



129 Main Street PO Box 929 Tazewell, VA 24651-0929 276.988.2541 276.988-5980 FAX

September 11, 2019

Hello Trustees!

Our next meeting is set for next Thursday, September 19, from 3:30-5:30 at the Richlands Library. Since we weren't able to meet in August, our agenda is pretty much the same as it was then.

Tammy Powers, our newly minted Outreach Coordinator, will attend to update us on her latest projects. She's really hit the ground running in her new position, and I'm excited for you to hear what she's been up to.

We'll also want to go over the logo again. I would like to get a final approved version soon, because we have several marketing materials to order and I would rather use the new logo on them. Melinda at Clinch Valley Printing has done a good job and gotten us several versions to look at.

As for improvements to the building, our lights are finished being installed in Tazewell, and a heat pump in Tazewell also needs either repair or replacement.

I look forward to seeing everyone next week!

Sincerely,

A handwritten signature in black ink that reads "Erica Hall". The signature is written in a cursive, flowing style.

Erica Hall  
Director  
Tazewell County Public Library

**TAZEWELL COUNTY PUBLIC LIBRARY BOARD OF TRUSTEES  
MONTHLY MEETING  
SEPTEMBER, 2019 – 3:30 P.M. (THURSDAY)  
102 SUFFOLK AVE  
RICHLANDS, VIRGINIA 24641  
AGENDA**

- I. Roll Call of Members**
- II. Consideration of approving the agenda format-additions/deletions**
- III. Approval of Minutes**
- IV. Director's Report**
  - i. Friends report
  - ii. Foundation report
  - iii. Capital improvements
- V. Financial Report**

As of August 31, 2019, the library spent \$165,340.65, 15.2% of the budget.  
As of August 31, 2019, the library collected \$4,207.68 in fines/fees.
- VI. Outreach Services Report**
- VII. Committee Reports**
  - i. Planning Committee
- VIII. Unfinished Business**
  - i. New logo
- IX. New Business**
- X. Public Comment**
- XI. Adjournment**

**Next meeting will be in October at the Tazewell Library.**

**TAZEWELL COUNTY PUBLIC LIBRARY  
PROGRESS REPORT**

Department: Administrative  
Submitted by: Betty Pruett

Month August Year: 2019  
Date: September 6, 2019

**FINANCIAL:**

Financial reports as of 8/31/2019 are attached.

The following monetary donations/refunds were reported during August, 2019.

BRANCH	FROM	AMOUNT	DESCRIPTION
T	Harrison, Ellen	\$ 50.00	7301-3099
T	Tazewell Lions Club	\$ 500.00	7301-6012
T	Sorrenson, Jane	\$ 20.00	7301-3099
B	State Farm Insurance	\$ 600.00	7301-3310

**PERSONNEL:**

There were no personnel issues during August.

**MAINTENANCE/FACILITIES:**

One of the heat pumps in Tazewell quit working in July. We received quotes from Complete Comfort Heating & Cooling, Inc. (\$9,400.00), The Furnace Man (\$9,853.00), and Davis Mechanical (\$12,500.00) for replacement. The lowest quote was from Complete Comfort Heating & Cooling, Inc. and we will have them replace the unit. We received a check from State Farm Insurance to replace the hand rail in Bluefield that was destroyed in May. Barrett Construction (the only company that would give a quote) has been contacted to do the repairs. The repairs should be completed in September. All lights in the Tazewell building have been replaced with new LED lighting with the exception of the bathrooms. County maintenance will replace these as soon as they can. Also, the new back door at Tazewell has been installed by Highlands Glass Company.

**STAFF DEVELOPMENT:**

On August 7, 2019, Jade Crabtree went to King University for a HAL circulation meeting. On August 9, 2019, Lisa Tyson, Natasha Hunt, and Breanna Buterakos attended a MALiA meeting in Christensburg, VA.

**TCPL EXPENDITURE REPORT  
AUGUST, 2019**

1	A	B	C	D	E	F	K	O	P
2	G/L	DESCRIPTION	LOCAL FUNDS	STATE FUNDS	OTHER FUNDS	19-20 BUDGET	YTD EXPENSE	BUDGET BALANCE	PERCENTAGE USED
3	7301-1150	COMPENSATION	508,454.00	20,853.00	0.00	529,307.00	86,050.24	443,256.76	16.26%
4	7301-2100	FICA	40,492.00	0.00	0.00	40,492.00	6,121.57	34,370.43	15.12%
5	7301-2210	RETIREMENT	48,948.00	0.00	0.00	48,948.00	8,011.48	40,936.52	16.37%
6	7301-2300	HOSPITALIZATION	188,863.00	0.00	0.00	188,863.00	27,931.06	160,931.94	14.79%
7	7301-2400	LIFE INSURANCE	5,904.00	0.00	0.00	5,904.00	949.42	4,954.58	16.08%
8	7301-2600	UNEMPLOYMENT	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
9	7301-2700	WORK/COMP	785.00	0.00	0.00	785.00	223.00	562.00	28.41%
10	7301-3099	MISCELLANEOUS	5,000.00	0.00	1,970.00	6,970.00	1,502.90	5,467.10	21.56%
11	7301-3120	CONTRACTUAL SERVICE	0.00	58,000.00	0.00	58,000.00	4,932.18	53,067.82	8.50%
12	7301-3310	REPAIRS/MAINT	6,500.00	0.00	600.00	7,100.00	1,600.10	5,499.90	22.54%
13	7301-3500	PRINTING/BINDING	500.00	0.00	0.00	500.00	0.00	500.00	0.00%
14	7301-3600	ADVERTISING	1,000.00	0.00	0.00	1,000.00	0.00	1,000.00	0.00%
15	7301-5110	ELECTRICAL UTILITIES	28,000.00	0.00	0.00	28,000.00	3,766.80	24,233.20	13.45%
16	7301-5130	WATER/SEWER	1,000.00	0.00	0.00	1,000.00	344.75	655.25	34.48%
17	7301-5210	POSTAL SERVICE	1,748.00	0.00	0.00	1,748.00	673.28	1,074.72	38.52%
18	7301-5230	TELECOMMUNICATION	7,764.00	0.00	0.00	7,764.00	2,753.05	5,010.95	35.46%
19	7301-5304	PROPERTY INS	4,192.00	0.00	0.00	4,192.00	916.55	3,275.45	21.86%
20	7301-5305	VEHICLE INSURANCE	0.00	0.00	0.00	0.00	136.80	-136.80	-0.10%
21	7301-5306	SURETY BONDS	129.00	0.00	0.00	129.00	0.00	129.00	0.00%
22	7301-5308	GENERAL LIABILITY INS.	168.00	0.00	0.00	168.00	42.73	125.27	25.43%
23	7301-5410	LEASE/RENT EQUIP	15,400.00	0.00	0.00	15,400.00	2,485.95	12,914.05	16.14%
24	7301-5420	IN-KIND SUPPORT	15,008.00	0.00	0.00	15,008.00	0.00	15,008.00	0.00%
25	7301-5510	TRAVEL	1,500.00	0.00	0.00	1,500.00	83.16	1,416.84	5.54%
26	7301-5810	DUES/MEMBERSHIP	800.00	0.00	0.00	800.00	0.00	800.00	0.00%
27	7301-6001	OFFICE/LIB SUPPLIES	952.00	13,335.00	0.00	14,287.00	1,208.93	13,078.07	8.46%
28	7301-6005	CUSTODIAL SUPPLIES	5,000.00	0.00	0.00	5,000.00	642.73	4,357.27	12.85%
29	7301-6009	VEHICLE SUPPLIES & REPAIR	500.00	0.00	0.00	500.00	53.85	446.15	0.00%
30	7301-6012	BOOKS	0.00	69,202.00	500.00	69,702.00	12,736.66	56,965.34	18.27%
31	7301-8101	MACHINERY/EQUIPMENT	7,000.00	0.00	0.00	7,000.00	1,102.50	5,897.50	15.75%
32	7301-8102	FURNITURE/FIXTURES	2,500.00	0.00	0.00	2,500.00	1,070.96	1,429.04	42.84%
33	7301-8109	CAPITAL IMPROVEMENTS	25,000.00	0.00	0.00	25,000.00	0.00	25,000.00	0.00%
34			923,107.00	161,390.00	3,070.00	1,087,567.00	165,340.65	922,226.35	15.20%
35		Previous FY 18-19	869,456.00	154,039.00	0.00	1,023,495.00			
36									
37		Fine/Fees collected as of							
38			8/31/2019						
39			\$4,207.68						

Tazewell County Public Library  
 Circulation  
 July - August, 2019

Category	Tazewell		Change	Bluefield		Change	Richlands		Change	System		Change
	2019	2018		2019	2018		2019	2018		2019	2018	
<b>Print</b>												
<b>Adult</b>												
Fiction	2,186	2,163	1%	1,622	1,601	1%	1,544	1,559	-1%	5,352	5,323	1%
Paperback	267	267	0%	176	183	-4%	207	194	7%	650	644	1%
Nonfiction	650	857	-24%	412	367	12%	217	312	-30%	1,279	1,536	-17%
Periodicals	77	74	4%	19	22	-14%	17	73	-77%	113	169	-33%
Virginia Room	194	0		0	0		0	0		194	0	
Other Internal Use	53	0		17	0		2	0		72	0	
<b>Young Adult</b>												
Fiction	247	232	6%	169	148	14%	295	232	27%	711	612	16%
Nonfiction	9	19	-53%	12	9	33%	7	5	40%	28	33	-15%
<b>Juvenile</b>												
Fiction	2,299	2,850	-19%	1,652	2,236	-26%	966	1,409	-31%	4,917	6,495	-24%
Nonfiction	280	361	-22%	240	358	-33%	96	165	-42%	616	884	-30%
Periodicals	0	2	0%	0	0	0%	0	0	0%	0	2	0%
<b>Nonprint</b>												
DVD	947	1,159	-18%	631	776	-19%	749	967	-23%	2,327	2,902	-20%
Audio	195	231	-16%	128	196	-35%	132	182	-27%	455	609	-25%
SOL Kit	8	16	-50%	6	5	20%	0	4	0%	9	25	-64%
<b>eCollection</b>												
RBDigital ebooks/audio												
Libby										5	10	0%
RBDigital Magazines										1,932	1,335	45%
<b>Total</b>	<b>7,412</b>	<b>8,231</b>	<b>-10%</b>	<b>5,084</b>	<b>5,901</b>	<b>-14%</b>	<b>4,232</b>	<b>5,102</b>	<b>-17%</b>	<b>18,812</b>	<b>20,682</b>	<b>-9%</b>

Tazewell County Public Library  
Registered Patrons  
As of August 31, 2019  
\* Decision Center numbers

Category	Tazewell		Bluefield		Richlands		System	
	2019	2018	2019	2018	2019	2018	2019	2018
Adult	3,796	3,355	3,265	2,883	3,521	3,187	10,582	9,425
Juvenile	1,404	1,224	1,223	1,105	1,386	1,140	4,013	3,469
Total	5,200	4,579	4,488	3,988	4,907	4,327	14,595	12,894

New Registrations August, 2019

	Tazewell		Bluefield		Richlands		System	
	2019	2018	2019	2018	2019	2018	2019	2018
Adult	32	22	25	27	24	23	81	72
Juvenile	17	8	9	5	3	4	29	17
Total	49	30	34	32	27	27	110	89

Reference Department 2019-2020

	Aug-19						
	Tazewell	Bluefield	Richlands	Aug-19	Aug-18	% Change	
<b>Public Computer Sessions</b>	329	251	256	836	1153	-27.5%	
<b>WIFI</b>	687	20	280	987	No Data	Unknown	
<b>Website Hits</b>				4579	5640	-18.8%	
<b>Facebook</b>							
<b>Total Likes</b>				2427	No Data	Unknown	
<b>Likes</b>				21	29	-27.6%	
<b>Unlikes</b>				4	No Data	Unknown	
<b>Posts/Comments</b>				34	11	209.1%	
<b>Daily Page Engaged Users (Engaged with Content)</b>				904	453	99.6%	
<b>Daily Total Reach ( How Many Saw Content)</b>				15043	No Data	Unknown	
<b>Database Usage</b>							
<b>Sessions</b>				52	36	44.4%	
<b>Searches</b>				453	1280	-64.6%	
<b>Retrievals</b>				438	1556	-71.9%	
<b>ILL</b>							
<b>Requested by TCPL</b>	1	1	0	2	40	-95.0%	
<b>Lent to TCPL</b>	2	0	0	2	22	-90.9%	
<b>Reference Questions</b>							
<b>Phone</b>	39	148	105	292	372	-21.5%	
<b>Email</b>	0	0	0	0	3	-100.0%	
<b>Online Chat</b>	0	0	0	0	0	0.0%	
<b>In-Person</b>	177	176	193	546	532	2.6%	
<b>Mail</b>	0	0	0	0	0	0.0%	
<b>Book-a-Librarian</b>	1	0	0	1	0	100.0%	
<b>Adult Programming</b>							
<b>Computer (Participants)</b>	0	0	0	0	0	0.0%	
<b>Book Group (Participants)</b>	10	0	0	10	9	11.1%	
<b>Social (Participants)</b>	0	0	0	0	No Data	Unknown	
<b>Gaming (Participants)</b>	14	0	0	14	No Data	Unknown	
<b>Crafting (Participants)</b>	10	0	0	10	No Data	Unknown	
<b>Informational (Participants)</b>	1	0	3	4	No Data	Unknown	
<b>General (Participants)</b>	0	0	8	8	No Data	Unknown	
<b>Computer</b>	0	0	0	0	0	0.0%	
<b>Book Group</b>	3	0	0	3	2	50.0%	
<b>Social</b>	0	0	0	0	No Data	Unknown	
<b>Gaming</b>	3	0	0	3	No Data	Unknown	
<b>Crafting</b>	3	0	0	3	No Data	Unknown	
<b>Informational</b>	1	0	2	3	No Data	Unknown	
<b>General</b>	1	2	0	3	No Data	Unknown	
<b>Proctored Test</b>	3	13	0	16	12	33.3%	
						0.0%	
<b>eNewsletter</b>						0.0%	
<b>Total Subscribers</b>				608	432	40.7%	
<b>New Subscribers</b>				7	17	-58.8%	
<b>How Many People Opened Newsletter</b>				101	185	-45.4%	
<b>How Many People Click on Links</b>				10	27	-63.0%	

TAZEWELL COUNTY PUBLIC LIBRARY

PEOPLE COUNTS  
2018-2019 FISCAL YEAR

	TAZEWELL	BLUEFIELD	RICHLANDS	TOTALS
July 2019	5093	5717	6351	17161
August 2019	4374	5466	5781	15621
September 2019				0
October 2019				0
November 2019				0
December 2019				0
January 2020				0
February 2020				0
March 2020				0
April 2020				0
May 2020				0
June 2020				0
Totals				32782
ACTUAL				16391
(Divided by 2)				
Total must be divided by 2 to reflect the true number of people going in and then also going out				



# Reference Questions 2019-2020

Feb-20

	Bluefield	Richlands	Tazewell Circulation	Tazewell Reference	System
<b>Directional</b>					
Phone	123	24	23	0	170
In-Person	113	62	70	4	249
<b>Reference</b>					
Phone	13	41	15	1	70
Email/Facebook/Website				0	0
In-Person	21	59	30	2	112
<b>Instructional</b>					
Phone	12	40	0	0	52
In-Person	35	56	40	19	150
<b>Job Assistance</b>					
In-Person	7	16	3	0	26
<b>Genealogy</b>					
Phone				0	0
Email/Facebook/Website				0	0
In-Person				9	9
<b>Total</b>	<b>324</b>	<b>298</b>	<b>181</b>	<b>35</b>	<b>838</b>

Reference Questions	Bluefield	Richlands	Tazewell	System Total
Phone	148	105	39	292
Email/Facebook/Website			0	0
In-Person	176	193	177	546

TAZEWELL COUNTY PUBLIC LIBRARY RECORD OF OUTREACH SERVICES PROGRAMS July 2019 - June 2020  
August, 2019

DATE	PROGRAM	FACILITATOR	LOCATION	Checkouts	NUMBER ATTENDING			
					Adults	Children	New Cards	
8/2/2019	Rotary Club	Chris	Town of Tazewell	0	18	0	0	
8/6/2019	AASC	Chris	AASC - Tazewell	0	11	0	0	
8/7/2019	Trivia Night	Chris	Painted Peak Brewery	0	72	0	0	
8/9/2019	Raven Theater & Coal Museum Pop-up Library	Tammy	Raven	0	2	2	0	
8/12/2019	Girls Who Code	Tammy	Richlands Elementary	0	2	0	0	
8/13/2019	Burkes Garden Pop-up Library	Chris/Tammy	Burkes Garden Community Center	124	5	17	1	
8/13/2019	Westwood Senior Center	Chris/Tammy	Westwood	50	9	0	0	
8/15/2019	Girls Who Code	Tammy	Richlands High	0	2	0	0	
8/19/2019	Girls Who Code	Tammy	Richlands Middle	0	1	0	0	
8/19/2019	Girls Who Code	Tammy	Teen Venture Center	0	1	0	0	
8/19/2019	Girls Who Code	Tammy	Cedar Bluff Elementary	0	2	0	0	
8/27/2019	Main Street School Outreach Cards/Website Information Session	Tammy/Lisa/Deb	Main Street School - Dial Rock Road	0	13	0	14	
8/27/2019	AASC	Chris/Tammy	AASC - Cedar Bluff	38	38	0	0	
8/28/2019	Trivia Night	Chris/Enica	Painted Peak Brewery	0	44	0	0	
8/29/2019	Davis House	Chris	Library	0	8	0	0	
	total			212	228	19	15	

Collection Development  
Materials Added  
2018-2019

Books	Tatewell	Ricklands	Bluefield	Total	CumTotal
Jul	186	152	128	448	448
Aug	194	107	160	461	907
Sep				0	907
Oct				0	907
Nov				0	907
Dec				0	907
Jan				0	907
Feb				0	907
Mar				0	907
Apr				0	907
May				0	907
Jun				0	907
Total	380	259	288	907	

Audio	Total	CumTotal
Jul	0	0
Aug	7	20
Sep		20
Oct		20
Nov		20
Dec		20
Jan		20
Feb		20
Mar		20
Apr		20
May		20
Jun		20
Total	7	20

DVD	Total	CumTotal
Jul	2	6
Aug	10	34
Sep		34
Oct		34
Nov		34
Dec		34
Jan		34
Feb		34
Mar		34
Apr		34
May		34
Jun		34
Total	12	34

e-Resources	e-Books	e-Audiobooks	Total	CumTotal
Jul	10	25	35	35
Aug	0	40	40	75
Sep			0	75
Oct			0	75
Nov			0	75
Dec			0	75
Jan			0	75
Feb			0	75
Mar			0	75
Apr			0	75
May			0	75
Jun			0	75
Total	10	65	75	

Kits etc.	Kits	Board Games	Total	CumTotal
Jul		3	3	3
Aug			0	3
Sep			0	3
Oct			0	3
Nov			0	3
Dec			0	3
Jan			0	3
Feb			0	3
Mar			0	3
Apr			0	3
May			0	3
Jun			0	3
Total	0	3	3	

Withdrawals	Total	CumTotal
Jul	563	563
Aug	153	716
Sep		716
Oct		716
Nov		716
Dec		716
Jan		716
Feb		716
Mar		716
Apr		716
May		716
Jun		716
Total	716	716

Repairs	DVD	Books	Audio	over/Laminat	Total	CumTotal
Jul	1	28	0	3	31	31
Aug	0	14	0	37	51	82
Sep					0	82
Oct					0	82
Nov					0	82
Dec					0	82
Jan					0	82
Feb					0	82
Mar					0	82
Apr					0	82
May					0	82
Jun					0	82
Total	1	42	0	40	82	

Total in Collection:	Items	Bibs
Jul	125,013	96,511
Aug	125,481	96,884
Sep		
Oct		
Nov		
Dec		
Jan		
Feb		
Mar		
Apr		
May		
Jun		