



Manassas Park City Library Advisory Board Meeting
7:00 p.m., Thursday, December 8, 2022
100 Park Central Plaza, Suite 100
Manassas Park, VA 20111

MINUTES

ATTENDEES

Present

- Michele Herd – Board Chair
- Lillian Zhu – Board Co-Chair
- Robin Hatcher – Board Member
- Ann-Marie Stewart – Board Member
- Donald Shuemaker – Board Member
- Holly Ritchie – Library Director

CALL TO ORDER

Ms. Herd called the meeting to order at 7:00 p.m.

COMMENTS

Ms. Herd asked about the process of receiving new items that have been ordered. Director Ritchie explained that once the item is ordered, the vendor will then fill the order and ship it to the library. This process can take anywhere from a couple weeks to a couple months depending on the publication date and availability of the item. Director Ritchie also stated that when the item is 'in-process' it has been shipped to the library and typically arrives within a week or two. Once it has arrived at the library, it is checked for publishing or shipping damages/errors the item is checked into the system and placed on the shelf.

Ms. Zhu asked if we carried periodicals in the library. Director Ritchie stated that we have both children and adult magazines and newspapers.

Mr. Shuemaker asked about the process for donations. Director Ritchie stated that they are evaluated based on our collection policy for criteria such as condition, need, age, etc., once evaluated a decision is made if it will be added to the collection or not.

Ms. Hatcher asked what happens to items that are donated but not accepted into the collection. Director Ritchie stated that as long as they were in acceptable condition, they are added to the Book Nook at the community center for people to take and enjoy.

APPROVAL OF AGENDA

Ms. Herd asked if there were any changes to the agenda. Director Ritchie stated there were no adjustments. Ms. Herd asked for a motion to approve the agenda. Ms. Hatcher moved to accept the agenda, and Ms. Zhu seconded. The motion carried.

APPROVAL OF MINUTES

Approval of the September 8th meeting minutes was postponed to the next meeting.

REPORTS

Library Director Report – attached.

September 2022-November 2022 Statistics – attached.

- Comments concerning Reports:
 - Mr. Shuemaker asked about what our patron base is currently looking like in the new building. Director Ritchie stated that there is still a large number of families, but there are also more students and working professionals that are looking a different place to work.
 - Mr. Shuemaker asked if there will be a crochet program offered to go along with our new kit. Director Ritchie stated that the youth librarian Ellie was working on planning one.
 - Ms. Hatcher asked what the age range is for the kits. Director Ritchie stated they are for all ages. They are currently aimed to as young as 6 months and as old as 15 but new kits will be coming soon to include adult kits.

DISCUSSION ITEMS

ACTION ITEMS

Policy Updates

- Rules of Conduct
 - i. Mr. Shuemaker asked what type of loss of privileges may occur. Director Ritchie stated that while many people assume it is no longer being able to come into the library, it could also include smaller restrictions such as no longer being able to use the laptops or the study rooms based on an abuse of those services.
 - ii. Ms. Herd mentioned that there is an inconsistency in Library Director vs Director and Designee vs designee. Director Ritchie stated that she would go back to review and adjust the policy to be consistent.
 - iii. Mr. Shuemaker commented that many businesses/organizations will have this policy posted. Director Ritchie stated that the library is in the process of having one made to be posted in the front entry way of the library.

- iv. Ms. Herd asked for a motion to approve the Rules of Conduct policy adjustment. Mr. Shuemaker moved to approve the policy with the slight formatting corrections; Ms. Hatcher seconded. The motion carried.
- Bulletin Boards
 - i. Ms. Herd asked about the stance on religious posting. Director Ritchie stated that all items will have to comply with not only the requirements for the bulletin board but also the Rules of Conduct but there is no specific stance on religious postings as long as it is requested to post by an individual or non-profit organization.
 - ii. Mr. Shuemaker asked about political posts. Director Ritchie stated that as long as they follow the requirements they would be posted. Ms. Herd and Ms. Stewart both commented that having too many regulations could bring complications as well. Director Ritchie stated that the policy could be postponed as more was looked into or adjusted.
 - iii. Ms. Zhu asked if the other libraries whose policies were researched for this process had more specific requirements or if they were general as well. Director Ritchie stated that they were more general and most of the policy was based off of the Prince William County Library Systems policy. Ms. Herd stated she was more comfortable knowing that most of it was based off PWCLs policy and that they were able to successfully have it in place.
 - iv. Ms. Herd asked for a motion if no other additions or comments were wanted. Mr. Shuemaker motioned to adopt the policy; Ms. Stewart seconded. The motion carried.

MEETING SCHEDULE

Next meeting on March 9th at 7:00 p.m.

MEETING ADJOURNED

Ms. Herd asked for a motion to adjourn. Ms. Hatcher moved to adjourn, and Mr. Shuemaker seconded. The motion carried.

Director Report

The focus during the last quarter has been on getting situated into our new location and building and developing relationships with the new faces we are seeing.

Programs

Our focus with programming over the last three months has been to touch base with the community coming into the library. We have been asking all our patrons what programs they would like us to continue, what programs they would like to see us create, and what days/times work for them. With this information, our programming staff has been actively making changes to our programming, and the community's response so far has been great.

While we compile this data, we are still hosting regular programs. As always, our Tuesday morning Storytimes are the most highly attended of our programs. We have also added a Saturday Storytime twice a month. Our Spanish Storytime with Ms. Roxana has been shifted to Saturday mornings, and we have slowly been building up the attendance for these programs.

In addition to Storytime, we have continued our monthly Craft & Create program and Game Nights. These two programs have been well attended, and our patrons have been excited to see us continue them.

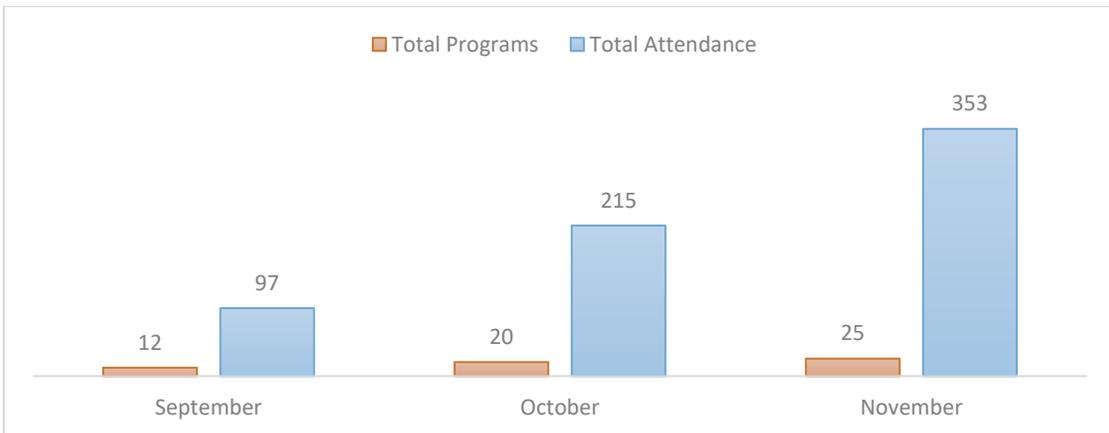
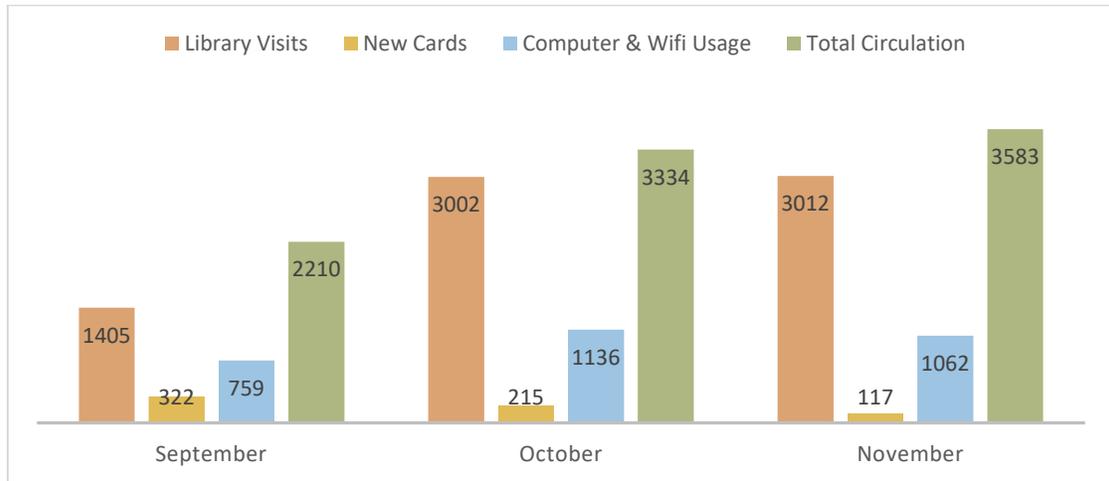
Some new programs we have tried including a Conversational Book Club, Library Golf, Applying to College in a Nutshell, Writing Workshops, Alzheimer Education, and Green Screen Basics.

Social Media Response

With our reopening, our social media response has increased! We are seeing an increase in our post engagements, especially in the comments section. We have also seen an increase in our Google Reviews, all of which have been 5 stars. The community is truly excited to see our new space. Currently, we have 803 likes and 909 Followers on Facebook, 228 followers on Instagram, and 301 subscribers on our YouTube channel (as of 12/3/22).

Statistics

| Library Statistics | Sept. | Oct. | Nov. | Total |
|--|-------|-------|-------|--------|
| LIBRARY VISITS | 1,405 | 3,002 | 3,012 | 7,419 |
| PUBLIC SERVICE HOURS | 162 | 271 | 237 | 670 |
| USES OF PUBLIC INTERNET COMPUTERS | 109 | 146 | 163 | 418 |
| WIRELESS SESSIONS | 650 | 990 | 899 | 2,539 |
| NUMBER OF WEBSITE VISITS | 8,786 | 7,185 | 6,682 | 22,653 |
| VOLUNTEER - HOURS | 0 | 5 | 2 | 7 |
| TOTAL REFERENCE TRANSACTIONS | 605 | 488 | 436 | 1,529 |
| OFFSITE PROGRAMS - TOTAL | 0 | 1 | 4 | 5 |
| OFFSITE ATTENDANCE - TOTAL | 0 | 194 | 54 | 248 |
| TOTAL LIBRARY PROGRAMS | 12 | 20 | 25 | 55 |
| TOTAL PROGRAM ATTENDANCE | 97 | 215 | 353 | 661 |
| TOTAL CIRCULATION - ELECTRONIC MATERIALS | 295 | 299 | 497 | 1,091 |
| TOTAL CIRCULATION - PHYSICAL MATERIALS | 1,915 | 3,035 | 3,089 | 8,039 |
| TOTAL CIRCULATION | 2,210 | 3,334 | 3,583 | 9,127 |
| NEW BORROWERS - TOTAL | 322 | 215 | 117 | 654 |
| REGISTERED BORROWERS | 1,987 | 2,199 | 2,316 | |





Partnerships & Outreaches

With our opening have come more chances to attend outreaches and develop partnerships. In the last quarter, staff has attended city events such as the Fire House Open house, spoken at pre-schools, visited senior homes/living facilities, and held pop-up services at the Book Nook.

Staff is actively working with teachers and librarians in the schools and are scheduling visits to speak to individual classes. We have also developed lasting partnerships with the organizations offering Alzheimer's educational sessions and college informational sessions based on positive feedback from the community.



Manassas Park City Library

Library Policies

Updates – November 2022 – 9.0 Library Rules of Conduct & 12.0 Facilities Use

9.0 Library Rules of Conduct

Manassas Park City Library strives to provide a welcoming environment for all Library patrons. The following rules of conduct are meant to ensure that the Library is a safe and enjoyable place.

Library staff shall have the right to contact the proper authorities and ask individuals to leave the Library when individuals are in violation of these rules. Violation of Library policies or any unlawful behavior may result in the loss of Library privileges.

The following are prohibited in Library facilities, and program spaces:

1. Damage, destruction, or theft of Library or personal property.
2. Abusive, threatening, or intimidating language.
3. Conduct that disturbs or endangers Library patrons, staff, or volunteers.
4. Conduct that hinders others from using Library space, equipment, or materials.
5. Interference with an employee's performance of his/her duties. Such behavior includes but is not limited to verbal abuse, intimidation, sexual harassment, or harassment on account of race, religion, ethnic background, gender, or sexual orientation.
6. Sleeping.
7. Selling or solicitation, with the exception of certain Library-sponsored events.
8. Smoking, including e-cigarettes, or use of tobacco in any form.
9. Open containers of alcoholic beverages.
10. Being under the influence of alcohol or illegal substances.
11. Consuming food or drink outside of designated areas.
12. Leaving bags or personal items unattended.
13. Any use of computers or Internet access that interferes with the activities of the Library or its network, or is in violation of federal, state, or local laws, including Virginia Code §18.2-374.1:1 (child pornography), Virginia Code §18.2-372-§18.2-374 (obscene items), Virginia Code §18.2-377 (obscene placards, posters, etc.), and Virginia Code §18.2-391 (materials deemed harmful to juveniles) is prohibited.

The following must be observed at all times:

- Appropriate attire, including but not limited to shoes and a shirt, must be worn at all times.
- Modes of transport (e.g., bicycles, scooters, etc.) must be left outside. The Library is not responsible for the loss of such items.

In addition, please be aware:

- The Library is not responsible for personal items that are lost, stolen, or damaged on Library premises.
- With the exception of service animals, animals are not permitted inside Library facilities.
- Library staff reserves the right to contact the appropriate authorities when children are left unattended, do not observe the Rules of Conduct, or are in distress (see Safe Children policy below).
- Library staff may ask any patron to leave when he/she is in violation of the Rules of Conduct. Library staff may contact the appropriate authorities if a patron refuses to leave when asked.



- Violation of the Rules of Conduct may result in the patron’s Library privileges being limited or revoked, removal of the patron from the building, or criminal prosecution if the conduct constitutes a violation of Federal law, State law, or City Code.

Exceptions to these Rules of Conduct may be granted at the discretion of the Library Director or designee.

9.1 Request for Reconsideration of Suspension of Library Privileges

A patron who has had their library privileges limited may appeal the action.

1. Submit a written request for reconsideration with any applicable supporting documentation to the Library Director or designee within ten (10) days from the date of the determination letter.
2. After review, the Director or designee, will communicate a decision and the reason for it, in writing, to the patron who initiated the request for reconsideration.
3. In the event that the patron who initiated the request is not satisfied with the decision, they can present a written appeal to the Library Director or Designee to be submitted to the City Manager’s Office.
 - a. The City Manager’s Office will review the request and any supporting documentation relating to the suspension and make a determination to uphold, modify, or overturn the suspension.
 - b. The Library Director or Designee shall provide the patron with written notice of the final determination within fifteen (15) days following receipt of the City Manager’s determination.
 - c. The City Manager’s determination regarding the request for reconsideration shall be final and shall constitute an exhaustion of a patron’s administrative remedies.
4. A patron whose library privilege has been revoked must schedule a meeting with the Library Director or designee prior to resumption of any library privilege. The purpose of the meeting will be to review the Library Rules of Conduct.

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Adopted 4/14/2020

Updated 9/20/2022

12.0 Facilities Use

12.1 Facilities Use

The Manassas Park City Library is to be the community's information center, providing free and equal access to a full variety of library resources and innovative technologies to enhance the quality of life and meet the informational, educational, and cultural interests of the entire community. The following policy, governing the use of Library facilities, reflects this mission.

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“Library facilities” refers to designated space inside the library located within City Hall and the Community Center.

The Library makes available public facilities, as defined in this policy, on an equitable basis, regardless of the beliefs or affiliations of individuals or groups. Library facility use does not constitute the Library’s endorsement of the beliefs, ideas, or policies expressed by organizations or individuals using the space.

In all Library facilities, Library-sponsored programs and activities take precedence over other activities. Use of Library facilities by outside organizations or groups may not interfere with regular Library operations or services.

Library facility users and Library patrons must comply with the Library Rules of Conduct Policy and all applicable laws, including the Code of Virginia and the Code of the City of Manassas Park, Virginia.

The Library Director (or designee) reserves the right to refuse groups the use of Library facilities whenever, in the Library Director’s (or designee’s) best judgment, the use does not conform to this policy.

Groups/individuals using Library facilities may not approach patrons while in Library facilities. Communication between group representatives and the public is permitted when initiated by the public. No donations may be required or solicited by these groups/individuals.

The Library Director or designee must give advance permission for any use of Library facilities.

The name, address, and phone number of the Library may not be used as the official address of any organization using Library facilities, nor may any non-library group using Library facilities publicize its activities in such a way as to imply Library sponsorship.

The City of Manassas Park and the Library are not liable for damages caused to the user or his or her property while using Library facilities, and City of Manassas Park and the Library will be held harmless from any liability to third parties for injury caused by the group, or any persons or groups, while using Library facilities.

12.2 Study Rooms

Four (4) study rooms are available for community members to use on a first come, first served basis. Limitations on the reservation length and use may be imposed by the Library Director or designee. Study rooms are free of any charge

1. Room 100-3: 1 table, 4 chairs
2. Room 200-1: 2 tables, 4 chairs
3. Room 200-2: 1 table, 2 chairs

4. Room 209-1 : 6 tables, 12 chairs. *The primary purpose of this study room is for conducting Library and City programs and services, which will have first priority in scheduling and availability.*

12.3 Displays and Exhibits

Display cases and exhibit areas are used for Library-sponsored displays, which inform the public of the wide range of issues, events, and interests within the community.

The posting or distribution of a particular item does not indicate that the Library endorses any organization, cause, or activity.

12.4 Bulletin Boards

There are multiple bulletin boards located in the library. Each bulletin board has a specific purpose.

12.4.1 Library Bulletin Board(s)

The purpose of the Library Bulletin Board is to highlight Manassas Park City Library programs and announcements. All items displayed on the Library Bulletin Board must be from the Library.

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12.4.2 City Bulletin Board(s)

The purpose of the City Bulletin Board is to highlight city sponsored programs and announcements. All items displayed on the City Bulletin Board must be from a city department.

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12.4.3 Community Bulletin Board(s)

The purpose of the Community Bulletin Board is to highlight items of cultural, civic, historical, educational, or general community interest. All items displayed on the Community Bulletin Board must be from an individual or nonprofit organization. It is the responsibility of the organization to notify the library of its nonprofit status.

1. Items should be neat in appearance and no larger than 8 ½" x 11". Exceptions based on size may be made if space permits or for short term announcements. Items may be refused due to their size.
2. An organization may have only one item posted at a time.
3. Items should not contain an advertisement of services or items for sale.
4. Items to be posted are displayed no longer than 30 days.
5. Information inconsistent with library policies will not be displayed.
6. Items posted that do not meet the requirements will be removed at the discretion of the Library Director.
7. Public notices and advertisements are not permitted elsewhere on library property.
8. Library staff must approve any materials for posting. Staff are responsible for the posting and removal of materials. The posting or

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distribution of a particular item does not indicate that the library endorses any organization, cause, or activity.

12.4.12.5 Public Art

Library-sponsored temporary exhibits, curated by staff, provide a venue for local artists to exhibit work.

Any permanent works of art in Library facilities must be approved by the City of Manassas Park.

Adopted 4/14/2020

Updated 9/20/2022