice Mayor Silberberg stated that as a taxpayer, first and foremost, then as a citizen, then as vice mayor, City Council had voted on the \$525,000 for library facilities maintenance in May, and while she acknowledged that it takes time from the vote to procurement, this is our central library, a Michael Graves design, which was only a decade old and we've been having this problem since it was built. She stated that a solution needed to be found so that this does not happen again with our other buildings. She said that this was a question that she wanted City Council to address, adding that it was shocking that the builder had gone out of business and their workmanship was not worthy. She added that it was now a very short window of fall and that a solution was needed quickly; the longer we wait, the more damage would be done; this could not wait until the spring.

Ms. Desfosses again asked if there was some accelerant to get this out of procurement quickly. Ms. Cross stated that she thought that Mrs. Dawson contacting procurement would be helpful. Mrs. Dawson stated that she would work with her liaison to the City Manager, Deputy City Manager Debra Collins, to determine the best course of action. She stated that she would provide updates to the Board and the Friends.

Ms. Desfosses proposed a resolution that the Library Board register its intense concern with the slow pace of the construction and repairs of the Beatley Library and ask that it be accelerated and that the work be finished before freezing weather. Vice Mayor Silberberg seconded the motion which was approved unanimously.

Mrs. Schloeder asked if an overall facilities assessment would be charged to the Library's budget or if the City had other funds to pay for it. Ms. Poillucci replied that the \$525,000 added to the Library's facilities maintenance (CFMP) budget was a one-time amount, and a building assessment was not planned to be done. So if one were done, it would come out of that or the CFMP for all four library facilities. Ms. Cross added that General Services would be making a budget request for building assessments which would be outside of the department's CFMP. She hoped that would be approved for 2015 but if not Ms. Poillucci had requested to do an assessment in future years. She estimated that it would cost \$30,000-40,000 for an assessment of a building of this size.

Director Dawson noted that Ms. Poillucci had notified us that the \$150,000 that has been in the CFMP budget for several years does not go far for four buildings. Legitimate emergencies took place in the past, and so projects have had to be postponed for later dates.

Mrs. Schloeder stated that the Board appreciates the relationship that General Services has with the Library staff.

Ms. Cross stated that the renovation of the Burke Library, after the Schools vacates the first floor in July 2014, is one of many projects submitted in the 2015 budget. The projects will be measured against various criteria to prioritize them. As in the past, the advocacy of the Board and Friends would be important after the decision is made as to where our project falls in relation to the other competing projects.

Vice Mayor Silberberg thanked Ms. Cross and Ms. Poillucci for their efforts and gave her appreciation of the staff who have to deal with the issues after rain.

Ms. Poillucci said that these issues are very frustrating for General Services too; one of the building managers goes straight to Beatley any time it rains, before going anywhere else. She added that General Services wants to fix all of the problems but financially it's difficult. Mrs. Schloeder said that the Library Board was grateful for all of the extra funding provided by City Council.

Ms. Paul moved to approve the September 2013 minutes. Ms. Desfosses seconded the motion which was approved unanimously.

Ms. Desfosses reported that she and several members of the staff, including the director attended Impact 2013: Innovation + Philanthropy , sponsored by ACT for Alexandria. As a new board member she attended the panel on governance along with the Director. Staff went to a panel on fundraising to young people and another on finding financial efficiencies. She had learned about the different roles that a board could play and suggested that the board have a future discussion on the role the Board sees itself performing.

The Year-To-Date statistics are as follows:

DIVISION	CIRCULATION	CIRCULATION PERCENTAGE		PATRON COUNT PERCENTAGE	
		INC/DEC		PATRON COUNT	INC/DEC
BARRETT	47,547		7.03%	27,524	-12.50%
BEATLEY	184,980		4.26%	82,356	-10.52%

<b>BURKE</b>	36,085	-0.02%	29,263	-3.72%
<b>DUNCAN</b>	87,025	0.88%	42,234	-36.73%
<b>SPECIAL COLLECTIONS</b>	3,050	9.28%	5,235	-0.85%
<b>TALKING BOOKS**</b>	2,147	142.05%	622	1.97%
<b>EMATERIALS</b>	26,423	62.23%		
<b>TOTAL</b>	<b>387,257</b>	<b>6.34%</b>	<b>187,234</b>	<b>-17.35%</b>

*\*All branches received new patron door counters in July 2013, which have affected the totals, in addition to a downward trend noted in public libraries in Virginia.*

*\*\*Due to Government shutdown, the National Library Service had not updated their statistical information.*

<b>REGISTERED BORROWERS</b>	127,599	-3.91%
<b>EBORROWERS</b>	15,115	29.35%
<b>LIBRARY MATERIALS</b>	499,140	3.00%
<b>LIBRARY WEBSITE VISITS</b>	129,399	20.13%
<b>LIBRARY WEBSITE PAGES USED</b>	1,201,765	146.74%
<b>WIRELESS USERS</b>	8,372	N/A
<b>MEETING ROOMS</b>	183 Meetings (MONTHLY) \$780.00 (YTD)	

**MONTHLY INTERNET COMPUTER UTILIZATION:**

	<b>No. of Terminals- Automated Signup</b>	<b>No. of Sessions</b>	<b>Utilization</b>
<b>Barrett</b>	8	1,548	74.89%
<b>Beatley</b>	30	5,714	64.11%
<b>Burke</b>	16	1,075	45.28%
<b>Duncan</b>	9	1,893	54.90%
<b>TOTAL</b>	<b>63</b>	<b>10,230</b>	<b>60.79%</b>

Director Dawson reported that circulation continued to increase while patron count decreased, which was on par with what other library systems were experiencing. Increasing use of e-material is at least part of the reason for this. She also reported that wi-fi usage continued to increase.

Director Dawson reported that she would be meeting with the Office of Management and Budget doing a “deep dive” in which budget officials reviewed various aspects of the Library’s budget and programs. She added that departments have been asked to create a work plan with performance measures, which tie into the City’s long-term (intermediary) outcomes.

Director Dawson reported that the Library’s needs assessment had collected nearly 2,800 surveys thus far. The Ivy Group, the consultant, was preparing to conduct three focus groups, including parents of youth, young professionals, and business and nonprofits. Then a telephone survey would be conducted which would capture feedback from those who were not regular library users.

In addition, the Library's team, led by Central Library Manager Renee Dipilato, would be capturing data via community conversations. There would also be executive interviews with selected community leaders to gain their feedback about library services. All information would be collected by February. Ms. Desfosses stated that this would not be early enough to inform the budget decisions for the 2015 budget cycle. Director Dawson replied that the Library would not have final results, but would have some information in time to be used for that purpose. Ms. Desfosses asked what was the interest in focusing on businesses and nonprofits. Director Dawson replied that Alexandria has a very high concentration of nonprofits and the City has a strong interest in economic development.

Director Dawson reported that the City Attorney had not heard back from Everly Wheatley's attorneys. She indicated that she felt no news was bad news in this case.

Mrs. Paul reported that the Library, with a quarter of the fiscal year past had expended 23% of its budget and approximately 32% of State Aid. The Library had made \$68,336 of its fines and fees requirement, which was approximately 24% of the requirement.

Mr. Hobson reported that for the period ended August 31, the BB&T investment account performed better than the benchmark for the last fiscal year, the last 3 months, the last 12 months, and the last ten years. He stated that the performance was therefore satisfactory overall. He said that he planned to set up a meeting for the investment committee to meet with BB&T managers.

Director Dawson reported that Special Collections had identified ten treasures they would like to consider for preservation and these titles support what the two independent consultants from the Library of Congress had identified as needing attention. She indicated that she would send detailed information to the Board for their review.

Director Dawson also stated that she would provide the Board with a summary of recent Mourot expenditures. She reminded the members that in 2006, a motion was made by Mr. Hobson and seconded by former board member William F. Smith to loosen the previous restrictions on the use of the Mourot funds. In addition, in September 2009 she had asked for an additional \$6,000 to supplement the \$4,000 already being spent by Special Collections, to replace the materials budget cut for that division. Mr. Fitzgerald stated that the money is not being spent to develop the decorative arts collection, noting that what tended to be purchased were more popular items. He felt that the money would be better spent on conservation of items in Special Collections. He added that the Mourots were very serious antique people and he thought the Library should spend the money on more serious matters.

Ms. Desfosses commended the Director and the staff for the actions they had taken to remove the trash on the grounds of the Barrett Library. A difference was noticeable. Director Dawson replied that Barrett's proximity to transitional housing causes it to be a place where people "hang out". Staff were entering through the front door and observing more frequently. Also, staff had ordered another trash can and custodial staff had been asked to pay closer attention.

Director Dawson reported that the audit had been completed and copies would be sent to the board members. Auditors noted that the financial statements presented a fair statement with respect to the budget.

Vice Mayor Silberberg noted that every time she goes to the libraries, she observes amazing customer service, staffing, and everything is kept neat. She said "My hat is off to staff." She also gave a special shout out to the Friends. For example, the Beatley Friends who had a book sale

over the weekend demonstrated a real team effort. The successful book sale said a lot about our community. She said that libraries are a high touch item. While we have some challenges, the Library is amazing. She asked the Board to let City Council know how they could do more. She anticipated that with the upcoming budget, Council would have to make a lot of tough choices.

Mrs. Day Fuller commented that it was wonderful to see so many children in the children's area, not just little ones but those who come to the library for support, help after school, especially for those who don't have amenities at home like computers and reference materials.

Ms. Desfosses stated that last year when the board members were all advocating on behalf of the Library, the Mayor had asked what it would mean if the library really were a university of the streets. She asked the Board if they could think about ways to respond to the mayor. Vice Mayor replied that she remembered when the Mayor asked that. She said that she thought it might be good to ask him how serious he was because she would not want anyone to do a lot of work. Ms. Desfosses said that she just wanted to be responsive. She suggested that the Board brainstorm about a response. Director Dawson suggested that the group wait until the Library receives the results from the needs assessment so the response could include appropriate information from the study. Mr. Fitzgerald asked if Vice Mayor Silberberg would informally ask the Mayor what he had in mind.

Vice Mayor Silberberg suggested that Senior Services would possibly be interested in distributing book sale remainders as they deliver meals. Director Dawson stated that the books in the sales belong to the Friends and they do have some alternative ways of making additional money with them after the booksales. She said she was not ruling the idea out, but it would have to be a partnership that could be established through the Friends groups.

Mr. Fitzgerald stated that he would be presenting a talk at Beatley on October 23 about his book, *New Masters of the Wooden Box: Expanding the Boundaries of Box Making*.

Mr. Hobson moved to adjourn the meeting at 6:04pm. Mrs. Paul seconded the motion which was approved unanimously.