

LIBRARY

DESCRIPTION

The Henrico County Public Library (HCPL) delivers a variety of informational and recreational services to residents of all ages. These services include professional information staff who expertly answer customers' questions, a comprehensive and timely materials collection, programming for children, teens, and adults, computer classes and digital media creation, book discussion groups, and more. The library provides mobile library services to daycare centers and retirement communities and participates in community outreach events.

HCPL offers in-person and online services through the 846 public workstations, loanable laptops and other devices embedded in libraries across the county. The library provides Internet access, web-based Library Catalog searching, Microsoft Office software, media creation software, and electronic information resources. Wireless access (Wi-Fi) is available at all public library locations. The Library catalog, ebook downloads and databases are available remotely at any time on personal devices. The Library is a community resource for every citizen and is always ready to be of assistance.

OBJECTIVES

- To provide customers with a positive library experience that meets their needs and expectations and that enriches community life.
- All libraries will be welcoming and engaging places that provide maximum accessibility and an array of spaces to meet the community's growing needs.
- Citizens will be offered a responsive and relevant collection that is available in a timely manner.
- Libraries will offer services and programs that reach out to Henrico County's changing population in ways that respond to their unique and diverse needs.

FISCAL YEAR 2021 SUMMARY

Annual Fiscal Plan

Description	FY19 Actual	FY20 Original	FY21 Approved	Change 20 to 21
Personnel	\$ 13,699,835	\$ 15,789,069	\$ 16,010,835	1.4%
Operation	3,723,401	4,833,101	4,091,446	(15.3%)
Capital	256,111	200,000	190,000	(5.0%)
Total	<u>\$ 17,679,347</u>	<u>\$ 20,822,170</u>	<u>\$ 20,292,281</u>	<u>(2.5%)</u>
Personnel Complement	209.5	224	227.5 *	3.5

*Two full-time and 3 part time positions (3.5 FTE) were added to Library in FY2019-20 for Sunday hours at Fairfield Library.

Library

PERFORMANCE MEASURES

Performance Measures				
	FY19	FY20	FY21	Change 20 to 21
Workload Measures				
Annual Circulation of Materials	4,147,567	4,265,211	4,275,000	9,789
Physical Items	3,206,170	3,374,050	3,400,000	25,950
Digital Items (Electronic Materials)	914,943	886,399	920,000	33,601
Online Database Visits (Electronic Collections)	26,454	34,761	35,000	239
Customer Visits	2,055,948	2,155,369	2,310,000	154,631
Program Attendance - Children	72,436	80,328	81,500	1,172
Program Attendance - Teen/Young Adult	9,017	7,746	10,000	2,254
Program Attendance - Adult	8,213	6,640	8,500	1,860
Number of Programs	4,091	3,690	4,150	460
Number of Holds Requested by Customers	639,579	636,830	650,000	13,170
Number of Holds - Picked Up Inside Library	204,639	257,333	258,000	667
Number of Holds - Picked Up at Drive Up Window	62,805	74,928	75,000	72
Number of Library Cards Issued	16,924	19,245	20,000	755
Number of Classes Taught	605	675	705	30
Total Class Attendance	2,433	2,847	2,900	53
Digital Media Lab Bookings	133	193	200	7
Digital Media Lab Attendance	385	528	550	22
Number of Copies Added	114,628	140,010	141,000	990
Outside Use of Meeting Rooms/ Conference Rooms Total	80,176	84,528	86,000	1,472
Outside Use of Study Rooms	204,610	208,267	220,000	11,733
Outreach Programming Attendance	46,137	56,888	57,500	612
Total Number of Library Members	290,670	285,500	295,000	9,500
Efficiency Measures				
Number of Self-Service Check-Out Transactions	1,246,418	1,387,508	1,390,000	2,492
Number of Self-Service Check-In Transactions	1,162,677	1,466,964	1,470,000	3,036
Number of Library Catalog Visits	914,731	849,943	925,000	75,057
Number of Library Web Site Visits	2,979,680	3,019,416	3,065,000	45,584
Effectiveness Measures				
Reference Questions Answered	623,875	630,516	625,000	(5,516)
Number of Customers Using Public Workstations	151,214	173,686	177,700	4,014
Number of Sessions by Customers Using Public Workstations	371,205	412,676	418,700	6,024
Number of Public WiFi Connections by Customers	2,827,304	2,529,819	2,800,000	270,181
Number of Titles in Collection	316,311	329,714	320,000	(9,714)
Number of Copies in Collection	810,769	1,006,038	950,000	(56,038)
Number of Electronic Databases Available*	32	34	32	(2)
Number of Volunteer Hours Used	6,276	6,510	6,550	40

* Includes 3 Find It VA databases from the State

BUDGET HIGHLIGHTS

The Department's approved budget for FY2020-21 totals \$20,292,281, representing a decrease of \$529,889 or 2.5 percent from the previous approved budget. The budgetary decrease is the result of the economic downturn in response to the public health emergency created by COVID-19. The personnel component totals \$16,010,835 and reflects stable salaries as well as rising health care expenditures. The operating and capital components of the budget have decreased by 15.3 percent and 5.0 percent respectively for FY2020-21. This budget takes into the consideration the economic impacts that the pandemic has created and decreases spending in areas that will have the least impact on citizens.

DEPARTMENTAL HIGHLIGHTS

MISSION

Henrico County Public Library's (HCPL's) mission is to promote reading and lifelong learning, connect people with the information they need, and enrich community life. HCPL has established itself as a vital community resource, and has set a high standard for providing accessible, inclusive learning experiences and opportunities to our diverse and growing community. Library services are grounded in reading and learning, and learning happens in the library in a variety of ways, accessible for people of all ages, backgrounds, and abilities. HCPL is expanding digital literacy in our Digital Media Labs, providing traditional book discussion groups to adults, teens, children, and persons with intellectual disabilities, and building early literacy through storytimes both traditional and specially designed for children on the autism spectrum. The library is increasing the capacity for persons with memory disorders to communicate with their loved ones using print books, DVDs, and music to stimulate memory, and expanding opportunities for non-English speakers to engage with library services, learn about citizenship, and practice English informally. Our libraries are vibrant community hubs where people come to find reading and research materials, hold community meetings, study individually and in groups, and learn valuable life skills. HCPL is continuing and building upon a standard of excellence in library services to meet and anticipate the needs of Henrico residents.

VISITS, ATTENDANCE, AND LIBRARY ROOM USAGE

The library had over two million visitors at its facilities across the county in 2019. 89,701 people attended library programs at HCPL locations over the past fiscal year. There is a continued growth in attendance at teen programs in the county, which reflects the continuing commitment to this important demographic in library services. Public room reservations continue to grow at the library. Meeting and conference rooms were used by 80,176 members of the public, and 204,610 people used study rooms at the library. The addition of the new Fairfield Library and its 16 reservable spaces will help keep up with demand for these popular amenities, and usage is anticipated to grow.

THE NEW FAIRFIELD LIBRARY

The new Fairfield Area Library opened to fanfare on October 6, 2019. Over 2,500 people visited on opening day to tour the breathtaking 44,803 square foot facility, experience its modern design and amenities, and check out books. The building's design was inspired by the intersecting philosophies of Booker T. Washington and W.E.B. DuBois, and reflects a commitment to building life skills and enhancing academic learning through engaging collections and spaces to support a variety of learning activities. The library has unique features, like a Youth Conference Room, the Multipurpose Creation Classroom, and One-Button Recording Studio. November 2019 saw a 782% increase over the

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previous year in the number of people using Fairfield's larger meeting spaces. 5,206 people in November 2019 used Fairfield's new study rooms. Another unique feature of the new Fairfield Library, the custom, prototype Computer Work + Play Stations, went viral on social media, inspiring other libraries and businesses to create a similar environment for parents who need to use the computer while caring for a small child.

Over 1,100 books were checked out at the new Fairfield Library on opening day. There was a 67% increase in circulated materials at new Fairfield in November 2019 as compared to November 2018 at the old facility. The new Fairfield Library is open on Sundays, and hundreds of people have visited the library each Sunday since opening.

Trailblazers Wall

The new Fairfield Area Library features an interactive, dynamic digital history wall that tells the stories of people who made significant impacts on Henrico, the state, and the nation. The featured biographies were selected by community members serving on a Trailblazers Committee that met over the course of a year to plan the wall's content. In partnership with Department of Recreation and Parks historians, staff researched the biographical content and images for the Trailblazers Wall. Library Public Relations and Web Services staff created complementary digital displays of inspirational quotes for panels on the first and second floors of the building. The wall is inclusive of people from a wide array of racial, ethnic, and socioeconomic backgrounds and is intended to inspire visitors to the library, particularly young people, to see new possibilities for their path in life.

ADDITION OF SUNDAY HOURS

HCPL began offering Sunday hours at Libbie Mill in July and at Fairfield in October, enhancing access to the library system at locations and times that are convenient to all residents. Sunday hours, from 1pm to 5pm, have been extremely popular to date. Libbie Mill has seen an average of 539 visitors each Sunday since July, with the busiest Sunday at Libbie Mill having 714 visitors. HCPL is taking a phased approach to Sunday Hours at Libbie Mill and Fairfield, and other Area Libraries could open on Sundays in future years. Staffing for Sunday Hours has been a system-wide, shared team effort involving some newly hired staff for Sundays' continuity, as well as rotating in all public services and administrative staff. A system-wide scheduling committee was formed and worked with managers to create and communicate a plan for staff, and in consideration of the impact on employees' quality of life. Countless positive comments have been received from the public about HCPL Sunday hours.

PROGRAMS AND SERVICES

Diversity, Inclusion, and Outreach

HCPL continues to prioritize diversity, inclusion, and outreach. Both Public Services Administrators attended trainings on Diversity and Inclusion to incorporate all HCPL staff.

The library is always striving for inclusion and therefore was able to be a part of the *Public Library Association Inclusive Internship* in where the library received funding from the Public Library Association (PLA) through a competitive application process. This allowed HCPL to employ and provide leadership opportunities to a young woman of color interested in pursuing librarianship as a career.

Inclusion also extends to public programs. HCPL programs includes *Multilingual Storytimes*, *Next Chapter Book Club* for adults with disabilities and participates in events like *Qué Pasa* and *World Refugee Day*.

STATE AND NATIONAL AWARDS

- **New Landmark Library award from Library Journal:** Library Journal, the preeminent magazine of the library profession, recognized Varina Area Library as one of six New Landmark Libraries in the United States in December 2019. Selected from 35 applicants who had completed a major library construction or renovation project since January 2016, the awards recognize libraries for “others to use as a benchmark,” that “feature persistent, creative, and inclusive design practices,” and that “push the boundaries of what users can expect.” Varina was recognized for community engagement in planning, for its accessible and inclusive features and programs, and for its environmentally friendly and unique design. New Landmark Libraries are awarded every four years to public libraries.

Awards

HCPL Received numerous awards for the various programs offered by the Library system. These include Four National Association of Counties (NACo) and one Virginia Association of Counties Award (VACo).

- *Caregiver Kits* at Henrico County Public Library (HCPL) enable those experiencing memory loss or dementia-related illness to connect easily with family members, friends, and caregivers by revisiting familiar themes from their lives. The kits contain books with vibrant photographs, DVDs of classic movies or television shows, popular music CDs, and discussion prompts, all chosen with the goal of encouraging memory and conversation. Each kit has a theme with broad appeal such as local history, cooking, or pets. Caregiver Kits were awarded by both the National Association of Counties and the Virginia Association of Counties. Caregiver Kits were recognized by the Virginia Public Library Directors Association with an Outstanding Service Innovation award.
- *Music and Memory:* inspired by the documentary film *Alive Inside*, Henrico County Public Library staff members created a program that seeks to spark opportunities for older adults to connect to the past and others using popular music of their youth. Already passionate about music and skilled in research, staff from Henrico County’s Mobile Library Services purchased vinyl records of artists from the 1930s-50s, and researched and compiled artist biographies, to play for and inspire discussions with residents of local Senior communities. Music & Memory stimulates deep memory in older adults, opening their ability to communicate. The program was honored with a NACo award.
- *Closing The Distance Between Us Panel discussion:* HCPL hosted author Reyna Grande to discuss her immigration memoir *The Distance Between Us* at the Library’s signature event, All Henrico Reads, in 2018. After the event with Ms. Grande, the Library held a moderated discussion panel featuring local residents and staff who immigrated to Henrico, called “Closing The Distance Between Us.” The panel opened up dialogue and understanding between long-time Henrico residents and new, at a time when immigration is at the forefront of our national discussion. This program was given a 2019 Achievement Award by the National Association of Counties.
- *Sensory Storytime* is an early literacy program designed to be adaptive and inclusive to children of all abilities, with particular emphasis on serving children on the Autism spectrum. The program focuses on fine and gross motor movement, oral skills, songs, rhymes, and books, with time after each program dedicated to encouraging child and family interaction and bonding through play. This program was awarded by the National Association of Counties.
- *Library Website:* The new HCPL website was awarded Best Library Website by the Virginia Public Library Directors Association in 2019. In November 2018, the new henricolibrary.org website was debuted to the

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public after 1.5 years of development and testing. The new henricolibrary.org is a modern, intuitive, user-friendly, accessible, and device-neutral site. The HCPL Web Team conducted testing with over 40 members of the public and received feedback from all HCPL staff to inform its site design. Feedback from testing and since the site launch has been overwhelmingly positive.

TRAINING, SAFETY AND PREPAREDNESS

The library's Training Division continued providing customer service support by offering a "Difficult Conversations Training" this year with five sessions for 58 employees. Competencies addressed included: welcoming tone, approachability, respect, active listening, communication tips, and effective service. Many efforts to prepare Library staff to respond to emergency situations were undertaken this year. Nearly 60 library staff members across the county opted in to receive REVIVE! Training to administer Naloxone to persons experiencing overdose. Public Services helped in updating all library locations' Emergency Action Plans. Staff at Libbie Mill Library put their training into action in August when a member of the public went into cardiac arrest at the library. Working with a local nurse who was in the building, staff retrieved and utilized the on-site AED machine and provided CPR until an ambulance arrived. This received heavy local media coverage. In a CBS television news story with the headline "Librarians Save Man's Life," the man said: "if it wasn't for these fine ladies, I wouldn't be around." Staff helped ensure that his belongings made it to the hospital, that his car windows were covered, and that his car would not be towed from the library lot.

CONCLUSION

HCPL continues and builds upon a high standard of excellence in library services. Grounded in reading and learning, HCPL's offerings facilitate a variety of learning experiences, accessible to people of all ages, backgrounds, and abilities. The library's emphasis on inclusive programs and outreach, extensive staff training and preparedness, flexible spaces, responsive collections, and cutting-edge technology ensures that HCPL can meet and anticipate the needs of our changing and growing community.