



2010-2015 STRATEGIC Five-Year Plan

APPOMATTOX REGIONAL LIBRARY SYSTEM



Appomattox Regional Library System

Five-Year Plan December 2010 – December 2015

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INTRODUCTION:

The Appomattox Regional Library System (ARLS) has adopted an ambitious set of goals and objectives to guide the development of library resources and services over the next five years, December 2010 through December 2015.

The Five-Year strategic planning process began in July 2009 and continued through November 2010. The first critical step was to conduct a community survey. Over two hundred citizens responded, electronically or on paper, to questions regarding resources, locations, services and future direction of the library.

Next ARLS evaluated itself using statewide statistics and the document, *Planning for Library Excellence 2009*, approved by the Library Board of Virginia. *Planning for Library Excellence 2009* was developed from a cross-section of libraries in the state of Virginia to qualify and quantify benchmarks in the following categories: Governance, Funding and Administration, Public Relations, Resources, Staff Development, Volunteers, Collections, Facilities, Technology, Access and Services, Information Services, Programs and Services Targeted at Groups. The ARLS comparison and evaluation became a scorecard to gauge past success and failure.

The patron survey, the ARLS scorecard using statistics and *Planning for Library Excellence 2009*, as well as the ARLS 2005-2010 Five Year Plan were the basis for staff to write goals and objectives for 2010-2015. Feedback on a draft of the 2010-2015 Five-Year plan was gathered from all staff at the 2010 Staff Development Day. A final version of the Five-Year plan was prepared for the Library Board of Trustees to consider and approve at the December 2010 Library Board of Trustees meeting.

Annually ARLS will evaluate progress during the next five years.

Questions and comments about the Five-Year Plan are encouraged and may be directed to Scott Firestine, Library Director, 209 East Cawson Street, Hopewell, VA 23860, or sfirestine@arls.org.

ACKNOWLEDGEMENTS:

For development of the Five-Year Plan, the library would like to thank the Appmattox Regional Library Trustees and staff who served on the Five-Year Strategic Plan Committee and gave thoughtful input throughout the 12 month planning process. The Library is especially thankful to the many staff members and hundreds of local residents who completed surveys and shared their thoughts on the future of library services. The Five-Year Plan is a collaborative effort of our Trustees, staff and community.

TRUSTEES:

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- Roy Crittendon, Vice Chair (Dinwiddie County)
- Pamela Tuggle, Treasurer (Prince George County)
- Patricia Hale, Secretary (Prince George County)
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- Olivia Drago (City of Hopewell)
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LIBRARY STAFF:

- | | | | |
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MISSION STATEMENT

The Appomattox Regional Library System will provide services and programs to the communities it serves through support of life-long learning, general information, and the exchange of ideas with the effective use of traditional library resources and emerging technology.

2010-2015 GOALS, OBJECTIVES AND ACTION PLANS

Goal #1: To enrich the community.

1. **Objective: Provide cradle to grave programming and instruction.**
 - a. **Action: Expand Youth Services (YS) & Adult programming 50%. Adult Services will increase programming in county branch locations to include a minimum of one unique program in each individual branch per quarter.**
 - b. **Action: Develop Big Read program in partnership with Petersburg Public Library and Colonial Heights Public Library.**
 - c. **Action: Maintain and develop programs targeted to meet the diverse needs of individual constituencies as identified by community survey.**

2. **Objective: Treat children as a top priority.**
 - a. **Action: Hire or identify an additional 70 hours for Youth Services including a Young Adult (YA) Librarian and YS Program Outreach staff member.**
 - b. **Action: Expand Youth Services program to provide more after school and Saturday and/or weekend programming.**
 - c. **Action: Expand programming specifically for teens in county locations.**
 - d. **Action: Explore and develop Mother read/Father read or similar program to serve incarcerated persons.**

3. **Objective: Promote being ready to read.**
 - a. **Action: Support area agencies providing parenting classes with resources about the importance of parents reading with children.**
 - b. **Action: Add regular programs for new parents in county branches.**
 - c. **Action: Implement and maintain Little Stars/Big Horizons program.**
 - d. **Action: Develop baby story time programs.**
 - e. **Action: Provide outreach and resources to area child care centers.**

- f. **Action: Develop circulating story time kits for area child care centers.**
 - g. **Action: Develop read-along books and audio resources.**
 - h. **Action: Develop a comic book collection.**
4. **Objective: Preserve the human record.**
 - a. **Action: Maintain progress on the Local History Room Strategic Plan developed by a community focus group in 2010.**
 5. **Objective: Expose the community to a wide variety of people and perspectives.**
 - a. **Action: Provide infrastructure for display of cultural objects (artwork, etc).**
 - b. **Action: Develop multicultural programming highlighting the varied cultures and rich history of the area.**

Goal #2: To help communities bridge and interconnect.

1. **Objective: Promote opportunities for real-world interactions and relationships.**
 - a. **Action: Promote library space as a gathering space and hub for community activity.**
 - b. **Action: Maintain and expand book clubs for children and young adults.**
 - c. **Action: Add more community oriented programs for adults in county libraries.**
2. **Objective: Promote relationships and community teamwork.**
 - a. **Action: Recruit and support a Teen advisory council.**
 - b. **Action: Promote volunteer opportunities and program in all library locations. Create new opportunities specifically appealing to young adults.**
3. **Objective: Develop partnerships.**
 - a. **Action: Partner with local government and area non-profit organizations to develop services to help children be ready to learn.**
 - b. **Action: Partner with local government and area non-profit organizations to develop services to assist adult learners and job seekers (e.g., literacy, ESL, VEC).**

4. **Objective: Cooperate with schools and other community agencies.**
 - a. **Action: Maintain existing and identify additional child care centers and senior living centers for outreach.**

5. **Objective: Share resources.**
 - a. **Action: Maintain and support the Southside Community Partners program.**
 - b. **Action: Maintain and where possible expand collections and services shared with Petersburg Public Library.**

6. **Objective: Be Inclusive.**
 - a. **Action: Collection development personnel will continue to make full use of the surveys and patron input to maintain ARLS collections.**
 - b. **Action: Seek to expand in all locations services for those with impairments.**
 - c. **Action: Use US Census data to evaluate cultural and ethnic demographics of communities served.**
 - d. **Action: Expand Spanish language and bilingual collections for youth and adults.**

7. **Objective: Increase public awareness of the library as a resource.**
 - a. **Action: Develop marketing plan for library system.**
 - b. **Action: Implement program such as OCLC WorldCat Local to put ARLS holdings onto community resources. (WorldCat and/or GoogleBooks).**
 - c. **Action: Develop and implement a plan to keep the patron record database current. Eliminate “dead” cards on a semi-annual basis.**
 - d. **Action: Develop and implement a plan to increase library card users.**

Goal #3: To engage and empower the community.

1. **Objective: Define and evaluate challenges**
 - a. **Action: Obtain mandated financial resources to earn ARLS the “AA” rating of financial resources by Planning for Library Excellence 2009. (PFLE FA3)**
 - b. **Action: Increase operating hours in branch libraries so that each branch is open a minimum of 40 hours weekly.**

- c. **Action: Improve and develop a more uniform open for business hours throughout system. (PFLE A5)**
 - d. **Action: Increase operating hours to include Sunday hours.**
- 2. **Objective: Be committed to literacy and learning.**
 - a. **Action: Assist in addressing the low literacy problem in the library's service area.**
- 3. **Objective: Provide improved access to information.**
 - a. **Action: Increase collection budget by 5% per year.**
 - b. **Action: System-wide inventory of materials.**
 - c. **Action: Organized approach to collection management.**
 - d. **Action: Increase staff in Technical Services based on production needs assessment and comparison.**
 - e. **Action: Develop/Explore electronic downloadable materials for patrons and integrate them into the online public access catalog.**
 - f. **Action: Complete construction and begin operations of the new Prince George Branch library.**
 - g. **Action: Relocate Rohoic Branch from the Dinwiddie Enhancement Center to an enlarged space with improved access at the former Rohoic Elementary School.**
 - h. **Action: Relocate the McKenney Branch to the proposed McKenney Community Center to increase space and access to resources.**
- 4. **Objective: Foster intellectual inquiry.**
 - a. **Action: Develop an educational assistance program for library staff to improve library service.**
 - b. **Action: Explore possibility of "Computer use only" cards for transient patrons.**
- 5. **Objective: Provide support for families.**
 - a. **Action: Maintain family resource centers at designated branch libraries.**
 - b. **Action: Relocate family resource center at Disputanta to the new Prince George Branch library.**
 - c. **Action: Where space permits include learning activity centers for preschool children.**
- 6. **Objective: Increase overall library use.**
 - a. **Action: Increase registered users to 40% of service area population.**

- b. **Action: Increase attendance at library sponsored programs to .2 per capita (PFLE PA4)**
- c. **Action: Expand library card registrations for all children in Hopewell, Dinwiddie, Prince George and Fort Lee through Cards for Kindergartners Program.**

Goal #4: To enhance the community experience.

1. **Objective: Provide a desirable public place.**
 - a. **Action: Ensure handicap access exceeds minimum standards at all locations. (PFLE FA7)**
 - b. **Action: Relocate Rohoic library to Rohoic Elementary with a separate entrance for the library in shared space with Dinwiddie Parks and Recreation.**
 - c. **Action: Relocate McKenney to larger space with improved access in town of McKenney.**
 - d. **Action: Complete Prince George Library.**
 - e. **Action: Improve security for all county library personnel by striving to have at least two staff members in any library location at all times.**
 - f. **Action: Enhance Hopewell YA spaces, and create attractive and enticing YA spaces in Prince George, McKenney, and Rohoic.**
 - g. **Action: The library shall provide all of the staff with resources/training to assist patrons with special needs. (PFLE SDA8)**

2. **Objective: Define what works.**
 - a. **Action: Carefully plan for needs of new Prince George Library and existing libraries including staffing, funds for utilities, collection size and content and needed equipment.**
 - b. **Action: Develop a library foundation to support needs and objectives not funded through local and state support.**
 - c. **Action: Develop benchmarks that allow ARLS to track outputs to evaluate success of input.**

3. **Objective: Respond to the needs of an increasingly tech-savvy community.**
 - a. **Action: Expand self-checkout stations to all locations.**
 - b. **Action: Expand technology fund for regular replacement of technology.**
 - c. **Action: Maintain and expand a virtual library presence.**

- d. **Action: Develop regular (quarterly) staff training opportunities in new technology and media.**
- e. **Action: Increase Information Technology dept staff based on production needs assessment and comparison.**
- f. **Action: The downtime for any single public access computer workstation/printer shall not exceed 48 hours. (PFLE TA6)**
- g. **Action: Expand remote information services using telephone, email, chat and/or instant messaging (PFLE IAA2)**
- h. **Action: Implement electronic payment of fines/fees at all library location and through the website. (PFLE AAA4)**
- i. **Action: Provide access to materials in alternative and emerging formats.**

4. Objective: Develop and/or maintain systems that maximize staff performance.

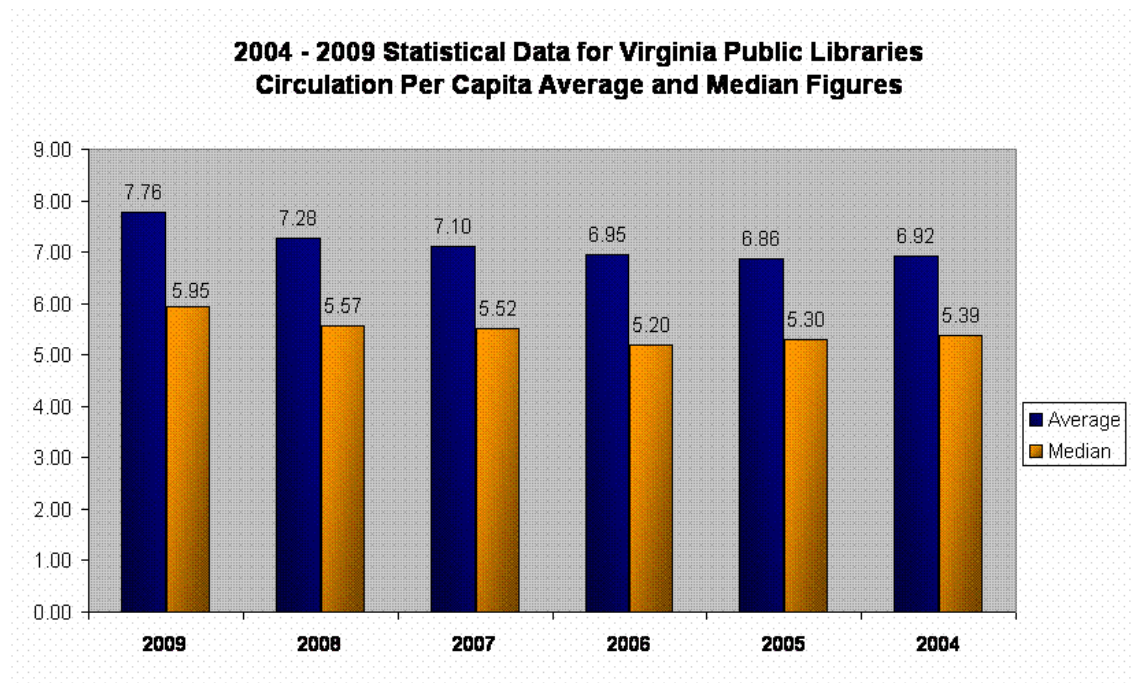
- a. **Action: Maintain and expand the ARLS wiki.**
- b. **Action: Provide staff with annual training in excellent internal and external customer services. (PFLE SDA7)**
- c. **Action: Develop cross-training program to provide continuity of service for key library operations. (PFLE SAA17)**
- d. **Action: The library shall establish and meet a service target for staffing in full-time equivalents (FTEs) not lower than .3 per 1,000 in population. (PFLE SDA14)**
- e. **Action: Assess and determine best division of duties for volunteer and community relations specialist.**

STATISTICAL DATA FOR VIRGINIA PUBLIC LIBRARIES

Circulation Per Capita:

Circulation Per Capita is a measure of a community's use of the library. It can be thought of as representing the average number of items checked out in a year by each member of the community. A high number on this measure indicates heavy use of the library's circulating materials. There are many factors that could contribute to a high turnover rate. For example: 1) the library collection may have high demand circulating materials with a short circulation time period. A low number may indicate several things. For example: 1) the library's collection may not meet the community's need or interest; 2) residents may be unaware of the library's resources; 3) the library may have an extensive collection of non-circulating materials.

Figure 1. Circulation Per Capita Average and Median Figures:



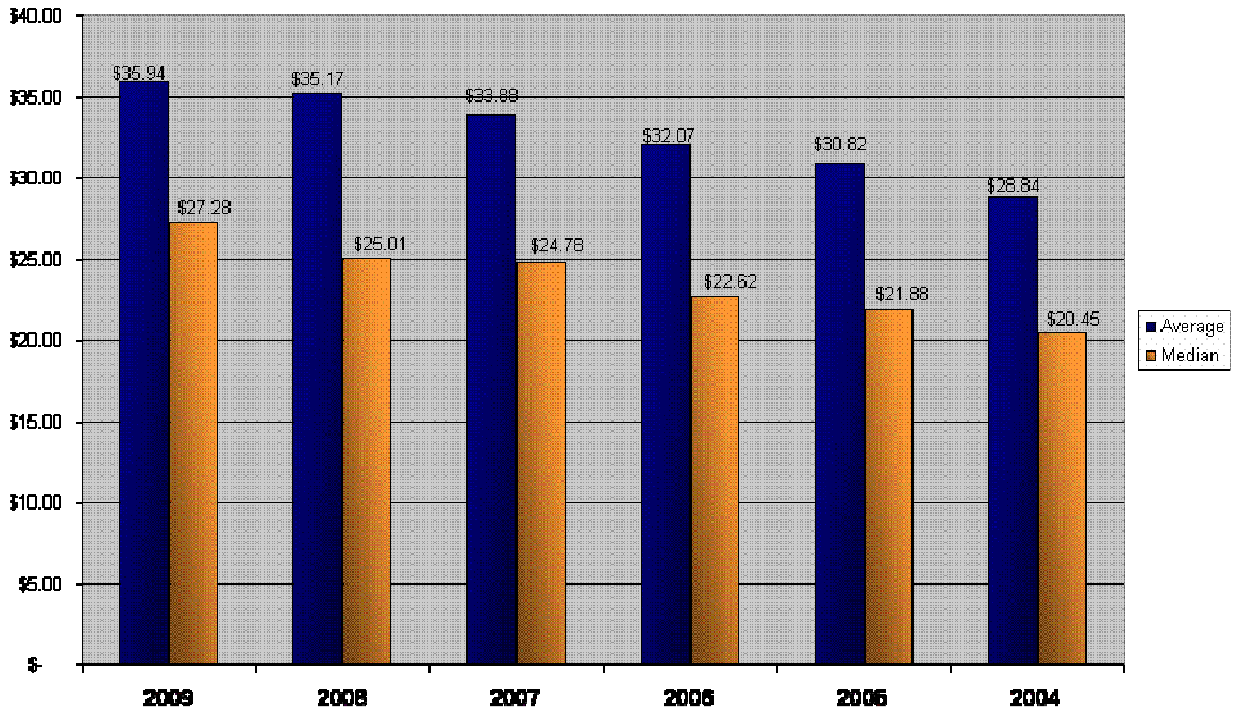
ARLS Comparison for Circulation per capita:

Year	2009	2008	2007	2006	2005	2004
ARL	3.49	3.6	3.23	3.44	3.27	3.13
Rank inVA (91 libraries) High to low	78	76	75	76	78	77

Expenditures Per Capita:

Expenditures Per Capita reflects the community’s financial support for the library in relation to its size. However, operating expenditures (personnel, collections, and general operations) from other sources such as state aid and grants are included. Capital expenditures that vary dramatically from year to year are not included.

Figure 2. Expenditures Per Capita Avg and Median
2004 - 2009 Statistical Data for Virginia Public Libraries
Spending Per Capita Average and Median Figures



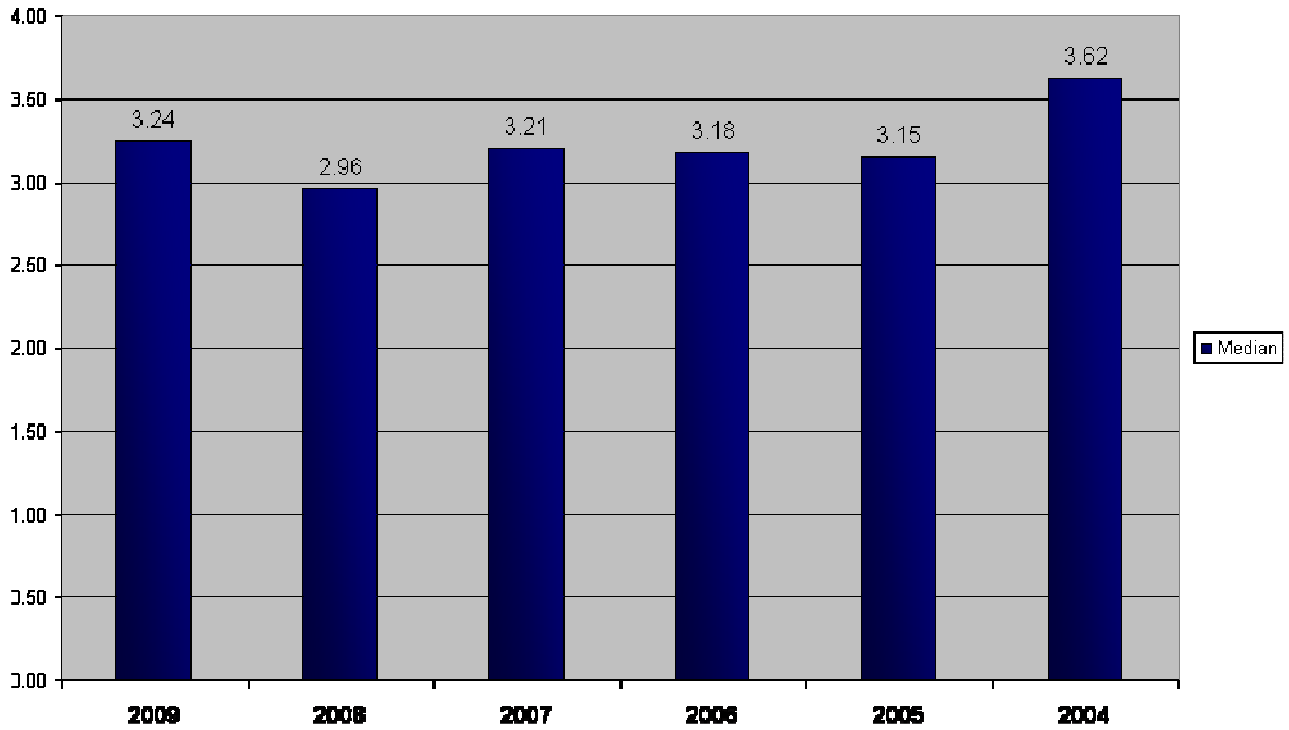
ARLS Comparison Expenditures per Capita:

Year	2009	2008	2007	2006	2005	2004
ARL	\$20.16	\$19.30	\$19.46	\$16.86	\$17.08	\$16.36
Rank inVA (91 libraries) high to low	70	68	65	72	68	68

Holdings Per Capita:

Holdings Per Capita is a measure of the match between the size of the library’s collection and the community it serves. It assesses collection size, not quality. This measure should be interpreted in connection with Turnover Rate and circulation Per Capita. Size alone is not an indicator of quality or usefulness.

**2004 - 2009 Statistical Data for Virginia Public Libraries
Holdings Per Capita Median Values**



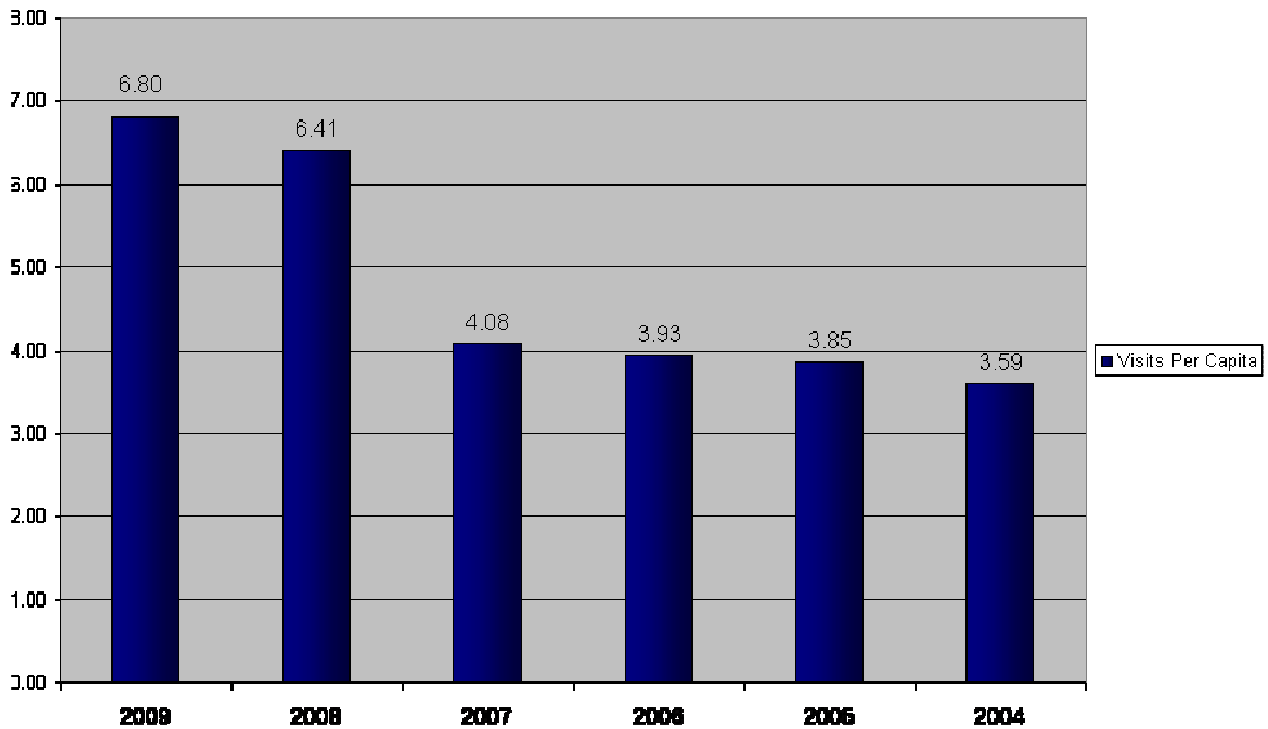
ARLS Comparison Holdings per capita median values:

Year	2009	2008	2007	2006	2005	2004
ARL	2.16	2.11	2.09	2.00	1.76	2.22
Rank inVA (91 libraries) high to low	82	85	86	88	92	80

Library Visits Per Capita:

Library Visits Per Capita is one measure of the community’s use of the library, whether for materials, programs, or meetings. It can be thought of as representing the average number of times during a year that each member of the community uses the library. A high number of visits may indicate several things. For example, 1)the hours the library is open does not fit the needs of the community; 2) the library’s collection and programming does not meet the interest or needs of the community; 3) residents may be unaware of what the library has to offer; 4) the facility may be uninviting; 5) the location may be inconvenient.

**2004 - 2009 Statistical Data for Virginia Public Libraries
Library Visits Per Capita**



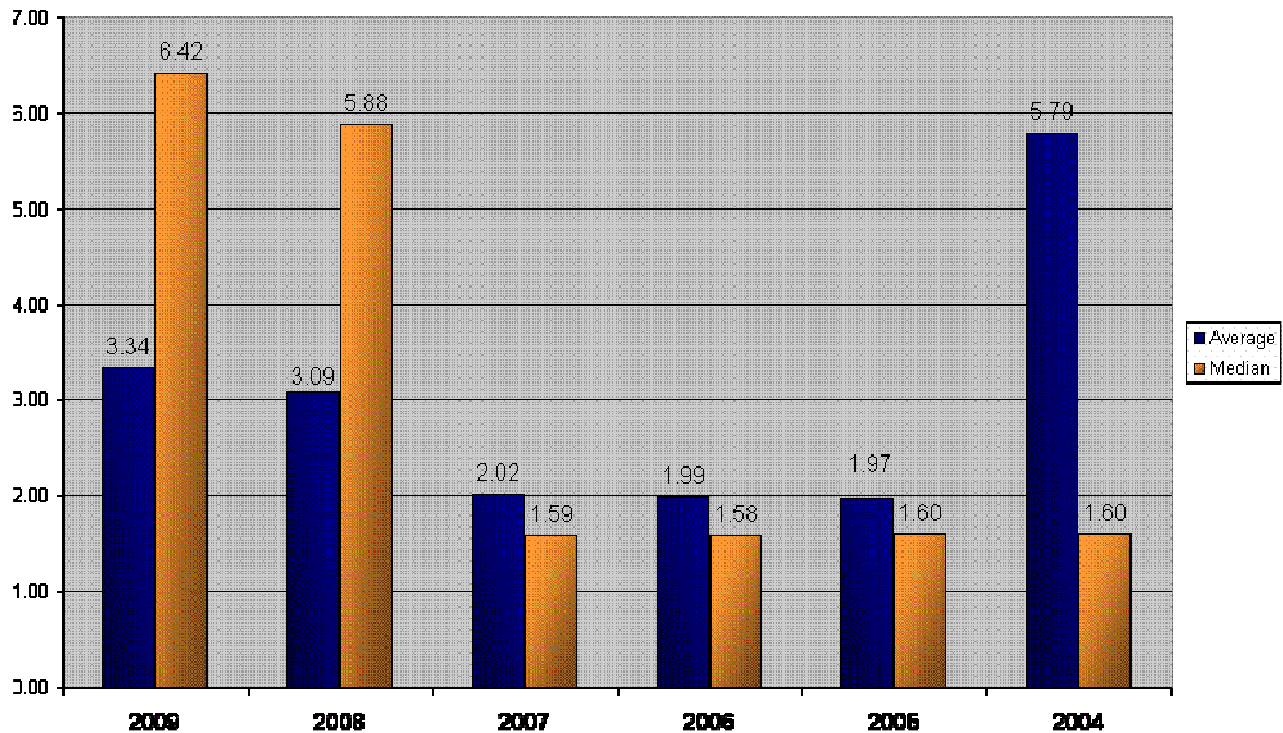
ARLS Comparison Library visits per capita:

Year	2009	2008	2007	2006	2005	2004
ARL	3.05	2.86	2.13	1.98	1.66	2.62
Rank inVA (91 libraries) high to low	71	73	84	88	87	86

Turnover Rate:

Turnover Rate measures the use of the library’s circulating collection. It indicates the number of times each item would have circulated during the year if circulation had been spread evenly throughout the collection. A library that emphasizes the circulation of popular reading materials should have a higher turnover rate than a library that emphasizes the breadth of its collection and has an extensive non-circulating reference collection.

**2004 - 2009 Statistical Data for Virginia Public Libraries
Turnover Rate**



ARLS Comparison Turnover rate:

Year	2009	2008	2007	2006	2005	2004
ARL	1.62	1.71	1.55	1.73	1.86	1.41
Rank inVA (91 libraries) high to low	52	48	52	46	45	58

STANDARDS CHECKLIST FROM PLANNING FOR LIBRARY EXCELLENCE 2009 ARLS

“MEETS” – indicates that ARLS is meeting the goals and criteria of the specific benchmark.

“FAILS” – indicates that ARLS is not meeting the goals and criteria for the specific benchmark.

Governance

- **MEETS** GA1: The library must be established and maintained according to state law under *Code of Virginia*, § 42.1-33 through 42.1-45.***
- **MEETS** GA2: The library must be governed under the direction of a board according to state law under *Code of Virginia*, § 42.1-35 et seq. or under the direction of the jurisdiction’s governing body (see § 42.1-36).***
- **MEETS** GA3: The library shall comply with the *Requirements Which Must Be Met In Order To Receive Grants-in-Aid*, 1 7VAC 15-110-1 0.***
- **MEETS** GA4: The members of the library board after appointment or election shall receive a current copy of the *Virginia Public Library Trustee Handbook* from the director.
- **MEETS** GA5: The library board shall adopt bylaws, rules, and regulations for its own guidance and for the governance, maintenance, and function of the library system. These bylaws, rules, and regulations shall be reviewed at least every three years.
- **MEETS** GA6: The governing board or other appropriate authority shall have control of the expenditures of all moneys budgeted for the library fund.***
- **MEETS** GA7: The governing board or other appropriate authority shall have the authority to accept donations, gifts, endowments and bequests of money, personal property, and real property for the establishment and maintenance of the library system.***
- **MEETS** GA8: The governing board or other appropriate authority shall employ a qualified director and shall delegate management of the library system to said director.
- **MEETS** GA9: The governing board or other appropriate authority shall conduct annual performance evaluations of the director using the *Virginia Public Library Trustee Handbook* as a guide.

- **MEETS** GA10: The library may be associated with a Friends of the Library group who supports library operations financially and politically.
- **MEETS** GA11: The governing board or other appropriate authority, the members of the Friends, the director, and the senior management staff, if any, should be informed and articulate about library services.
- **MEETS** GA12: The governing board or other appropriate authority, the members of the Friends, the director, and the senior management staff, if any, should be encouraged to advocate for library funding and status to all elected and appointed officials who have fiscal and policy influence over the library system at the local, state, and federal levels.
- **MEETS** GA13: The library system shall have written service and personnel policies that have been adopted by the governing board or other appropriate authority.***
- **MEETS** GA14: The library system shall have administrative procedures developed by the director with guidance from the governing board or other appropriate authority to ensure consistency of service/employment and a positive public image for the library system. These procedures should be reviewed regularly.
- **MEETS** GA15: The library board shall have regular meetings as specified in the bylaws at a time and place convenient for the board members and the public at large, said meetings to be held in accordance with state law.
- **MEETS** GA16: The director shall provide frequent formal and informal communications to the library board members or other appropriate authorities about the programs, policies, budget, and service plans of the library system.
- **MEETS** GA17: The library shall have a five-year/long-range plan that has been adopted by the governing body or other appropriate authority and updated annually. Copies of the plan shall be readily available in each library facility and easily accessible from the library's Web site.***
- **MEETS** GA18: The library system shall regularly collect data on input (resources available), output (usage statistics), and outcomes (impact on individuals and groups and the service area). This information is required by the state library agency for its annual statistical report.
- **MEETS** GA19: The library system shall regularly collect and analyze data appropriate to evaluate its impact and progress on stated goals and objectives.

Funding and Administration Level A

- **MEETS** FA1: Public libraries shall be funded primarily through local tax revenues.
- **MEETS** FA2: Governing bodies shall establish local funding based on local revenues and well-considered budget requests.

- **FAILS** FA3: Local funding for the library shall be maintained at a level equal to or greater than the preceding year.***

FY2010 saw a proportional cut in local funding by all localities 5%. This cut was not disproportionate to what all local departments were asked to reduce.

- **MEETS** FA4: The benchmarks in the standards should be used to help define reasonable funding levels beyond those minimal levels required to receive state grants-in-aid.
- **MEETS** FA5: The library board or other appropriate authority shall review, modify as necessary, and approve the proposed annual budget developed by the director to ensure that it reflects board- approved priorities and goals before submitting it to local funding entities.
- **MEETS** FA6: After the proposed budget is submitted to local funding authorities, the director and library board shall be available to make budget presentations to the local funding entities.
- **MEETS** FA7: State grants-in-aid shall be available to libraries meeting all legal qualifications according to the applicable citations.
- **MEETS** FA8: Funding from private sources (such as foundation or corporate grants, individual contributions raised by Friends, and bequests) may help support and enhance library services, but these shall support, not supplant local government funds.
- **MEETS** FA9: The library board or other appropriate authority shall adopt a final annual budget based on available funding and reflecting library goals and priorities.
- **MEETS** FA10: The director shall manage all operations of the library, including budget, personnel, planning, and evaluation.
- **MEETS** FA11: The director shall provide written financial and statistical reports for review at library board meetings and shall communicate regularly on matters that affect policy.
- **MEETS** FA12: The director shall provide leadership and communication to the staff, the library board, the local government, and the public.
- **MEETS** FA13: The library shall encourage an active Friends of the Library group.
- **MEETS** FA14: One staff member shall be appointed official Friends' liaison to ensure that the Friends have all the information they need to carry out effectively a program in support of the library.
- **MEETS** FA15: The director and/or appropriate staff member shall communicate with the library board and Friends' leaders to equip them with current information about the library so they may be articulate and well-informed advocates.

Public Relations Level A

- **MEETS** PRA1: Community relations and public presence programs shall be part of the library's official five-year long-range plan.
- **MEETS** PRA2: The library's annual budget shall allocate funds for public relations activities.
- **MEETS** PRA3: The director shall designate a staff member to coordinate public relations activities within the library and between the library and other local agencies.

Staffing Level A

- **MEETS** SA1: Every library serving a population in excess of 13,000 shall employ as director a full-time state-certified professional librarian.***
- **MEETS** SA2: The library shall have qualified staff members who are paid and appropriately trained to fulfill their particular job responsibilities.
- **MEETS** SA3: The library shall have a written personnel classification plan and/or job descriptions describing the duties/responsibilities of each staff position, any educational and experience requirements, the physical requirements of the job, and the minimum/maximum salary range.
- **MEETS** SA4: The personnel classification plan shall ensure that all qualified individuals have equal opportunity for employment and advancement within the library/system.
- **MEETS** SA5: The library shall adopt written personnel policies outlining the conditions and requirements of employment for all library staff members that include:
 - job descriptions
 - recruitment process
 - salaries and classifications schedule
 - benefits
 - regular performance reviews
 - disciplinary actions
 - grievance procedures
 - standards of conduct
 - equal employment opportunities
 - diversity and other related topics for effective personnel management that are consistent with local, state, and federal regulations, including Fair Labor Standards Act (FLSA), Americans with Disabilities Act (ADA), and other relevant court decisions currently in effect, as well as being correlated with personnel policies of local governing body(ies).
This standard recognizes that libraries may rely on the local governing body's personnel department and requirements.
- **MEETS** SA6: Personnel policies shall be made available to all library staff members.

- **MEETS** SA7: The governing board or other appropriate authority shall review the personnel policies on a regular schedule and after any significant change in federal and state employment laws.
- **MEETS** SA8: The library board or other appropriate authority shall determine the hours of the workweek, salaries, and benefits for all library staff members that are comparable with other area community positions requiring similar education, preparation, and job skills. Assistance from the local governing body's personnel department is encouraged.
- **MEETS** SA9: Library staff compensation shall be regionally competitive and comparable to that for library positions that have the same level of education, training, authority, and responsibility.
- **MEETS** SA10: Every staff member shall receive a written annual job performance review.
- **MEETS** SA11: Staff members shall be computer literate and familiar with the electronic resources offered in their library.
- **MEETS** SA12: Staff members who work with the public shall be able to assist patrons in the use of the print and electronic information resources available.
- **MEETS** SA13: Every staff member shall be provided with the opportunity for training related to his/her job duties.
- **FAILS** SA14: The library shall establish and meet a service target for staffing in full-time equivalents (FTEs) not lower than .3 per 1,000 in population.

PFLE Benchmark for ARLS = 26 FTEs

ARLS = 17 FTE and 19 PTE for total library staff of 36, excluding special program staff

- **MEETS** SA15: For every 25,000 in population, the library shall have 2.5 FTE's in professional staff positions with ALA-accredited education/training.
- **MEETS** SA16: The library shall have access to information technology services to administer and maintain the various forms of technologies needed and used.

Staff Development Level A

- **MEETS** SDA1: The library shall have a written staff development plan that addresses orientation for new employees, ongoing training, and continuing education.
- **MEETS** SDA2: The library shall conduct a periodic staff development needs' assessment for all positions in the library.

- **MEETS** SDA3: The library shall support continuing education and professional activities by allocating a portion of its budget for the costs of continuing education/training activities to include paid work-time for attendance, registration fees, and travel, food, and lodging costs where needed.
- **MEETS** SDA4: All library employees shall have the information and skills they need to do their jobs well.
- **MEETS** SDA5: Professional staff members shall participate annually in at least 24 hours of formal and informal learning such as on-the-job training, instructional staff meetings, workshops, or similar activities.
- **MEETS** SDA6: Support staff members shall participate annually in at least 16 hours of formal and informal learning such as on-the-job training, instructional staff meetings, workshops, or similar activities.
- **MEETS** SDA7: The library shall provide all staff members with training in excellent internal and external customer services.
- **MEETS** SDA8: The library shall provide all of the staff with resources/training to assist patrons with special needs.
- **MEETS** SDA9: The library shall provide all of the staff with training in the technologies required to carry out their job duties.
- **MEETS** SDA10: Appropriate staff members shall receive training in assisting the public to use electronic materials and resources.
- **MEETS** SDA11: In addition to the director, one or more of the staff members shall also be a member of at least one professional association.

Volunteers Level A

- **MEETS** VA1: The library may use volunteers when, where, and as needed to provide support to library staff.
- **MEETS** VA2: Volunteers shall not substitute for paid staff members in the provision of library services.
- **MEETS** VA3: The library shall have a written policy describing the recruitment, assignment, and assessment of volunteers working within the library.
- **MEETS** VA4: The library shall have written job descriptions and requirements for volunteers.
- **MEETS** VA5: The library shall provide orientation and training for volunteers and the staff members who supervise volunteers.
- **MEETS** VA6: Volunteers shall not be assigned tasks for which they have not received training.
- **MEETS** VA7: Policies shall be made available to all volunteers and to the staff members who supervise volunteers.

Collections Level A

- **MEETS** CA1: The library shall have a written collection development policy that is reviewed and revised regularly.
- **MEETS** CA2: The library's collection development policy shall be approved by the library board or other appropriate authority.
- **MEETS** CA3: The collection development policy shall consider the selected service responses and the information needs of the community.
- **MEETS** CA4: The library's collection development policy shall include selection and weeding policies.
- **MEETS** CA5: The collection development policy shall endorse:
 - The Library Bill of Rights of the American Library Association and its interpretations.
 - Freedom to Read, a joint statement by the American Library Association and the Association of American Publishers.
 - Freedom to View, a statement of the American Film and Video Association.
- **MEETS** CA6: The collection development policy shall include procedures for timely responses to purchase requests and for reconsideration of materials.
- **MEETS** CA7: The library routinely shall evaluate its collection to determine strengths and weaknesses and shall act on that information to make improvements.
- **MEETS** CA8: The library shall allocate funds for purchasing materials in diverse formats including new formats as they become of interest.

MEETS CA9: The number of items (volumes) in all formats in the library's collection shall be at least:

Quality Level	Number of items in all formats, per capita			
Population	Up to 25,000	25K–100K	100k–750K	750K+
A	10,000 minimum, 3 per capita preferred	2	2	2
ARLS = 172,750 items ARLS +PPLS = 298,782 items		176,000		

- **MEETS CA10:** The library shall maintain a collection evaluated and weeded using a standard method such as the CREW method.
- **MEETS CA11:** The library shall promote access to Find It Virginia, the statewide collection of electronic databases.
- **MEETS CA12:** The library shall adopt procedures and utilize technology designed to make new materials available to its patrons as quickly as possible.

Facilities Level A

- **MEETS FA1:** Library facilities shall be functional, attractive, accessible, and safe.
- **MEETS FA2:** Buildings shall be aesthetically pleasing, free of physical barriers, and large enough for the population they serve.
- **MEETS FA3:** Buildings shall be capable of supporting the infrastructure necessary for present and future technologies.
- **MEETS FA4:** Library facilities shall be located:
 - In urban areas, no more than 20 minutes' driving time from residents as an average of multiple travel time studies from a) the edges of the service area to the nearest available library and b) between available libraries;

- In rural areas, no more than 30 minutes' driving time from residents;
- Where possible on a fixed transportation route. Fixed transportation route refers to public transportation where available or to easily accessible locations on or near main roadways.

NOTE: Driving time standards are not applicable during peak traffic seasons. Urban is defined as an incorporated place and adjacent densely settled surrounding area that together have a minimum population of 50,000. Rural is an area that does not meet the definition of urban area.

- **MEETS** FA5: Standards in the chart below shall be used in assessing library space needs when planning new construction and expansion of existing library facilities. The facility shall meet the following square-footage standards:

Level A	Population		Total Gross Square Feet Per Capita ARLS
	Up to 25,000	.6	(.8 preferred)
	25,001-100,000	.6	52,800 sq/ft (standard) 70,400 sq/ft (preferred)
	100,001-500,000	.6	
	Over 500,000	.6	

Branch	Population	Current Sq/ft of space	Total Gross Square Feet Per Capita PFLE standard
Hopewell	23,500	36,000 sq/ft	
Prince Geo New	38,000	12,000 sq/ft	
Carson		1,200 sq/ft	
Disputanta		1,200 sq/ft	
Burrowsville		1,475 sq/ft	
Dinwiddie	26,500	2,000 sq/ft	
McKenney		715 sq/ft	
Rohoic		2,700 sq/ft	
Total	88,000	57,290 sq/ft	52,290 sq/ft (Standard)

- **MEETS** FA6: All library buildings shall comply with building, fire, safety, sanitation, and other appropriate state and local codes and other legal requirements.
- **FAILS** FA7: Library buildings shall provide handicapped access in compliance with the Americans with Disabilities Act.

McKenney handicapped barriers, missing ramp and door exterior open/closure access devices.

Carson - no exterior open/closure access device.

Dinwiddie – no exterior open/closure access device.

Burrowsville - no exterior open/closure access device.

Bookmobile - no handicapped access.

Disputanta – no exterior open/closure access device.

- **MEETS** FA8: Adequate, convenient, and well-lit parking shall be available to the library’s users and staff at or near the library site. Check local codes for applicable formulas for amount of parking necessary.
- **MEETS** FA9: Library facilities shall have exterior signs so the library is clearly identifiable from the street.
- **MEETS** FA10: There shall be directional signage to the library on nearby streets.
- **MEETS** FA11: The library shall provide professionally produced interior signage adequate to help patrons make good use of the facility.
- **MEETS** FA12: Light levels shall be:
 - 50 to 70 (30–50) sustained foot-candles at table-top height in public service area.
 - 30 to 50 (20–30) foot-candles at table-top height in storage areas.
 - 35 to 50 foot-candles at floor level with particular attention paid to stack aisles to assure adequate lighting on all shelves.
 - Lighting is evenly distributed and of such quality to provide adequate light without glare; areas housing computers are free of glare.
- **MEETS** FA13: Electrical wiring shall meet National Electrical Code (NEC) minimum requirements.
- **MEETS** FA14: Electrical power outlets shall be based on furniture plans and must allow for future flexibility.
- **MEETS** FA15: Sufficient power shall be available to all locations in the library to accommodate laptop computers and to allow for future needs.
- **MEETS** FA16: Heating, ventilating, and air-conditioning systems shall maintain relative humidity levels of 50 to 60 percent year-round. Special collections shall meet stricter standards established to preserve the materials collected.
- **MEETS** FA17: Telecommunications cabling shall follow the National Electrical

Code (NEC) and Building Industry Consulting Services International (BICSI) Telecommunication Association guidelines.

- **MEETS** FA18: Telecommunication rooms (closets) shall be:

Area Served	Closet size
5,000 SF	10ft x 7ft
5,001–8,000 SF	10ft x 9ft
8,000SF plus	10ft x 11ft per floor

- **FAILS** FA19: The library shall have an up-to-date disaster response and recovery procedure plan. [Current Plan is out-of-date.](#)
- **MEETS** FA20: Planning for library facilities' development shall be based on at least twenty-year population growth projections and other factors including location of possible future library buildings and plans for major new residential and commercial development.
- **MEETS** FA21: Community input shall be sought for all renovation and construction projects.
- **MEETS** FA22: Newly constructed library facilities shall be "green" or sustainable facilities, constructed with ecologically sound materials.
- **MEETS** FA23: The building shall promote energy efficiency, usage of natural daylight, waste reduction, and improvement of air quality.
- **MEETS** FA24: Whenever possible, facilities shall meet LEED (Leadership in Energy and Environmental Design) standards established by the U. S. Green Building Council.

Technology Level A

- **MEETS** TA1: The library shall have a technology plan that regularly reviews and employs emerging technologies in order to maximize library services.
- **MEETS** TA2: The plan shall include a designated replacement cycle and strategies for keeping equipment up-to-date and secure on an ongoing basis.
- **MEETS** TA3: The library shall have an Acceptable Internet Use Policy, which has been reviewed by the library board (if applicable) and/or the governing jurisdiction, and which has been submitted to the Library of Virginia.***
- **MEETS** TA4: The library's five-year/long-range plan shall address the role of technology in the delivery of services to residents.
- **MEETS** TA5: The library shall maintain availability of public access, Internet-connected computer workstations.

Quality Level	Number of operating computer workstations
A	Minimum of 1 public workstation per 3,000 population

	Population = 88,000 / 3,000 = 29.34 ARLS = 108
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- **FAILS** TA6: The downtime for any single public access computer workstation/printer shall not exceed 48 hours.

There are circumstances that a public workstation's downtime exceeds 48 hours.

- **MEETS** TA7: The library shall have broadband access to the Internet.
- **MEETS** TA8: In order to facilitate the sharing of resources, the library shall have an automated library system that meets current and appropriate technical standards for library records.
- **MEETS** TA9: When appropriate, the library shall take advantage of the E-rate program (www.usac.org/sl) to deliver the most comprehensive and effective telecommunications capabilities possible to library users and library staff members.
- **MEETS** TA10: The library shall provide at least a base level of office technology.
- **MEETS** TA11: The library shall provide Internet access and e-mail for staff use.
- **MEETS** TA12: The library staff shall subscribe to appropriate listservs and other professional communication services.

Access Level A

- **MEETS** A1: The library shall provide basic services free of charge to everyone in its service population.***
- **MEETS** A2: When the library is open, all basic services shall be available, i.e., lending of materials, information, public programs, public space, and public access to the Internet and personal computing applications. This standard does not prohibit the provision of some services, such as photocopy fees, printing, etc., on a cost-recovery basis.
- **MEETS** A3: Library patrons, regardless of age, shall be able to use materials and services so long as state and federal laws are followed in their access of materials and services.
- **MEETS** A4: The library shall have written policies covering the following:
 - Use of facilities and display areas
 - Rights and responsibilities of patrons (patron behavior)
 - Children's use of the library
 - Access to the Internet and personal computing applications

- **MEETS** A5: The library shall be open to the public at fixed times and with a uniform schedule.***
- **MEETS** A6: The library shall provide minimum unduplicated service hours as follows:

Quality Level	Minimum Unduplicated Hours
A	40 must include at least 3 consecutive evening hours and appropriate weekend hours (see Appendix 17VAC15-110-10. Requirements [5])***

- **MEETS** A7: Every regional, county, and city library serving an area of more than 400 square miles, or more than 25,000 persons, must provide some form of extension service acceptable to the [Library of Virginia] board.***
- **MEETS** A8: If the library has two or more service units, either branches or stations, it shall maintain a scheduled frequent-delivery system.***
- **MEETS** A9: The library shall have a telephone, and the telephone numbers shall be listed in the local telephone directory.***
- **MEETS** A10: Patrons shall have access to library services by telephone or by using the Web to ask a question, to place a hold on a book or other reference material, to renew an item, and to find the location and hours of library facilities and programs.
- **MEETS** A11: The library shall provide a Web page with contact information, hours, and service location information.
- **MEETS** A12: When the library is not open, a recorded telephone message shall provide information on hours of service.
- **MEETS** A13: The library shall organize materials for convenient use through shelf arrangement, classification, and cataloging, and provide a catalog of its resources.***
- **MEETS** A14: The library shall have workstations easily accessible for using the automated catalog and circulation system.
- **MEETS** A15: The library's catalog shall be available via the Internet.
- **MEETS** A16: The percentage of the service area population that is registered for a library card in the library's database (purged annually of registrants who have not used their card within the last three years) shall be:

Quality Level	Percent of population
A	25%
ARLS = 16,273 Active Borrowers	Population 88,000 / .25 = 22,000

8,620 Inactive Borrowers	
24,893 Borrowers	

- **MEETS** A17: The library shall deliver materials to a patron’s preferred library locations.
- **MEETS** A18: The library facility shall be physically accessible to all people and meet the requirements of the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities as published in *The Federal Register*, the *Virginia Uniform Statewide Building Code*, and any applicable local standards.
- **FAILS** A19: The library shall provide users with disabilities who are unable to travel to the library with service in keeping with the provisions of the Americans with Disabilities Act.

Services Level A

- **MEETS** SA1: At a minimum, the library shall provide those services that are considered basic to the mission of all public libraries: lending, information, programming, Internet access, and up-to-date technologies.
- **MEETS** SA2: The library shall have policies defining the scope of its services and setting service priorities.
- **MEETS** SA3: The library shall have a policy emphasizing the delivery of accurate information, as well as expeditious and courteous service.
- **MEETS** SA4: The library’s policies regarding the use of its resources and the loan of its materials shall facilitate easy use.
- **MEETS** SA5: Lending periods shall be based on collection size, demand, and turnover rate.
- **MEETS** SA6: As many formats as possible shall have the same loan period.
- **MEETS** SA7: The library shall not place age restrictions on the circulation of materials except where local policies permit individual parental requests.
- **MEETS** SA8: The library’s fine and fee policies shall promote use by people of all income levels.
- **MEETS** SA9: The library shall have a policy regarding confidentiality of customer records that adheres to Virginia law.
- **MEETS** SA10: Library services and materials shall be marketed to the public in a variety of ways such as library displays, readers’ advisory lists, publications, and promotions on the library’s Web site.
- **MEETS** SA11: The library shall provide regular free programs serving informational, recreational, cultural, and educational needs.

- **MEETS** SA12: The library’s public access computer workstations shall be available with an average wait of no more than:

Quality Level	Average Wait time
A	30 minutes

- **MEETS** SA13: Returned materials shall be shelved within twenty-four hours of return (except for closed days) to assure ongoing access by patrons.
- **MEETS** SA14: The Library shall provide photocopier(s) and printer(s) for public use. The library may charge for the services, depending on local policies.
- **MEETS** SA15: Library staff members shall be involved in regional/statewide efforts for development and enhancement of resource sharing and interlibrary cooperation.

Information Service Level A

- **MEETS** IA1: The library shall provide in-person information services by qualified staff members during all hours open to the public. Information services include reference, readers' advisory lists, and assistance with access to electronic information for users of all ages.
- **MEETS** IA2: The library shall have policies/guidelines covering the provision of information services.
- **MEETS** IA3: These policies and guidelines shall be a reflection of chosen service responses, roles, or other elements of the library’s five- year/long-range plan.
- **MEETS** IA4: Information provided to users in response to their queries shall be accurate and shall be derived from sources that meet professional standards of authority and timeliness.
- **MEETS** IA5: The library shall provide remote information services through telephone and e-mail.

Programs Level A

- **MEETS** PA1: Libraries shall provide programs that are designed for people of all ages to meet the needs and interest of the various groups of people in the community.
- **MEETS** PA2: The library shall provide educational, cultural, and recreational programs in a variety of formats.
- **MEETS** PA3: The library shall provide year-round programs for a primary target audience.

- **FAILS** PA4: The library shall strive for the following attendance per capita:

Quality Level				
Population	Up to 25K	25K - 100K	100K-750K	750K - up
A	.25	.20	.15	.15
AA	.30	.25	.20	.20
AAA	Meets	enhanced	Levels	no waiting
ARLS Population 88,000		Standard = 22,000 ARLS = 9,697		

- **FAILS** PA5: The library shall have written policies defining the scope of library programs in concert with its five-year/long-range plans.
- **MEETS** PA6: The library shall have adequate funding in its annual budget for program materials and program staffing, typically charging no fees for programs.
- **MEETS** PA7: The library shall plan programs to be held at various times of the day to meet community needs that may include morning, afternoon, evening, and weekend hours. County locations are lacking in adult and children's programming.
- **FAILS** PA8: The library shall provide programs that are in physically accessible locations for children, teens, and adults.
- **FAILS** PA9: The library shall provide reasonable accommodations to enable persons with disabilities to participate in programs.
Many branch locations lack ingress/egress access for patrons with disabilities.
- **MEETS** PA10: The library shall advertise the availability of accommodations in program notices/publicity.
- **MEETS** PA11: The library shall use standard methods of review/evaluation such as collection of attendance statistics to measure the effectiveness of the programs.
- **MEETS** PA12: The library shall have procedures for handling complaints about library programming and shall address any concerns in a timely manner.

Services to Targeted Groups Level A

- **MEETS** TGA1: The library shall develop and offer programs and services to meet the diverse needs of individual constituencies.
- **MEETS** TGA2: The library shall provide space for infants, preschool, and elementary school-aged children that includes materials, computers, adult and child seating, and programs.
- **MEETS** TGA3: The library shall have a staff member who is responsible for planning and delivering children's services.
- **MEETS** TGA4: The children's collection and services shall be coordinated with schools and other agencies serving children in the library's service area.
- **FAILS** TGA5: The library shall provide separate space for teenagers to gather and study that has materials, computers, and seating.

All branch locations do not have areas designated for teenagers.

- **MEETS** TGA6: The library's collection shall include an adequate number of materials in formats that allow seniors to continue to enjoy books and reading.
- **MEETS** TGA7: The library shall promote the national Talking Book Service and assist eligible users in receiving service.

Checklist Level AA

Governance Level AA

- **MEETS** GAA1: The library shall comply with all standards of Level A.
- **MEETS** GAA2: The director shall conduct an orientation for each new boardmember using the *Virginia Public Library Trustee Handbook* as a guide.
- **MEETS** GAA3: Copies of current policies shall be readily available in each library facility and easily accessible by the staff and by the public from the library's Web site.
- **MEETS** GAA4: In creating and updating the five-year/long-range plan for the library system, the planning process shall include systematic community input, community studies, and the use of other needs' assessment techniques to ensure community participation in the design and delivery of public library service.
- **MEETS** GAA5: In creating and updating the five-year/long-range plan for the library system, planning models developed by the Public Library Association, county- or city-mandated planning models, or other available models should be used.
- **MEETS** GAA6: The provisions of the five-year/long-range plan shall be monitored regularly by the director and the library board with the director

reporting to the library board on the progress being made toward the goals and objectives in the plan.

- **MEETS** GAA7: Members of the library board shall participate annually in training such as the Library of Virginia trustee training, various workshops conducted by local or state library organizations, state or national conferences on public libraries, and instruction from library legal counsel, auditors, the director, and other professionals.

Funding and Administration Level AA

- **FAILS** FAA1: The library shall comply with all standards of Level A.
- **FAILS** FAA2: The library shall receive no less than 1 percent of the total revenue of its local government(s).

MEETS Hopewell

Current Funding City of Hopewell 2010 = \$524,073

Total Revenue Hopewell excluding outside funding = \$40,659,596.00

1% Hopewell Revenue = \$406,659.60

Current Hopewell Percentage = 1.29%

FAILS County of Dinwiddie

Current Funding County of Dinwiddie 2010 = \$239,251

Total Revenue Dinwiddie excluding outside funding = 30,119,991.00

1% Dinwiddie Revenue = \$301,120.00

Current Dinwiddie Percentage = .79%

FAILS County of Prince George

Current Funding County of Prince George 2010 = \$375,104.00

Total Revenue Prince George excluding outside funding = 45,229,919.00

1% Prince George Revenue = \$452,299.19

Current Prince George Percentage = .8%

- **MEETS** FAA3: The director and library board shall seek supplemental sources of funding.
- **MEETS** FAA4: The director shall participate in community organizations.

Public Relations Level AA

- **MEETS** PRAA1: The library shall comply with all standards of Level A.
- **MEETS** PRAA2: Annually, the library shall implement a number of generally accepted publicity techniques. The choice of which techniques to employ shall be based on the characteristics of the community, including the needs of persons with disabilities, adult new readers, and those with limited English-speaking ability.

- **MEETS** PRAA3: The library shall systematically inform its community about programs and resources through a variety of communications techniques and formats.
- **MEETS** PRAA4: The library shall spend a minimum of 1 percent of the library operating budget on the entire community relations program, including staff time, surveys and research, marketing, public awareness, and public relations.

NOTE: This does not include any capital expenditures, but does include all staff time involved in giving presentations to groups in or outside the library.

- **MEETS** PRAA5: One staff member shall have responsibility for coordinating community relations programs, plans, and activities. In smaller libraries this person may have other job responsibilities. In large libraries this person may be a department head with several people reporting to him/her.

Staff Level AA

- **FAILS** SAA1: The library shall comply with all standards of Level A.
- **MEETS** SAA2: Every new staff member shall receive an orientation, tour, and general introduction to the library.
- **MEETS** SAA3: Every staff member shall be provided a staff handbook containing the personnel policies. This handbook may be printed or posted on a staff Intranet.
- **FAILS** SAA4: The library board or other appropriate authority shall review and/or update library personnel policies annually.
- **MEETS** SAA5: The library board or other appropriate authority shall review and/or update the library classification plan annually.
- **FAILS** SAA6: The library board or other appropriate authority shall review and/or update job descriptions annually.
- **MEETS** SAA7: The library board or other appropriate authority shall review and update the library wage/compensation plan annually. The personnel departments of the local governing jurisdictions may have time frames that vary from those listed in Standards SAA4–7. In this case, the regulations of the “appropriate authority” may be followed.
- **FAILS** SAA8: The library board or other appropriate authority shall establish and meet a service target for staffing in full-time equivalents (FTEs) not lower than .5 per 1,000 in population.
- **FAILS** SAA9: For every 25,000 in population, the library shall have 4.5 FTE’s in professional staff positions with ALA-accredited education/training.
- **MEETS** SAA10: The library shall have an organizational chart.
- **MEETS** SAA11: The library shall have a designated staff member coordinating youth services.

- **MEETS** SAA12: The library shall have a designated staff member coordinating public services.
- **MEETS** SAA13: The library shall have a designated staff member providing outreach services.
- **FAILS** SAA14: The library shall have a designated staff member coordinating volunteer activities.
- **MEETS** SAA15: The library shall have information technology services personnel to assess, develop/design, administer, and maintain the various forms of library technologies needed and used within the library/system.
- **MEETS** SAA16: Managers who are not the director shall possess a Bachelor's Degree at minimum.
- **FAILS** SAA17: To provide continuity of service for key library operations, the library shall have an ongoing program of cross-training.
- **MEETS** SAA18: The library shall have staff members competent to design and deliver technology-related classes for the public.
- **MEETS** SAA19: One or more member of the staff shall be trained to create and update Web sites.

Staff Development Level AA

- **FAILS** SDAA1: The library shall comply with all standards of Level A.
- **FAILS** SDAA2: Professional staff members shall participate annually in at least 34 hours of formal and informal learning such as on-the-job training, instructional staff meetings, workshops, or similar activities.
- **MEETS** SDAA3: Support staff members shall participate annually in at least 22 hours of formal and informal learning such as on-the-job training, instructional staff meetings, workshops, or similar activities.
- **MEETS** SDAA4: Fifteen percent of the FTE's shall be a member of at least one professional association.
- **MEETS** SDAA5: The library shall provide its staff with the resources and training to meet the multilingual needs of its community.
- **MEETS** SDAA6: The library shall review and/or update its continuing education and staff development plan annually.
- **MEETS** SDAA7: The library shall allocate 1 percent of its annual budget for continuing education and staff development.
- **MEETS** SDAA8: The library shall recognize outstanding effort and achievement by its staff.

Volunteers Level AA

- **MEETS** VAA1: The library shall comply with all standards of Level A.
- **MEETS** VAA2: The library shall review and/or update volunteer policies and job descriptions annually.
- **MEETS** VAA3: The library shall review and/or update volunteer training annually.

- **MEETS** VAA4: The library shall develop and implement a volunteer recognition program.

Collections Level AA

- **MEETS** CAA1: The library shall comply with all standards of Level A.
- **FAILS** CAA2: The library shall spend 15 to 20 percent of its operating budget to purchase collection materials, and a minimum of 10 percent of the materials budget for non-print resources.
- **FAILS** CAA3: The number of items (volumes) in all formats in the library’s collection shall be:

Quality				
Level	Number of items in all formats, per capita			
Population	Up to 25K	25K - 100K	100K- 750K	750K+
AA	4	3.5	3	2.5
ARLS = 172,750 items ARLS + PPLS = 298,782 items		308,000 items		

- **MEETS** CAA4: The library shall provide online databases to supplement the Find It Virginia databases.
- **MEETS** CAA5: The library shall have a preservation policy for its special collections, including local history.
- **MEETS** CAA6: At least every three years, the library shall evaluate its collection to determine strengths and weaknesses.
- **MEETS** CAA7: The library shall allocate resources to address the identified weaknesses.

Facilities Level AA

- **FAILS** FAA1: The library shall comply with all standards of Level A.
- **MEETS** FAA2: Library facilities shall be located:
 - In urban areas, no more than 15 minutes' driving time from residents as an average of multiple travel time studies from a) the edges of the

service area to the nearest available library and b) between available libraries.

- In rural areas, no more than 20 minutes' driving time from residents.
- Where possible on a fixed transportation route.

NOTE: Driving time standards are not applicable during peak traffic seasons. Urban is defined as an incorporated place and adjacent densely settled surrounding area that together have a minimum population of 50,000. Rural is an area that does not meet the definition of urban area.

- **MEETS** FAA3: Standards in the chart below shall be used in assessing library space needs when planning new construction and expansion of existing library facilities. The facility shall meet the following square-footage standards:

Level AA	Population	Total Gross Square Feet Per Capita
	Up to 25,000	.9
	25,001–100,000	.8
	100,001–500,000	.7
	More than 500,000	.65

Technology Level AA

- **MEETS** TAA1: The library shall comply with all standards of Level A.
- **MEETS** TAA2: The library shall maintain the availability of public access, Internet connected computer workstations.

Quality Level	Number of operating computer workstations
AA	1 public workstation per 2,000 population ARLS Population = 44 workstations
ARLS	108 workstations

- **MEETS** TAA3: The library's network connection shall support where applicable simultaneous use by multiple library workstations (including Wi-Fi).
- **MEETS** TAA4: The library shall provide wireless connectivity for users.

Access Level AA

- **FAILS** AA1: The library shall comply with all standards of Level A.

- **MEETS** AA2: The library shall have an integrated library system (ILS) in an area easily accessible to users and staff.
- **MEETS** AA3: Library users shall be able to request and renew library materials online.
- **FAILS** AA4: The percentage of the service area population that is registered for a library card in the library’s database (purged annually of registrants who have not used their card within the last three years) shall be:

Quality Level	Percent of population
AA	40%
ARLS = 16,273 Active Borrowers <u>8,620 Inactive Borrowers</u> 24,893 Borrowers	40% of ARLS Pop. = 35,200

- **FAILS** AA5: The library shall work with community transportation providers to encourage availability of public transportation to the library.

Services Level AA

- **MEETS** SAA1: The library shall comply with all standards of Level A.
- **MEETS** SAA2: The library shall provide up-to-date technological applications to the public including computer applications and emerging technologies.
- **MEETS** SAA3: The library shall provide outreach services to special populations, such as those who speak languages other than English, early childhood care providers, schools, literacy teachers, health centers, senior residents, and social service agencies.
- **MEETS** SAA4: The library shall periodically conduct a customer service survey.
- **MEETS** SAA5: New technologies shall be incorporated into library programs and services as appropriate.

Information Services Level AA

- **MEETS** IAA1: The library shall comply with all standards of Level A.
- **FAILS** IAA2: The library shall provide remote information services through telephone, e-mail, online chat, and IM (instant messaging).
[ARLS does not provide chat or IM \(instant messaging\) reference service.](#)

- **MEETS** IAA3: The library shall support patron training in the use of technologies necessary to access electronic resources.
- **MEETS** IAA4: The library shall make available bibliographies and other access guides and user aids to inform patrons of the availability of resources on a specific topic or issue.

Programs Level AA

- **MEETS** PAA1: The library shall comply with all standards of Level A.
- **MEETS** PAA2: The library shall provide year-round programs for the primary target audience plus the addition of regularly scheduled programs for one additional target audience.
- **FAILS** PAA3: The library shall strive for the following attendance per capita.

Quality				
Level	Program Attendance Per Capita			
Population	Up to 25,000	25K- 100K	100K- 750K	750K+
AA	.30	.25	.20	.20
ARLS Population 88,000		Standard = 22,000 ARLS = 9,697		

- **MEETS** PAA4: Periodically, the library shall revise its programming policies and procedures to meet the mission, goals, and objectives of the library.
- **MEETS** PAA5: The library shall cooperate with area libraries to extend the availability of programs to all residents.
- **MEETS** PAA6: Where appropriate the library shall plan programs in partnership/collaboration with other educational/community organizations including schools, homeschoolers, literacy groups, or service clubs.
- **MEETS** PAA7: The library shall prepare informational and promotional materials such as program brochures, Web announcements, local cable, flyers, news releases, or e-newsletters.
- **MEETS** PAA8: In addition to collecting attendance statistics, the library shall measure the effectiveness of its programs by surveying participants to determine customer satisfaction.

Services to Targeted Groups Level AA

- **FAILS** TGAA1: The library shall comply with all standards of Level A.

- **MEETS** TGAA2: Some of the programs for children shall be provided in the evening and on weekends.
- **FAILS** TGAA3: Teens shall participate in the library's planning of services targeted to their age group.
- **MEETS** TGAA4: Seniors shall be involved in planning services for their age group.
- **MEETS** TGAA5: The library shall provide literacy and English language-related services at a level appropriate to its mission and goals, and shall allow one-on-one tutoring in its public spaces.
- **FAILS** TGAA6: Outreach services shall be provided to individuals and groups that cannot visit library facilities.

Checklist Level AAA

Governance Level AAA

- **MEETS** GAAA1: The library shall comply with all standards of Levels A and AA.
- **MEETS** GAAA2: All library board members shall participate in continuing education programs provided by the Library of Virginia, the Virginia Library Association, or other relevant organizations.
- **MEETS** GAAA3: The library shall report the results of its evaluations on the impact of its services to its library board and the general public on a regular basis.
- **FAILS** GAAA4: All members of the library board and the director are members of the Virginia Library Association.
- **FAILS** GAAA5: The library board shall evaluate its own performance annually, as described in the *Virginia Public Library Trustee Handbook*.

Funding and Administration Level AAA

- **FAILS** FAAA1: The library shall comply with all standards of Levels A and AA.
- **FAILS** FAAA2: The library shall receive no less than 3 percent of the total revenue of its local government(s).

FAILS Hopewell

Current Funding City of Hopewell 2010 = \$524,073

Total Revenue Hopewell excluding outside funding = \$40,659,596.00

3% Hopewell Revenue = \$1,219,787.88

Current Hopewell Percentage = 1.29%

FAILS County of Dinwiddie

Current Funding County of Dinwiddie 2010 = \$239,251

Total Revenue Dinwiddie excluding outside funding = 30,119,991.00

3% Dinwiddie Revenue = \$301,120.00

Current Dinwiddie Percentage = .79%

FAILS County of Prince George

Current Funding County of Prince George 2010 = \$375,104.00

Total Revenue Prince George excluding outside funding = 45,229,919.00

1% Prince George Revenue = \$452,299.19

Current Prince George Percentage = .8%

- **MEETS** FAAA3: The director and library board shall pursue continuous increases in supplemental funding to support the library's five-year/long-range plan.
- **MEETS** FAAA4: The library board and director shall seek advocates and develop partnerships to increase understanding of the library's role in the community and to garner support for the library.
- **MEETS** FAAA5: The library staff shall be encouraged to participate in other community organizations by serving on other boards, volunteering in the community, etc. Such participation shall be formally recognized by the library administration and work release time shall be given when possible.

Public Relations Level AAA

- **MEETS** PRAAA1: The library shall comply with all standards of Levels A and AA.
- **MEETS** PRAAA2: Staff members responsible for public relations shall have access to continuing education and information about theory, practice, and current developments in public/ community relations and marketing.
- **MEETS** PRAAA3: The library shall assess community perception of its services (from both users and nonusers) through accepted opinion/market research techniques such as formal surveys, focus groups, town meetings, or exit interviews.
- **MEETS** PRAAA4: The library shall establish a schedule for these assessments.
- **FAILS** PRAAA5: To promote its programs to persons with disabilities, to adult new readers, and to people using English as a second language, the library shall use non-print media and accessible formats.

Staff Level AAA

- **FAILS** SAAA1: The library shall comply with all standards of Levels A and AA.

- **FAILS** SAAA2: The library shall establish and meet a service target for staffing in full-time equivalents (FTEs) not lower than .6 per 1,000 in population.
- **FAILS** SAAA3: For every 25,000 in population, the library shall have 6.5 FTE's in professional staff positions with ALA-accredited education/training.
- **FAILS** SAAA4: The library shall provide comparable prorated benefits for part-time library employees.
- **MEETS** SAAA5: The library shall review and/or update the organizational chart annually.
- **FAILS** SAAA6: The library shall have a full-time Youth Services staff member with a designated Children's Librarian and a designated Teens' Librarian.
- **MEETS** SAAA7: The library shall have a full-time Public Services staff with a designated Circulation staff and a designated Reference staff.
- **FAILS** SAAA8: The library shall have an Outreach Services Librarian.
- **FAILS** SAAA9: The library shall have a Volunteer Coordinator.
- **MEETS** SAAA10: Managers who are not the director shall possess a Master's Degree in Library Science or a closely related field.
- **MEETS** SAAA11: The library shall have library staff member(s) dedicated to technology planning and operations, even when the governing jurisdiction has such staff.

Staff Development Level AAA

- **FAILS** SDAAA1: The library shall comply with all standards of Levels A and AA.
- **FAILS** SDAAA2: Professional staff members shall participate annually in at least 48 hours of formal and informal learning such as on-the-job training, instructional staff meetings, workshops, or similar activities.
- **FAILS** SDAAA3: Support staff members shall participate annually in at least 32 hours of formal and informal learning such as on-the-job training, instructional staff meetings, workshops, or similar activities.
- **FAILS** SDAAA4: Thirty percent of the FTE's shall be a member of at least one professional association.
- **FAILS** SDAAA5: The library shall have a written plan for recognizing efforts and achievements by library employees.
- **FAILS** SDAAA6: With staff input, the library shall annually review and update the staff development and continuing education plan.
- **FAILS** SDAAA7: The library shall allocate 2 percent of its annual budget for continuing education and staff development.

Volunteers Level AAA

- **MEETS** VAAA1: The library shall comply with all standards of Levels A and AA.

- **MEETS** VAAA2: The library shall develop and maintain a volunteer manual.
- **MEETS** VAAA3: The library shall recognize volunteers through formal Programs or events.

Collections Level AAA

- **FAILS** CAAA1: The library shall comply with all standards of Levels A and AA.
- **FAILS** CAAA2: The number of items (volumes) in all formats in the library’s collection shall be:
 - **MEETS** CAAA3: The library shall update its collection development policy at least every five years based on its current long-range plan.

Quality				
Level	Number of items in all formats, per capita			
Population	Up to 25,000	25,001–100,000	100,001–750,000	750,001 and up
AAA	5	4.5	4	3

Facilities Level AAA

- **FAILS** FAAA1: The library shall comply with all standards of Levels A and AA.
- **FAILS** FAAA2: Library facilities shall be located:
 - in urban areas, no more than 10 minutes' driving time from residents as an average of multiple travel time studies from a) the edges of the service area to the nearest available library and b) between available libraries;
 - in rural areas, no more than 15 minutes' driving time from residents;
 - and where possible on a fixed transportation route.

NOTE: Driving time standards are not applicable during peak traffic seasons. Urban is defined as an incorporated place and adjacent densely settled surrounding area that together have a minimum population of 50,000. Rural is an area that does not meet the definition of urban area.
- **MEETS** FAAA3: Standards in the chart below shall be used in assessing library space needs when planning new construction and expansion of existing library facilities. The facility shall meet the following square-footage standards:

Level AAA	Population	Total Gross Square Feet Per Capita
	Up to 25,000	1.0
	25,001–100,000	1.0
	100,001–500,000	1.0
	More than 500,000	.85

Technology Level AAA

- **MEETS** TAAA1: The library shall comply with all standards of Levels A and AA.
- **MEETS** TAAA2: The library shall maintain the availability of public access, Internet-connected computer workstations.

Quality Level	Number of operating computer workstations
AAA	1 public workstation per 1,000 population

Access Level AAA

- **MEETS** AAA1: The library shall comply with all standards of Levels A and AA.
- **MEETS** AAA2: The library's Web site and automated catalog shall be available through the Internet and meet current guidelines for access by people with disabilities. (Note: A commonly accepted set of guidelines provided by the World Wide Web Consortium's Web Access Initiative is available at: (<http://www.w3.org/TR/WAI-WEBCONTENT>).
- **MEETS** AAA3: The percentage of the service area population that is registered for a library card in the library's database (purged annually of registrants who have not used their card within the last three years) shall be:

Quality Level	Percent of population
AAA	60%

- **FAILS** AAA4: Library users shall be able to pay fees/fines electronically.
- **MEETS** AAA5: The library's main telephone shall be manned by a staff member during normal working hours.
- **FAILS** AAA6: The library director's direct phone line shall be listed in the phone directory under the library's phone listing.

Services Level AAA

- **FAILS** SAAA1: The library shall comply with all standards of Levels A and AA.
- **MEETS** SAAA2: When the library serves large populations that speak languages other than English, the library shall have signage, publications, and staff members designed to help non-English speakers use the library.
- **MEETS** SAAA3: The library shall provide access to information on the holdings of other libraries.

Information Services Level AAA

- **FAILS** IAAA1: The library shall comply with all standards of Levels A and AA.
- **FAILS** IAAA2: The library shall provide remote information services through telephone, e-mail, online chat, IM, text messaging, and other appropriate emerging technologies.
- **MEETS** IAAA3: The library shall support patron training in the use of technologies necessary to access electronic resources, including training for persons with disabilities.
- **MEETS** IAAA4: The library shall make available bibliographies and other access guides and user aids to inform patrons of the availability of resources on a specific topic or issue.
- **FAILS** IAAA5: The library shall make user guides available in alternate formats, as appropriate.

Programs Level AAA

- **FAILS** PAAA1: The library shall comply with all standards of Levels A and AA.
- **MEETS** PAAA2: The library shall provide regularly scheduled programs for two or more additional target audiences.
- **FAILS** PAAA3: The library shall strive for the following attendance per capita.
- **MEETS** PAAA4: The library shall collaborate with other community agencies to enhance programs.

Quality Level	Program Attendance Per Capita			
Population	Up to 25,000	25,001–100,000	100,001–750,000	750,001 and up
AAA	Meets enhanced level with no waiting lists based			
	on library policy.			

- **MEETS** PAAA5: The library shall use technology to provide greater access to programs such as community TV, or podcasting.
- **MEETS** PAAA6: The library shall identify other community agencies that are serving special populations and work with these agencies in planning and implementing services to special populations.

Services to Targeted Groups Level AAA

- **FAILS** TGAAA1: The library shall comply with all standards of Levels A and AA.
- **FAILS** TGAAA2: Adaptive devices for enlarging print and enhancing sound shall be available in the library for use by patrons. [Services not available at all branches.](#)
- **FAILS** TGAAA3: Library staff members working with seniors shall be trained in the provision of such services. [ARLS does not have specifically trained staff in provision of senior services](#)
- **FAILS** TGAAA4: The library shall have a formal relationship with adult and children's literacy and English-as-a-Second-Language providers in the service area.

Patron Survey Conducted July 1, 2009 to December 31, 2009

Question 1. Do you have a library card?

Do you have a library card?		
Answer Options	Response Percent	Response Count
Yes	97.2%	205
No	2.8%	6
<i>answered question</i>		211
<i>skipped question</i>		10

Question 2. Have you or your family visited the library to do any of the following activities?

Have you or your family visited the library to (check all that apply):		
Answer Options	Response Percent	Response Count
Game Day	5.5%	12
Check out books	97.7%	212
Attend a library program	34.6%	75
Use the library's reference resources	32.7%	71
Check out other materials (CDs, DVDs, etc.)	76.0%	165
Use the Internet	47.5%	103
Attend a community meeting	15.7%	34
Ask a librarian a question	52.5%	114
Use the Non-profit Resource Center	6.0%	13
<i>answered question</i>		217
<i>skipped question</i>		4

Question 3. What additional resources would you like from the library?

What additional Resources would you like from your library?		
Answer Options	Response Percent	Response Count
More books	64.2%	122
More non-English materials	5.8%	11
Materials other than books (CDs, movies, e-books,	43.2%	82
Using the libraries resources from home, school or	35.8%	68
More branch libraries	15.8%	30
More computers	26.8%	51
Longer hours	47.9%	91
More story times	10.5%	20
Programs such as		25
<i>answered question</i>		190
<i>skipped question</i>		31

Question 4. Have you or your family participated in any of these programs?

Have you or your family participated in any of these library programs? (check all that apply):		
Answer Options	Response Percent	Response Count
Children's Story Times	35.1%	52
VA Author Program	16.2%	24
Friends of the Library meetings	9.5%	14
Children's Summer Reading Program	50.7%	75
A specific adult program	23.6%	35
Friends of the Library used book sales	60.8%	90
Free computer classes	18.9%	28
Other (please specify)		4
<i>answered question</i>		148
<i>skipped question</i>		73

Question 5. What is your age?

Age of Respondents taking survey:		
Answer Options	Response Percent	Response Count
0-12	1.0%	2
13-18	6.9%	14
19-24	4.5%	9
25-34	12.9%	26
35-44	16.8%	34
45-54	24.8%	50
55-64	19.3%	39
65+	12.9%	26
answered question		202
skipped question		19

Question 6. What is your gender?

What is your gender?		
Answer Options	Response Percent	Response Count
Male	21.4%	42
Female	78.6%	154
answered question		196
skipped question		25

Question 7. What is your race or ethnicity?

Race/Ethnicity:		
Answer Options	Response Percent	Response Count
American Indian/Alaska Native	0.5%	1
Asian	0.0%	0
Black or African American	13.8%	27
White	82.7%	162
Native Hawaiian or Other Pacific Islander	0.5%	1
Hispanic or Latino	2.6%	5
answered question		196
skipped question		25

Question 8. What is your household income range?

Household income range:		
Answer Options	Response Percent	Response Count
Less than \$15,000	9.2%	16
\$15,001 - \$25,000	10.9%	19
\$25,001 - \$35,000	6.3%	11
\$35,001 - \$50,000	27.0%	47
\$50,001-\$75,000	25.3%	44
\$75,001+	21.3%	37
<i>answered question</i>		174
<i>skipped question</i>		47

Question 9. Please let us know about new ideas, thoughts on services or resources and any other comment:

#	Date	Comment
1	May 15, 2009 4:12 PM	I think the current library service works quite well. Most items arrive quickly from another library when requested, the large selection of DVDs' to choose from and now the addition of video games as well are a very welcome change, and the WiFi service is likewise appreciated.
2	May 16, 2009 3:18 AM	I would love to see the a Religious section separate from the secular books. I'm an avid reader of both but it just makes it easy when wanting one over the other.
3	May 17, 2009 7:12 PM	Need to keep up with getting new books! never can find the books I'm looking for.
4	May 23, 2009 1:01 PM	It would be nice for the Carson depot library to be open earlier than 3pm on Saturdays. thank you.
5	May 28, 2009 12:52 PM	It would be nice to have a wider variety of books available to the public.
6	May 29, 2009 6:54 PM	Please upgrade the computers, you cannot access some of the websites.

7	Jun 1, 2009 6:41 PM	None.
8	Jun 2, 2009 10:59 PM	I would like to receive books I put on hold in a timely manner. It takes almost 2 weeks to get anything.
9	Jun 5, 2009 3:07 PM	How about Sunday hours? other libraries are open on Sunday why not the main library in Hopewell.
10	Jun 5, 2009 3:24 PM	More drop off places for returns.
11	Jun 5, 2009 5:51 PM	Study groups for teenagers tutoring for younger children classes for elderly.
12	Jun 7, 2009 1:26 AM	The library is beautiful! But the shelves at the Main library need better attention. Books are too packed or not always in their right places. And a few dust bunnies have been visible. Bring back "Library Page" staff to that sort of thing.
13	Jun 8, 2009 12:55 AM	It would be great to see things other than English-speaking materials.
14	Jun 8, 2009 2:52 AM	Would like Carson library to open a little earlier on Saturdays.
15	Jun 9, 2009 1:33 AM	I LOVED the summer program last year. We didn't get into any of the events, but my son and I got a bunch of books and he earned prizes and played the scavenger hunt.
16	Jun 9, 2009 8:16 PM	I would like to see an improvement on safety. The loitering outside the library bothers me as well as the language used. I would like more authoritative security.
17	Jun 10, 2009 6:12 PM	More movies...for fun and relaxation..stress free. Maybe romantic comedies.
18	Jun 12, 2009 10:09 PM	I would like to see a display, at the library and a graphic online, of the meetings at open to the public.
19	Jun 24, 2009 7:01 PM	Why are you not using one of the area's greatest resources. Jeannie Langford is a treasure that most

		communities would give anything to have.
20	Jul 10, 2009 4:40 PM	I think you should expand to include the Richmond area.
21	Jul 20, 2009 1:51 AM	The Hopewell library is a beautiful facility but the books I've asked about aren't usually carried and if I put in a request, I never hear about it.
22	Aug 3, 2009 10:44 PM	Need more shelving in Disputanta or a different idea to accommodate the collection.
23	Aug 6, 2009 7:40 PM	I recently decided to use the new Hopewell Library and I just wanted to say that the layout and atmosphere is great. Keep up the good work.
24	Aug 8, 2009 3:50 AM	More books and programs for girls and boys in grades 4-12.
25	Aug 13, 2009 5:51 PM	McKenney Branch Needs to have more books, computers, and space. There is not much room in the McKenney Branch.
26	Aug 13, 2009 8:23 PM	i would like to see the library be open on sunday also, because sometimes I can not get there during the work week or Saturday.
27	Aug 14, 2009 4:51 PM	If you have to take school online and you don't have a computer at home you should be able to take a 2 hour class online at the library.
28	Aug 23, 2009 7:24 PM	Please build a library closer to the Fort Lee area for us to use
29	Sep 2, 2009 10:56 AM	mobile friendly access
30	Sep 8, 2009 5:39 PM	Would it be possible to open at 9:00 a.m. like it used to be, at least a few days a week? It would be helpful to us early birds.
31	Sep 9, 2009 11:45 PM	Prefer longer hours in PG branches rather than a new central library.
32	Sep 16, 2009 12:41 AM	I'd like to see the Q ans A bulletin board up dated more often.

		I appreciate the services offered and the demeanor of the circulation staff.
33	Sep 17, 2009 9:37 PM	There really isn't anything to be improved upon or with the A.R. Library, as the services provided have been most satisfactory.
34	Sep 19, 2009 4:29 PM	Closing the history room was awful. How can a library deny access to materials and to the person who knows the material?
35	Sep 22, 2009 1:05 AM	I would like to see the Disputanta library open more during the week. The other libraries are very far from me so that is my only option. Being open only twice a week during the week is a huge inconvenience for me and my children. Please consider. Thanks.
36	Sep 23, 2009 3:47 PM	A drive-thru to drop off books.
37	Sep 26, 2009 7:24 PM	Add on to Carson library or add morning hours. More computers at Carson. More books at Carson.
38	Sep 30, 2009 1:37 AM	The website needs more work. Not as user-friendly as it could be.
39	Oct 3, 2009 10:33 PM	I would like more books for African American teen s in my age range.
40	Oct 4, 2009 11:28 AM	We need more teen books.
41	Oct 4, 2009 8:06 PM	Evening Story Times.
42	Oct 13, 2009 5:10 PM	Have used the library for many years (since bookmobile days). It is wonderful and very responsive to getting books I want. But....I do not like the two-week check out. It is not long enough and was much, much better when it was 3 weeks. Please consider changing this back in the best interests of your patrons.

43	Oct 13, 2009 9:35 PM	Having help in genealogy work would be fun--info, workshops,etc.; Would love to see more CLEP, DSST, and other college testing materials added to the collection.
44	Oct 15, 2009 6:42 PM	Self check-in system.
45	Oct 16, 2009 4:41 PM	I would love to see more quality volumes in the library. I frequently have trouble finding books from recommended reading lists. Also, some libraries have inter-library loan, even outside their region. That would be great for books that we can't have ourselves.
46	Oct 17, 2009 3:21 AM	Great shortage of up to date books on dog training and various pet animals. Can no longer look up my account online because of upgraded browser. Staff needs sometimes need to be reminded about proper customer service and that it is a Public library.
47	Oct 17, 2009 4:21 PM	What happened to Miss Langford and her programs. I for one really enjoyed her talks. She has such a wonderful way of presenting things.
48	Oct 23, 2009 8:41 PM	Staff could be friendlier, where are the new books.
49	Nov 2, 2009 8:30 PM	You added the suspend button for hold items. It would be great if they actually go to the next person in line until the hold is taking off by that person. Also, it would be great if you could extend DVDs online that are not on hold and the amount of DVDS that you can get should be more than 3.
50	Nov 3, 2009 8:39 PM	DVD movies should be more current.
51	Nov 5, 2009 6:55 PM	I recently moved to the area within the last two years. I've been appalled by the lack of books in the Hopewell Library. I've never seen so many bare shelves, so many unavailable/lost books, so little local history, and such limitations on topics. It's terrible. I can't visit the Friends of the Library sales/bookstore

		because the hours aren't suitable to anyone that works outside of the home. More books please!
52	Nov 6, 2009 3:00 AM	WHAT ABOUT BOOKS IN GERMAN , RUSSIAN , FRENCH ,WHY ONLY SPANISH ?
53	Nov 7, 2009 4:39 PM	The library needs a wider selection of young adult books.
54	Nov 9, 2009 6:48 PM	More black african books for the children.
55	Nov 10, 2009 1:01 PM	automated emails to remind of due dates and books that have been requested would be helpful, overall, the staff could be more friendly, more self-check outs
56	Nov 12, 2009 9:48 PM	I'm generally very happy with our library!
57	Nov 20, 2009 6:23 PM	I love the new library and the friendly staff. I am still waiting for better parking facilities as parking on the street is not always available.
58	Nov 21, 2009 5:16 AM	I do not like the new website; it is very difficult to maneuver when searching for books to reserve.
59	Nov 23, 2009 9:43 PM	Hours at Rohoic are too short and irregular.
60	Nov 26, 2009 1:48 AM	Stock more recent books from most popular authors.
61	Dec 9, 2009 11:21 PM	Games.
62	Dec 11, 2009 1:42 PM	The bookmobile visited my son's daycare, which I greatly appreciated. We also have really enjoyed stotrytime during my maternity leave. It's very well planned & delivered.
63	Dec 12, 2009 8:07 PM	Need more Christian authors.
64	Dec 29, 2009 6:41 AM	We are anxiously awaiting the construction and the opening of the PG County Main Library branch site! Keep sending the bookmobile to Scott Park and also

		consider sending it to the PG Tinsley Charter Sub Community Center Bldg after Scott Park on Monday.
65	Jan 2, 2010 5:44 PM	Quilting, knitting, crochet classes would be nice.
66	Jan 4, 2010 1:57 PM	Please, we need more/longer hours/days in the Dinwiddie area. Thank you!
67	Jan 21, 2010 6:14 PM	More tv and movie magazines and more movies.
68	Jan 22, 2010 5:44 PM	We feel the new web site is very hard to use and preferred the old one . We find it hard to find books in the new library whereas we had no trouble in the old library. We do think that the hold request on the internet is a great service since we have trouble finding books in the physical plant. We find parking a problem if you cannot parallel park your other option is to park across the street and in the evening we feel security is a concern.
69	Feb 16, 2010 7:05 PM	More DVDs on horror, action, thrillers etc.
70	Feb 16, 2010 7:06 PM	Open the Archive Room, get better security, get a new Library Board.
71	Feb 16, 2010 7:08 PM	How about more in-depth computer courses? Courses that give more lessons and time to practice?
72	Feb 16, 2010 7:09 PM	I think our library if fabulous!
73	Feb 16, 2010 7:14 PM	Need to fill out he series' in the Youth collections. Most of them only have the 1st book in the series. The magazine "Real Simple".
74	Feb 16, 2010 7:19 PM	Foreign Language cassette tapes for easy learning.
75	Feb 16, 2010 7:27 PM	More Large Print Books.
76	Feb 16, 2010 7:41 PM	I just moved here 2 weeks ago and this library totally blows the Richmond County Library away!! I am

		happy with all services provided and look forward to using them more.
77	Feb 16, 2010 7:44 PM	Live in VA on half of year, use daughter's card when in area.
78	Feb 16, 2010 7:46 PM	All is good that I can see.
79	Feb 16, 2010 7:49 PM	I love this library! I think you should charge for interlibrary loan requests. Also, your telephone person mispronounces consortium.
80	Feb 16, 2010 7:51 PM	I appreciate beign able to request materials from other libraries.
81	Feb 25, 2010 3:06 PM	I FEEL THAT YA'LL NEED TO FIX THE OBITUARY INDEX. IT ONLY WILL LET YOU ACCESS BACK TO THE 1950'S. ANYTHING AFTER THAT IT SAYS ERROR!