

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

Hi Trustees,

I hope you've all had a wonderful July so far! We've got a meeting next week on Thursday, July 23, at 3:30 here in Tazewell. We will be meeting in the same place we did previously, out in the computer area.

Primary items on the agenda are the FY21 budget and the potential Emma Yates project. I'm including the approved FY21 budget here; you can see that we were given some money for capital improvements and new computers. Additionally, we were given money earmarked for the potential Emma Yates project.

Take a look at the statistics from the past few months included in this packet. We were obviously negatively impacted by the virus shutdowns, but not as much as we may have thought. We were also recently given guidance from the Library of Virginia on how to report virtual numbers, so I will start including those numbers. Our Wifi usage statistics are interesting to look at also, as our individual session numbers went down, but the average time spent greatly increased. I'll talk about all of this in my report at the meeting; I just want to give you some food for thought beforehand.

We will be electing a new slate of officers at this meeting.

Hope to see you all next week!

Lall.

Sincerely,

Erica Hall Director

Tazewell County Public Library Board of Trustees Monthly Meeting Thursday, July 23, 2020 3:30 PM Tazewell Library

- I. Roll Call
- II. Additions/deletions to Agenda
- III. Approval of Minutes
- IV. Director's Report
- V. Financial Report
 - a. As of June 30, 2020, the library spent \$1,038,032.76, which is 94.49% of the budget.
 - b. As of June 30, 2020, the library collected \$15,530.25 in fines and fees.
- VI. FY21 Budget
- VII. Unfinished Business
 - a. EYML
- VIII. New Business
- IX. Election of Officers
- X. Adjournment

Next meeting is August 20, 2020, at 3:30 in Tazewell.

June 18, 2020 Tazewell County Public Library Board of Trusto Meeting Minu



Meeting minutes of the Tazewell County Public Library Board of Trustees held at the Tazewell Library, 129 Main Street, Tazewell, VA June 18, 2020 at 3:30 p.m.

Present: Regina Roberts, chair

Connie Bailey, trustee Karel Ryan, vice chair Mary Sue Dean, trustee Erica Hall, TCPL Director

Betty Pruett, TCPL Administrative Assistant

Michelle Crigger Darla Boardwine

Absent:

Suzanne Brinegar, trustee

No members of the public were present.

I. CALL TO ORDER: Chair Roberts called the meeting to order at 3:33 p.m.

II. CONSIDERATION OF APPROVING THE AGENDA FORMAT ADDITIONS/DELETIONS

Chair Roberts led the discussion to consider approving the agenda formatadditions/deletions. All board members present were in favor of doing this.

III. APPROVAL OF MINUTES

A motion was made by Trustee Mary Sue Dean, with a second by Karel Ryan, that the December 19, 2019, minutes be approved as written. With all trustees present voting in favor of this and none opposed, the motion passed to accept the December minutes as written.

Although no quorum was present for the January 2020, and April 2020, meeting, minutes need to be written stating such. These will be presented at the next Board meeting for approval.

IV. DIRECTOR'S REPORT

<u>Programming:</u> Programming has been very different in the past few months due to COVID19. The Library has not been open to the public. We have been using curbside service and offering online services to maximize social distancing. Patrons have been able to call in during certain hours requesting books for curbside pickup. Staff has been doing rotating shifts to offer curbside pickup, empty the book drop, get mail from the post office and to answer the telephone.

Lisa Tyson has been doing Storytime virtually through Facebook Live on Tuesdays at 11:00 a.m. We ordered some special equipment to use for the Facebook virtual programs. Some additional virtual programs include making lemonade and PB&J sushi.

Drive-up Trivia has been conducted at Lincolnshire Park with numerous people participating. Participants drive up and remain in their vehicle. This has been a big hit this summer.

Sit-N-Stitch was conducted on the front porch with social distancing guidelines in place. This pleased all the regular participants.

<u>Phase In Opening:</u> Staff reported back to work on May 18, 2020, doing appointments only. Curbside service is still an option. On July 6, 2020, all employees will report back for normal hours including evenings and weekends. Return materials will be quarantined for 72 hours before reshelving. Some cleaning options to be in effect: clean and sanitize all returned materials, sanitize push bars on doors and tables, and sneeze guards in place at all circulation desks. Another option is touchless checkout: Patrons scan their library cards themselves and then scan the materials to be checked out. Library employees will observe this procedure to make sure everything scans correctly.

Maintenance/Repairs: The Library has been painted while closed for COVID19. We have replaced a significant number of ceiling tiles while closed also.

V. FINANCIAL REPORT

As of May 31, 2020, the library spent \$926130.21, 84.31% of the budget. As of May 31, 2020, the library collected \$15,108.25 in fines/fees.

VI. UNFINISHED BUSINESS

The decision of increasing maximum checkouts from thirty to fifty is at the Director's discretion. It is not something the Board has to determine.

VII. NEW BUSINESS

<u>COVID19 MEASURES:</u> The steps the Library are taking for COVID19 was addressed in the Director's Report.

Emma Yates Memorial Library: The Board of Directors of Emma Yates Memorial Library has voted to hand over all aspects of Emma Yates to Tazewell County Public Library. If TCPL takes control of Emma Yates, their Board of Directors as well as their 501c3 would dissolve and go away. Supervisor Maggie Asbury informed Chair Regina Roberts that Eric Young, County Administrator, directed her to have Emma Yates' Board

of Directors dissolve. Chair Regina Roberts informed Supervisor Maggie Asbury that if their board wants to relinquish their authority, we would absorb Emma Yates Library. Darla Boardwine would become a part-time employee of TCPL and remain at Emma Yates Library. Chair Regina Roberts had concerns: Who owns the building? How is the County giving us monies to run the Library and where is it coming from? The Board of TCPL is still waiting on answers to these questions. Karol Ryan is concerned if the Library can meet the standards to become part of TCPL. According to Director Hall, Nan at the Library of Virginia states this is an exciting opportunity for TCPL. There is a vision for additional space. If the County will allow us to roll over remaining monies in the FY 2019/2020 budget, we can make it work: Installing a firewall and network switch, as well as additional updates as needed. Some of the questions that have arisen: Who is responsible for maintenance to the building? Who pays the rent, liability insurance, as well as the utilities?

Chair Roberts feels a meeting is needed with Maggie Asbury, Eric Young, the Emma Yates Board, the TCPL Board and Director Hall to discuss all the questions. Trustee Bailey would like to know and understand the history of Emma Yates Library.

Michelle Crigger, who is currently on the Emma Yates Board, stated that the Town of Pocahontas is trying to help with funding. Historic Pocahontas owns the building. She suggested having Eric Young talk with them about gifting the building. Historic Pocahontas currently pays taxes on the building.

Chair Roberts suggest that a motion be made to ask Director Hall to find out what Tazewell County will do moneywise, explore options to combine Emma Yates Library with TCPL physically, monetary options, any specific guidelines to pursue making Emma Yates a branch of TCPL. Trustee Ryan made the motion with a second by Trustee Dean. After a vote, all Board members present voted for Director Hall to pursue answers to these questions. She will also look into whether a formal public meeting needs to be held or would an informal public meeting be acceptable and if Emma Yates can be brought into compliance to be a branch of TCPL.

Trustee Bailey made a motion that Director Hall initiate contact between Friends of the TCPL and Emma Yates Library. Trustee Ryan seconded this motion. All members present voted in favor of this. None were opposed.

XIII. ADJOURNMENT

There being no further business, upon a motion made by Trustee Ryan and seconded by Trustee Dean, the Board voted unanimously to adjourn the meeting at 5:05 p.m.

The next meeting is scheduled for July 23, 2020, at 3:30 p.m. in Tazewell.

Respectfully submitted,

Betty Pruett, Administrative Assistant

Tazewell County Public Library Board of Trustees Regular Meeting June 20, 2019 Tazewell Library Tazewell, Va. 3:30 p.m.

MEETING MATERIALS AND SUPPORTING DOCUMENTS

- 1. Agenda
- 2. Minutes of December 19, 2019
- 3. Director's Report

TCPL EXPENDITURE REPORT JUNE, 2020

DESCRIPTION	\$TATE FUNDS 20,853.00 0.00 0.00 0.00 0.00 0.00 0.00 58,000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00	OTHER FUNDS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 6.120.00 0.00 0.00 0.00 0.00 0.00 0.00 0.	19-20 BUDGET 529,307.00 40,492.00 48,948.00 188,863.00 5,904.00 0.00 785.00 11,120.00 58,000.00 7,100.00 28,000.00 1,000.00 1,000.00 1,748.00 14,115.57 4,192.00	\$22,865.80 37,350.36 49,023.08 163,450.38 5,847.20 0.00 853.00 5,287.21 84,256.20 5,754.33 0.00 476.60 26,387.60 2,214.41 2,129.65 13,530.58	BUDGET BALANCE 6,441.20 3,141.64 -75.08 25,412.62 56.80 0.00 -68.00 5.832.79 -26,256.20 1,345.67 500.00 523.40 1,612.40 -1,214.41 -381.65 584.99	98.78% 92.24% 100.15% 86.54% 99.04% 0.00% 108.66% 47.55% 81.05% 0.00% 47.66% 94.24% 221.44%
COMPENSATION 508,454.00 FICA	20,853.00 0.00 0.00 0.00 0.00 0.00 0.00 58,000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00 0.00 6.120 00 0.00 0.00 0.00 0.00 0.00 0.00 6,351.57	529,307.00 40,492.00 48,948.00 188,863.00 5,904.00 0.00 785.00 11,120.00 58,000.00 7,100.00 28,000.00 1,000.00 1,748.00 14,115.57	522,865.80 37,350.36 49,023.08 163,450.38 5,847.20 0.00 853.00 5,287.21 84,256.20 5,754.33 0.00 476.60 26,387.60 2,214.41 2,129.65	6,441.20 3,141.64 -75.08 25,412.62 56.80 0.00 -68.00 5,832.79 -26,256.20 1,345.67 500.00 523.40 1,612.40 -1,214.41 -381.65	98.78% 92.24% 100.15% 86.54% 99.04% 0.00% 108.66% 47.55% 145.27% 81.05% 0.00% 47.66% 94.24%
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POSTAL SERVICE 1,748.00 TELECOMMUNICATION 7,764.00 PROPERTY INS 4,192.00 VEHICLE INSURANCE 0.00 SURETY BONDS 129.00 GENERAL LIABILITY INS. 168.00 LEASE/RENT EQUIP 15,400.00 IN-KIND SUPPORT 15,008.00 TRAVEL 1,500.00 DUES/MEMBERSHIP 800.00 OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 2,500.00 Previous FY 18-19 923,107.00	0.00 0.00 0.00 0.00	0.00 6,351.57 0.00 0.00	1,748_00 14,115.57	2,129.65	-381.65	
TELECOMMUNICATION 7,764.00 PROPERTY INS 4,192.00 VEHICLE INSURANCE 0.00 SURETY BONDS 129.00 GENERAL LIABILITY INS 168.00 LEASE/RENT EQUIP 15,400.00 IN-KIND SUPPORT 15,008.00 TRAVEL 1,500.00 DUES/MEMBERSHIP 800.00 OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00 0.00 0.00	6,351.57 0.00 0.00	14,115.57			121.83%
PROPERTY INS 4,192.00 VEHICLE INSURANCE 0.00 SURETY BONDS 129.00 GENERAL LIABILITY INS. 168.00 LEASE/RENT EQUIP 15,400.00 IN-KIND SUPPORT 15,008.00 TRAVEL 1,500.00 DUES/MEMBERSHIP 800.00 OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	0.00		13,530.58	584.99	
VEHICLE INSURANCE 0.00 SURETY BONDS 129.00 GENERAL LIABILITY INS. 168.00 LEASE/RENT EQUIP 15,400.00 IN-KIND SUPPORT 15,008.00 TRAVEL 1,500.00 DUES/MEMBERSHIP 800.00 OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	0.00	4,192.00			95.86%
SURETY BONDS 129.00 GENERAL LIABILITY INS. 168.00 LEASE/RENT EQUIP 15,400.00 IN-KIND SUPPORT 15,008.00 TRAVEL 1,500.00 DUES/MEMBERSHIP 800.00 OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	-	101		3,666.20	525.80	87.46%
GENERAL LIABILITY INS. 168.00 LEASE/RENT EQUIP 15,400.00 IN-KIND SUPPORT 15,008.00 TRAVEL 1,500.00 DUES/MEMBERSHIP 800.00 OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	ا م مما	0.00	547.20	-547.20	0.00%
LEASE/RENT EQUIP 15,400.00 IN-KIND SUPPORT 15,008.00 TRAVEL 1,500.00 DUES/MEMBERSHIP 800.00 OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00		0.00	129.00	120.00	9.00	93.02%
IN-KIND SUPPORT 15,008.00 TRAVEL 1,500.00 DUES/MEMBERSHIP 800.00 OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	0.00	168.00	170.92	-2.92	101.74%
TRAVEL 1,500.00 DUES/MEMBERSHIP 800.00 OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	0.00	15,400.00	14,988.95	411.05	97.33%
DUES/MEMBERSHIP 800.00 OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	0.00	15,008.00	15,008.00	0.00	100.00%
OFFICE/LIB SUPPLIES 952.00 CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	0.00	1,500.00	729.81	770.19	48.65%
CUSTODIAL SUPPLIES 5,000.00 VEHICLE SUPPLIES & REPAIR 500.00 BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	0.00	800.00	771.00	29.00	96.38%
VEHICLE SUPPLIES & REPAIR 500.00 BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	13,335 00	0.00	14,287.00	6,953.07	7,333.93	48.67%
BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	0.00	5,000.00	3,744.84	1,255.16	0.00%
BOOKS 0.00 MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	0.00	500.00	311.51	188.49	62.30%
MACHINERY/EQUIPMENT 7,000.00 FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	69,202.00	950.00	70,152.00	55,069.35	15,082.65	78.50%
FURNITURE/FIXTURES 2,500.00 CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00	0.00	7,000.00	1,102.50	5,897.50	15.75%
CAPITAL IMPROVEMENTS 25,000.00 Previous FY 18-19 923,107.00	0.00			1,242.16	1,257.84	
Previous FY 18-19 923,107.00	0.00	1.2		14,180.85	10,819.15	56.72%
			1,098,518.57	1,038,032.76	60,485.81	94.49%
000,700.00	154,039.00		1,023,495.00	1,000,002.10	00,400.01	34,4078
	104,000.00	0.00	1,020,400.00			
Fine/Fees collected as of			-			
6/30/20						
\$15,530.25						
					-	
			,			
	-					

TAZEWELL COUNTY PUBLIC LIBRARY PROGRESS REPORT

Department: Administrative **Submitted by:** Betty Pruett

Month June Year: 2020 Date: July 10, 2020

FINANCIAL:

Financial reports as of 6/30/2020 are attached.

The following monetary donations/refunds were reported during June, 2020.

BRANCH	FROM	AMOUNT	DESCRIPTION
	- 332		
ă .			

PERSONNEL:

No personnel issues to report. We continued the rotation established in May during the month of June. Tazewell personnel were working on a rotation of two employees at a time on Mondays, Wednesday, and Fridays to check the book drop, process incoming mail, and do curbside services to patrons. Bluefield and Richlands were working on Tuesdays and Thursdays performing the same duties. On May 18, 2020, a rotation of two groups working twenty hours each was implemented. In Tazewell, one group worked from 9:00 to 5:30 Monday and Tuesday, and Wednesday from 9:00 to 1:30. Group two worked from 1:00 to 5:30 Wednesday and 9:00 to 5:30 Thursday and Friday.

MAINTENANCE/FACILITIES:

No maintenance issues for the month of June.

STAFF DEVELOPMENT:

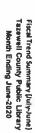
All employees were encouraged to continue webinars at home while the library wasn't open to the public. Another option was to take classes on Universal Class on our website.

Tazewell County Public Library Circulation
Year 2019-2020

Total	eCollection One-Click Digital Overdrive Zinio	Nonprint DVD Audio SOL Kit	Juvenile Fiction Nonfiction Periodicals	Young Adult Fiction Nonfiction	Print Adult Fiction Paperback Nonfiction Periodicals Virginia Room Use Other Interal Use	Category
39,752		5,077 895 51	13,465 2,820 2	1,213 80	9,916 1,331 3,197 369 622 714	T 2019/2020
51,875		6,600 1,267 49	18,822 3,482 22	1,744 53	12,867 1,669 4,609 691	Tazewell 2018/2019 Change 2019/2020
-23%		-23% -29% 4%	-28% -19% -91%	-30% 51%	-23% -20% -31% -47%	Change
19,129		2,477 640 11	5,188 834 0	480 30	6,436 782 1,407 99 0	2019/2020
29,336		4,037 1,051 24	9,670 1,336 0	813 36	9,001 1,245 1,943 180 0	Bluefield 2018/2020
-35%		-39% -39%	-46% -38% 0%	-41% -17%	-28% -37% -28% -45%	Change
19,481		3,754 534 2	4,225 467 0	1,280 35	7,473 774 830 82 0	Change 2019/2020
26,442		5,887 885 15	5,344 653 0	1,474 44	9,020 1,304 1,504 312	Richlands 2018/2020
-26%		-36% -40% -87%	-21% -28%	-13% -20%	-17% -41% -45% -74%	Change
90,624	32 11,417 813	11,308 2,069 64	22,878 4,121 2	2,973 145	23,825 2,887 5,434 550 622 1,484	2019/2020
115,324	47 6,710 914	16,524 3,203 88	33,836 5,471 22	4,031 133	30,888 4,218 8,056 1,183	System 2018/2020
-21%	-32% 70% -11%	-32% -35% -27%	-32% -25% -91%	-26% 9%	-23% -32% -54%	Change

Tazewell County Public Library Circulation May - June, 2020

Total	eCollection RBDigital ebooks/audio Libby RBDigital Magazines	Nonprint DVD Audio SOL Kit	Juvenile Fiction Nonfiction Periodicals	Young Adult Fiction Nonfiction	Print Adult Fiction Paperback Nonfiction Periodicals	Category
1,896		226 30 0	418 63 0	95	778 98 159 28	2019
8,126		990 177 7	2,995 572 4	294	1,954 281 733 116	Tazewell 2018
-77%		-77% -83% -100%	-86% -89%	-68% -67%	-60% -65% -78%	Change
1,014		0 22 95	265 31 0	28	460 54 40 19	2019
5,673		824 184 9	2,144 340 0	143 8	1,527 174 301 19	Bluefield 2018
-82%		-88% -88%	-88% -91% #DIV/0!	-80% -100%	-70% -69% -87%	Change
962		83 0	170 4 0	75	530 24 42 13	2019 F
4,114		825 126 0	810 128 0	248 6	1,523 226 184 38	Richlands 2018
-77%		-90% -83% #DIV/0!	-79% -97% 0%	-70% -100%	-65% -89% -77%	Change
5,860	3 1,985 0	404 73 0	853 98 0	198 1	1,768 176 241 60	2019
19,878	8 1,756 201	2,639 487 16	5,949 1,040 4	685 17	5,004 681 1,218 173	System 2018
-71%	-63% 13% -100%	-85% -85% -100%	-86% -91% -100%	-71% -94%	-65% -74% -80%	Change



Annual Visitor Information Unique Visitors Average Days Per Visitor Average Hours Per Visitor	Total Session Count Unique Visitors Average Days Per Visitor Average Hours Per Visitor	Total Session Count Unique Visitors Average Days Per Visitor Average Hours Per Visitor	Total Visits Daiy Return Visitors Daiy New Visitors Monthy Unique Visitors Average Visitor Return Rate Monthy Average Hours Per Visitor	Visitor Session Information Total Session Count Total Session Time Average Session Time Average Session Per Visit Average Hours Per Visit	Visitor Session Information Total Session Count Total Session Time Average Session Time Average Sessions Per Visit Average Sessions Per Visit Average Hours Per Visit Average Hours Per Visit Bally Return Visitors Dally Return Visitors Dally New Visitors Monthly Unique Visitors Average Visitor Return Rate Monthly Average Hours Per Visitor
Fiscal-Yea 2019-2020 1,723 5.04 9.78	Q4(Apr-Jun) 1,573 215 4.58 10.98	Q1(Jul-Sept) 2.530 672 3.22 7.75	481 358 123 151 3.19 7.18	Jun-20 587 1086.4 1.85 1.22 2.25	Jul-19 621 1735.75 2.78 1.2 3.35 516 516 516 234 2.21 7.42
Fiscal-Year-Over-Year 19-2020 2018-2019 1,723 5,04 9,78	2020 Prior Qua Q3(Jan-Mar) 3,121 696 3,74 6.62	2019-202 Q2(Oct-Dec) 3,379 802 3,66 5,85	224 161 63 73 -0.1	Prior Mon Change 111 375.85 0.37 -0.63	Aug-19 987 1835.17 1.85 1.21 2.23 818 214 604 334 2.45 5.48
Change 1,723 5.04 9.78	2020 Prior Quarter Comparison Q3(Jan-Mar) Change 3,121 -1,548 696 -481 3,74 0,84 6.62 4.36	2019-2020 Quarterly bet-Dec) Q3(Jan-Mar) 379 3,121 502 696 505 3.74 5.85 6.62	87.16 % 81.73 % 105 % 93.59 % -21.1 %	Prior Month Compare Mange 111 23.32% 175.85 52.9% 0.37 25% 0.63 34.05% 0.5 -18.18%	Sep-19 922 1637.6 1.77 1.11 1.97 832 299 533 313 2.66 5.22
Change ** 100% 100% 100%	.49.6% .69.11% .22.46% 65.86%	Q4(Apr-Jun) 1,573 215 4.58 10.98		Same Jun-19	1,408 1938.53 1.37 1.36 1.58 1.216 708 508 434 2.8
	Same Q Q4-2019		481 358 123 151 3.19 7.18	Same Month Prior Year Compare 19 Change 1 1086.4 1 1.85 1 1.22 1 2.25 1	1,024 1440.95 1,4 1,4 1,1 1,1 1,5 2 885 617 268 348 2,54
	Same Quarter Prior Year Comparison 2019 Change % 1,573 100 215 100 4.58 100 10.98 100		100% 100% 100% 100% 100%	Compare 100% 100% 100% 100% 100%	947 1317.28 1.38 1.13 1.57 837 552 285 371 2.26 3.55
	comparison 100% 100% 100% 100%		8,592 4,996 3,696	Year 2020 10,603 16872.53 1.58 1.22 1.93	Jan-20 1.114 1741.5 1.55 1.13 1.75 986 702 284 373 2.64 4.67
				r-To-Date 2019	Feb-20 1,076 1388.37 1.28 1.14 1.47 941 968 273 378 2.49 3.67
			8,692 4,996 3,696	Year- Change 10,603 16872.53 1.58 1.22 1.93	931 1475.55 1.58 1.38 2.17 677 500 177 298 2.27 4.95
			100% 100% 100%	Year-Over-Year ing	Apr-20 510 564.78 1.1 2.07 2.28 246 181 85 74 3.32 7.62
					May-20 476 476 710.55 1.48 1.85 2.75 2.75 197 60 78 3.29 9.1
					Jun-20 587 1086.4 1.85 1.22 2.25 481 356 123 151 3.19 7.18

Reference Department 2019-2020					T	1
Fiscal Year Totals	14		- 5			
	Tazewell	Olympiald	Dieblesse	0040 0000 T 1-1-		
	I azewell	Bluefield	Richlands	2019-2020 Totals	2018-2019 Totals	% Change
Public Computer Sessions	3617	2051	2171	7839	1117	20.00
WIFI	5038	2596		10600	1	-29.91 Unknown
		100			110 04,0	CHAILOWII
Website Hits				25450	44479	-42.89
Facebook	SCHOOL STANSON					
Total Likes				17566	N No Deta	
Likes	THE REAL PROPERTY.			2/565	No Data	Unknown
Unlikes			1		No Data	1 20107
Posts/Comments				517		Unknown 11.7
Daily Page Engaged Users (Engaged				317	403	11.7
with Content)				15149	28210	-46.3%
Daily Total Content (How Many Saw Content)					No Data	Unknown
Database Usage			,			
Sessions	1000	III ET SHEEK		1594	1340	19.09
Searches			4	6301		
Retrievals				10264	1000	
ILL						
Requested by TCPL Lent to TCPL	16 14	11 5	1	28		
				20	234	-92.1%
Reference Questions						
Phone	794	1821	1431	4046	4411	-8.3%
Email	53	0	2	55	37	48.69
Online Chat	14	0	0	14	No Data	Unknown
In-Person Mail	1802	2712	2317	6831	7604	-10.2%
Book-a-Librarian	1 8	0	0	1 8		0.09
			-	•	23	-65.2%
Adult Programming	- 752					
Computer (Participants)	2	0	0	2	2	0.09
Book Group (Participants)	119	19	51	189	181	4.49
Social (Participants)	25	0	0	25	238	-89.5%
Gaming (Participants)	77	0	0	77	31	148.4%
Crafting (Participants)	70	0	1	71	125	-43.2%
Informational (Participants)	25	15	13	53	123	-56.9%
General (Participants)	10	7	14	31	46	-32.6%
Computer	S	0	0	5	2	150.0%
Book Group	34	7	7	48	36	33.3%
Social	1	0	0	1	4	-75.0%.
Gaming	18	0	0	18		38.5%
Crafting	20	0	2	22	27	-18.5%
Informational General	7	2	4	13	4	225.0%
	3	6	2	11	2	450.0%
Proctored Test	43	147	7	197	438	-55.0%
Newsetter						
Total Subscribers		REAL VIOLE		702	590	40.00
New Subscribers				167	233	19.0%
How Many People Opened Newsletter				1623	1031	-28.3%. 57.4%
How Many People Click on Links				206	205	0.5%
Business Services			2.10			
Pages Notarized	10	0	15	25	No Data	Unknown
People Assisted	4	0	12			Unknown Unknown

Reference Department 2019-2020			-		-	
Jun-20	Tazeweli	Bluefield	Richlands	Jun-20	Jun-19	% Change
		Didollora	Thomands	Ouii-20	Juli-15	76 Change
Public Computer Sessions	64	65	86	215	828	-74.09
WiFi	315	110	162	587	No Data	Unknown
Website Hits	1000 1000				124	0.05
website mis			(Venterment)	1730	2868	-39.7%
Facebook			200 Kg (200 Kg			-
Total Likes				2602	No Data	Unknown
Likes				29	1	
Unlikes				7	No Data	Unknown
Posts/Comments			100	45	50	-10.0%
Daily Page Engaged Users (Engaged with Content)				1560	3414	-54.3%
Daily Total Reach (How Many Saw Content)					No Data	Unknown
Database Usage						
Sessions				220	282	-22.0%
Searches				137		-76.3%
Retrievals				466		-56.3%
ILL		- 1				
Requested by TCPL	0	0	0	0	0	0.09
Lent to TCPL	0	0	0	0	0	0.09
Reference Questions						
Phone	75	137	111	323	455	-29.0%
Email	1	0	0	1	0	100.0%
Online Chat	0	0	0	0	0	0.0%
In-Person	154	271	220	645	706	-8.6%
Mail	0	0	0	0	0	0.0%
Book-a-Librarian	0	0	0	0	0	0.0%
Adult Programming						
Computer (Participants)	0	0	0	0	0	0.0%
Book Group (Participants)	0	0	0	0	15	-100.0%
Social (Participants)	0	0	0	0	0	0.0%
Gaming (Participants)	0	0	0	0	8	-100.0%.
Crafting (Participants) Informational (Participants)	3	0	0	3		-93.2%.
General (Participants)	0	0	0	0	-	0.0%
	0		U	U	10	-100.0%.
Computer	0	0	0	0	0	0.0%
Book Group Social	0	0	0	0	3	-100.0%.
Gaming	0	0	0	0	0	0.0%
Crafting	0	0	0	0	3	-100.0%.
Informational	0	0	0	1	6	-83.3%.
General	0	0	0	0	1	-100.0%. -100.0%.
Proctored Test	0	0	0	0	28	-100.0%
Newsetter						230.076
Total Subscribers				702	574	33 564
New Subscribers				702	20	22.3% -85.0%.
How Many People Opened Newsletter				160	102	-85.0%
How Many People Click on Links				22	102	29.4%
Business Services		27				
Pages Notarized	0	0	4	4	No Data L	Jnknown
People Assisted	0	0	4	170.00		Inknown

Collection Development Materials Added 2019-2020

	Tazewell	Richlands	Bluefield	Total	CumTotal
Books					
Jul	166	152	128	446	446
Aug	194	107	160	461	907
Sep	146	116	113	375	1282
Oct	115	89	93	297	1579
Nov	92	64	88	244	1823
Dec	90	79	79	248	2071
Jan	99	95	140	334	2405
Feb	123	83	80	286	2691
Mar	69	62	61	192	2883
Apr	20	6	4	30	2913
May	112	96	99	307	3220
Jun	238	176	177	591	3811
Total	1464	1125	1222	3811	

Audio				Total	CumTotal
Jul	0	0	0	0	0
Aug	7	6	7	20	20
Sep	186	9	3	198	218
Oct	0	1	0	1	219
Nov	3	5	4	12	231
Dec	0	0	0	0	231
Jan	3	3	4	10	241
Feb	3	5	4	12	253
Mar	1	0	3	4	257
Apr	0	0	0	0	257
May	1	1	1	3	260
Jun	4	6	7	17	277
Total	208	36	33	277	

DVD				Total	CumTotal
Jul	2	2	2	6	6
Aug	10	9	9	28	34
Sep	11	8	13	32	66
Oct	2	3	2	7	73
Nov	6	4	6	16	89
Dec	0	0	0	0	89
Jan	10	5	10	25	114
Feb	6	6	10	22	136
Mar	10	7	10	27	163
Apr	0	0	0	0	163
May	0	0	0	0	163
Jun	13	9	10	32	195
Total	70	53	72	195	

Total in Collection:	Items	Bibs	
Jul	125,0	13	96,511
Aug	125,4	61	96,884
Sep	125,8	43	97,161
Oct	126,1	61	97,482
Nov	126,0	61	97,462
Dec	126,2	81	97,661
Jan	126,0	57	97,561
Feb	126,2	45	97,765
Mar	126,4	28	98,008
Apr	126,9	07	98,434
May	126,6	95	98,338
Jun	127,3	41	98,846

e-Resources	e-Books	e-Audiobooks		Total	CumTotal
1		05			25
Jul	10	25		35	35
Aug	0	40		40	75
Sep	8	19		27	102
Oct	13	57		70	172
Nov	63	23		86	258
Dec	19	23		42	300
Jan	17	53		70	370
Feb	73	19		92	462
Mar	152	108		260	722
Apr	268	114		382	1104
May	265	71		336	1440
Jun	70	133		203	1643
Total	958	685	0	1643	

Kits etc.	Kits	Board Games		Total	CumTotal
Jul	0	3		3	3
Aug	0	0		0	3
Sep	1	2		3	6
Oct	0	1		1	7
Nov	0	0		0	7
Dec	0	0		0	7
Jan	0	0		0	7
Feb	0	0		0	7
Mar	0	0		0	7
Apr	0	0		0	7
May	0	0		0	7
Jun .	0	0		0	7
Total	1	6	0	7	

Withdrawals		Total	CumTotal
Jul	563	563	563
Aug	153	153	716
Sep	279	279	995
Oct	251	251	1246
Nov	224	224	1470
Dec	80	80	1550
Jan	307	307	1857
Feb	264	264	2121
Mar	330	330	2451
Apr	0	0	2451
May	34	34	2485
Jun	231	231	2716
Total	2716	2716	

				Cover &		
Repairs	DVD's	Books	Audio	Laminate	Total	CumTotal
Jul	1	28	0	3	32	32
Aug	0	14	0	37	51	83
Sep	0	19	0	9	28	111
Oct	34	6	6	0	46	157
Nov	7	20	1	1	29	186
Dec	0	29	0	0	29	215
Jan	3	56	0	26	85	300
Feb	2	24	1	0	27	327
Mar	0	9	1	8	18	345
Арг	0	0	0	0	0	345
May	3	12	1	0	16	361
Jun	0	13	0	0	13	374
Total	50	230	10	84	374	

		Storytime	Storytime	Online Book Club	How to Universal Class	Storytime	Storytime	Storytime	Name Da
Adult Kids Total		5/26/2020 Kids	5/19/2020 Kids	5/18/2020 Adult	5/14/2020 Adult	5/12/2020 Kids	5/9/2020 Kids	5/1/2020 Kids	Date Audience
Number of Programs									Views (One-Minute Views) for May
Attendance 2 5 7		22	32	4	7	20	0	17	Views (One-Minute Views) for June
11 93 104		2	0	0	0	0	0	0	Views (One-Minute Views) Total
	104	24	32	4	7	20	0	17	

Name	Date Audience	Views (One-Minute Views) for June	Views (One-Minute Views) for July	Views (One-Minute Views) Total
Storytime	6/2/2020 Kids		10	
Storytime	6/9/2020 Kids		5	
Laugh & Learn	6/12/2020 Kids		S	
Online Book Club	6/15/2020 Adult		4	
Storytime	6/16/2020 Kids		23	
Laugh & Learn	6/17/2020 Kids		9	
Storytime	6/23/2020 kids		17	
Laugh & Learn	6/24/2020 Kids		21	
Storytime	6/30/2020 Kids		15	

			Number of Programs
9	œ	L	Attendance
109	105	4	

Adult Kids Total

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FY/2021 Budget Year ----County Admin Recommends

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