

LIBRARY

Description

The County of Henrico Public Library (CHPL) 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 materials collection, programming for children, young adults, and adults; computer classes, and book discussion groups.

The Library also offers a number of electronic and online services at more than 385 public workstations located throughout the system, including a web-based Library Catalog, access to the Internet and electronic information resources. In addition, all electronic databases are available remotely along with wireless internet access (Wi-Fi) being available at all public library locations. Residents are also served by the Bookmobile, which provides service at day care centers, retirement communities, and public events.

- To provide materials and services for self-directed personal growth and development opportunities.
- To maintain a strong web-based information presence to serve residents more effectively and efficiently.
- To supply citizens with information related to services provided by community agencies and organizations.
- To provide a place for people to meet and interact with others in their community and to discuss community issues.
- To maintain excellent materials collections in both traditional and electronic/online formats.

Objectives

- To assist citizens of all ages with information and answers to questions on a broad array of topics related to work, school, and personal life.
- To meet children's, young adults', and adults' needs for recreational reading and associated services.

Budget Highlights

The County of Henrico Public Library (CHPL) system offers traditional and state-of-the-art resources for readers, researchers, and computer users of all ages and disciplines. The Library stands ready to serve with its professional and responsive staff guiding customers to information across varied formats. This guidance takes place at ten locations as well as over the web through the online "Ask a Librarian"

Annual Fiscal Plan

<u>Description</u>	<u>FY08 Actual</u>	<u>FY09 Original</u>	<u>FY10 Approved</u>	<u>Change 09 to 10</u>
Personnel	\$ 9,863,985	\$ 10,979,692	\$ 11,185,523	1.9%
Operation	5,007,148	5,514,380	5,203,516	(5.6%)
Capital	78,506	46,800	10,000	(78.6%)
Total	<u>\$ 14,949,639</u>	<u>\$ 16,540,872</u>	<u>\$ 16,399,039</u>	<u>(0.9%)</u>
 Personnel Complement	 178	 184	 183	 (1)

Library (cont'd)

Performance Measures				
	FY08	FY09	FY10	Change 09 to 10
Workload Measures				
Annual Circulation of Materials	3,253,231	3,100,000	3,497,223	397,223
Customer Visits	1,803,468	1,680,000	1,893,641	213,641
Program Attendance - Children	45,624	51,500	52,250	750
Program Attendance - Teen/Young Adult	2,563	2,500	2,691	191
Program Attendance - Adult	4,853	3,000	5,096	2,096
Number of Holds Requested by Customers	240,401	252,421	264,441	12,020
Number of Holds Filled - Inside Library	170,081	182,837	196,550	13,713
Number of Holds Filled - Drive Up Window	27,386	29,440	31,648	2,208
Number of Library Cards Issued	24,834	23,000	26,076	3,076
Number of Classes Taught	301	309	331	22
Total Class Attendance	2,734	2,802	2,871	69
Number of Volumes Added	84,610	84,000	85,456	1,456
Outside Use of Meeting Rooms	80,627	70,000	81,433	11,433
Outside Use of Study Rooms	9,089	9,543	10,180	637
Materials Provided to Other Library Systems	2,514	2,400	2,640	240
Materials Provided by Other Library Systems	2,762	2,500	2,900	400
Efficiency Measures				
Number of Self-Service Check-Out Transactions	1,189,933	1,200,000	1,368,423	168,423
Number of eBook Transactions	10,595	11,125	11,655	530
Number of Library Catalog Visits	438,026	445,000	459,927	14,927
Number of Library Web Site Visits	600,462	556,000	660,508	104,508
Number of Database Document Retrievals	350,731	368,268	385,804	17,536
Effectiveness Measures				
Reference Questions Answered	468,404	450,000	585,505	135,505
Number of Customers Using Public Workstations	179,896	178,000	188,891	10,891
Number of Sessions Using Public Workstations	577,950	570,000	589,509	19,509
Number of Public WiFi Connections by Customers	11,686	13,439	15,192	1,753
Number of Titles in Collection	330,712	342,618	354,952	12,334
Number of Volumes in Collection	918,189	936,553	955,284	18,731
Number of Electronic Databases Available*	50	55	55	0

*Includes Find It VA databases from the State

e-mail reference service. With 385 public computers, the Library and staff prides itself in making technology accessible, attractive, and approachable to daily visitors.

The Library fulfills specific roles its customers demand and depend on to ensure access to information on countless subjects. For preschoolers, CHPL offers opportunities to forge a strong foundation prior to starting school, and after formal education begins that will solidify a lifetime of

learning. The Library also serves as a public gathering place - a destination for those seeking solitude or organizations needing a meeting venue.

The Department's budget for FY2009-10 is \$16,399,039. This represents a decrease of 0.9 percent over the FY2008-09 approved budget. Personnel costs reflect a 1.9 percent increase, which is the result of salary and benefit adjustments including anticipated increases in health care costs. The operating component reflects a decrease of

Library (cont'd)

\$310,864, or 5.6 percent. Capital outlay is budgeted for \$10,000 and will be used to replace furniture and fixtures.

The CHPL System offers a number of high quality services at its ten locations located throughout the County as well as with its bookmobile that makes stops at a variety of other locations and through its website. The two newest locations, Tuckahoe and Twin Hickory libraries, were designed to provide more enhanced services and conveniences. One of these services includes the drive-thru windows from which to pick-up materials at both locations. Books can be placed on hold and then picked up at the drive-thru window. Additionally, books can be dropped off at any time using the drive-up return equipment. Patron use of these services has allowed staff to return these materials to the shelves quicker.

Another example of the dedication to providing excellent customer service is the express holds service provided by the Library System, which has been extremely popular. Patrons can search for materials using the online catalog and place a hold on materials they want to check out. When they come to the library to pick up their materials, they also have the convenience of using a self-service check-out, decreasing the time a patron needs to spend in the library.

Over the years, the collection in the CHPL System has become increasingly diverse. Outside of expanding the types of books in the collection, newer media forms such as online, multimedia, and DVDs have been welcome additions to the collection. Database subscriptions are very popular with patrons who research a wide range of topics. In response to customer requests, the number of audiobook and DVD titles has been expanded. This expansion will continue in the near future as the Library System continues to explore expanding the digital collection through downloadable books.

Free public wireless access (Wi-Fi) became available to all libraries in October 2007. Because anyone (including children) can access the free Wi-Fi service from anywhere in the library, the filtering service for Wi-Fi connections is provided at the same level as the desktop computers in the children's, young adult's, and computer lab areas. So far, the Wi-Fi initiative in

all of the system's libraries has been received well by the general public. In addition, libraries in which there is limited space to add additional desktop computers, such as Fairfield Library, have been able to utilize the Wi-Fi service to enhance computer access by purchasing laptops that patrons can check out for two hour periods and use in the library.

The County of Henrico Public Library collaborates with other organizations on several initiatives. In the month of September, there was an effort to increase library card holders among all County employees by holding five special sign-up days at both eastern and western government centers. In conjunction with Henrico Federal Credit Union and the Virginia Extension Services, the Library System offered special programs for teens on credit card debt and proper nutrition. The programs also had significant attendance from children from the James River Juvenile Detention Center. Finally, since 2004 the Fairfield Library, Henrico County Extension Office, and the Greater Richmond Earned Income Tax Credit Coalition have partnered to provide free tax assistance to citizens who qualify for the Earned Income Tax Credit. For their efforts, the Library System received an award from the National Association of Counties (NACo).

All Henrico Reads, in collaboration with Henrico County Public Schools (HCPS), encourages reading and discussion on a theme. This year, Julia Alvarez was the first nationally acclaimed author to be hosted as a representative of the program and its theme, Linking Libraries, Communities, and Cultures. Other authors who made visits to Henrico County Public Libraries include ReShonda Tate Billingsley, Gary Schmidt, and J.B. Stanley.

In order to provide the high quality customer service that patrons have come to expect when they visit one of the libraries, staff development and professional improvement are high priorities. All staff members are introduced to all of the aspects of the Library System through the use of online, self-paced presentations. Customer service workshops were held in both the Circulation and Reference areas allowing staff members to refresh their skills. Additionally, training was offered to teach staff how to interact with senior patrons as well as patrons with mental and/or physical disabilities.