

# Annual Report

Fiscal Year 2018

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Web address:  
www.WaynesboroPublicLibrary.org

Online catalog (OPAC)  
www.ValleyLibraries.org

**Hours:**  
Monday-Friday: 9 A.M. – 9 P.M.  
Saturday: 9 A.M. – 5 P.M.

**Staff:**  
Zahir Mahmoud, Director  
Elzena Anderson, Assistant Director  
Rebecca Lamb, Adult Services  
Jamie Kollar, Youth Services  
Rhonda Smith, Front Desk Manager  
Karen Vest, Archivist

**WPL Affiliates:**  
*Board of Trustees:*  
Ann Colman  
Amy Tillerson-Brown  
Lowell Lemons  
Debra Ray  
Brenda Moore

*Friends of the Library Board:*  
Kevin Ryan, President  
Jeff Schwenk, Treasurer

Items Checked Out: **201,050**  
Items Checked In: **237,498**  
Renewals: **62,720**  
In-House Use: **13,254**  
Items borrowed from  
Valley Libraries: **10,053**  
Items loaned to Valley  
Libraries: **6,860**  
E-Books: **6,646**  
Audiobook Downloads: **6,205**  
Video downloads: **687**  
Total Circulation: **307,422**  
New Borrowers added: **475**  
Computer Use: **23,908**  
Library visits: **151,694**

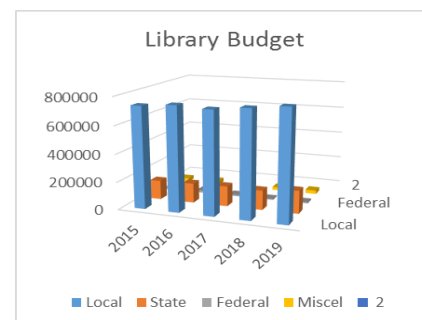
## Director's Report

Zahir Mahmoud

The mission of the Waynesboro Public Library is to provide quality services, resources, and lifelong learning opportunities; through print and digital resources, programs and facilities that reflect the ever changing needs of the communities we serve.

**Financial Impact:** Library services are financially beneficial to local businesses and individuals. The library provides free access to financial resources and online databases that entrepreneurs can access using the free high-speed Internet access in the library. They can print, scan, and email this information using library equipment, and use library space and equipment for business planning and development. Other business services that WPL provides includes:

- High-speed Internet access for public use
- Space and facilities for holding business meetings
- Books or other information on starting or managing a business
- Economic and demographic data and statistics
- Legal information and resources
- Local job postings
- Resources for nonprofit planning
- Business-related programs or workshops
- Business periodicals
- Information on patents and trademarks



Waynesboro Public Library attracts out-of-state researchers and genealogists to use its specialized Local History/Genealogy collection. Both local and out-of-state tourists attend public library festivals and cultural events. These people stay in local hotels, eat in local restaurants, and buy goods in local shops. Such “tourism effects” can have a significant economic impact, especially in smaller communities.

**Budget:** FY2018 local and state funding was slightly higher than in previous years. Operational and materials budget stayed on the same level. Full time staff salary increased by 2%. In an effort to bring up part-time wages to a competitive level with local area labor market, part-time staff received 22.5% hourly increase.

**Friends of the Library:** Since their establishment in 1964, the Friends have continually encouraged public interest and support of the library. They have sponsored programs, recruited volunteers, and provided funding for library equipment, staff development, and the genealogy collection. In FY2018, the Friends provided funding for the following:

Programs	\$4,593
Genealogy Database & Large Print Books	\$5,498
Staff Development	\$2,053
Early Literacy Computers (AWE)	\$5,800
<b>Total:</b>	<b>\$18,844</b>

## Director's Report continued

**Circulation & Collections:** The Circulation Department continues to offer courteous and efficient service to all patrons regardless of age, race, sex, nationality, educational background, or physical limitations. Our courteous, knowledgeable, dedicated circulation team is the reason why patrons will return to the library again and again.

Since January 2014, the total number of active card holders is 11,402. In FY2018, staff issued 1,235 new library cards. We added 8,230 new items (print and audiovisual) to the collection. However, we discarded 11,419 items. The total collection at the end of FY2018 was 123,999. Circulation of materials was slightly lower than the previous year.

In order to encourage children's use of library resources, they no longer pay fines for overdue materials. Also, teachers are not charged overdue fines for materials checked out for class use.

The staff adapted well to the LS2 Circulation Module to better serve our patrons. Patrons can now scan to email using the Friend's copier. Circulation staff help patrons with downloading the app for HP wireless printing, e-books, and Rosetta Stone. We hired four new employees in the circulation, including an extra notary.

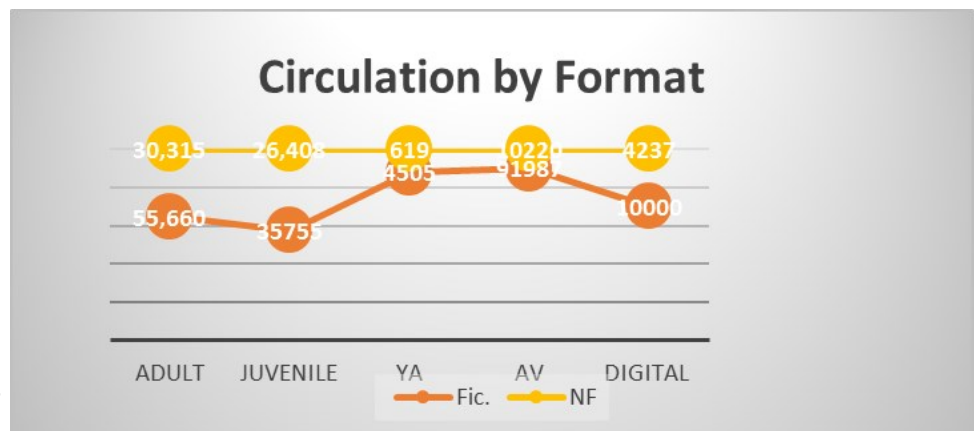
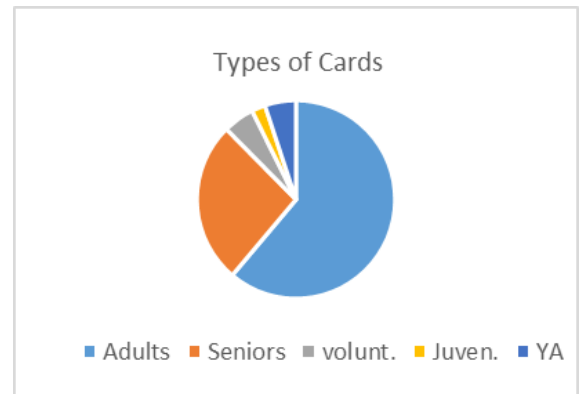
The WPL patrons have access to digital content (e-books, audiobooks, and magazines) from OverDrive, Hoopla, RB Digital, and Freading. Despite some growth in certain digital formats, it remains the case that relatively few library patrons consume digital books (which include audiobooks and e-books). Some demographic groups are more likely than others to be digital-only book readers, but in general this behavior is relatively rare across a wide range of demographics.

**Improvements to the Building:** Lights in the meeting rooms were improved with installation of new florescent fixtures by City crew. The lower level entrance door was replaced, increasing security and accessibility. Also to improve security, two additional HD cameras were installed and two monolog cameras were replaced with HD. In addition, audiovisual shelving which were in poor condition and not designed for DVDs was replaced. This project was funded be the Friends of the Library.

**Public Relations:** A small survey was conducted to gage the library's level of meeting needs and providing an adequate level of service. WPL participated in the Community Block Party at the City's Rosenwald Center and, in collaboration with our consortium partners, participated in the Harry Potter Festival and recorded sessions for Valley Library Radio Reference for WCQS 106.5.

**Staff Development & Training:** As part of providing opportunities for staff development and training, library staff participated in a retreat with our consortium partners at Staunton Public Library on August 25, 2017. The schedule included group sessions on different operational topics, workplace stress, and STEM kits demo. Brad Parks, winner of the Shamus, Nero and Lefty Awards—three of crime fiction's most prestigious prizes—was the keynote speaker.

Several professional staff members attended the Virginia Library Association Annual Convention *Breaking Barriers Building Bridges* in Norfolk, October 11-13. The focus of the conference was about the role of libraries in providing learning opportunities through a wide range of resources, and engaging communities through programming, and public space for meetings and gatherings. Assistant Director, Elzena Anderson, attended the Public Library Association Annual Convention in Philadelphia in March. Ms. Anderson was one of the five recipients of Library of Virginia's scholarship for attending the convention. Library Publicity Coordinator, Kathy Hiserman, and Children's Program Coordinator, Anne Bacheller, attended the Library Associates Annual Convention in Williamsburg in May of 2018.



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## Adult Services

Rebecca Lamb

This year, Adult Services reached 4,182 people through 199 programs, along with 21 exhibits viewed more than 35,000 times. In addition to covering topics in the humanities and arts that encouraged people to think, talk, and make community connections, library programming offered practical information people need to improve their quality of life and to increase personal options.

**Business:** Book-A-Librarian sessions provided customized assistance for small businesses, including website development, creating invoices, and job postings. Author Fest allowed 33 local writers to network and sell their books. Wayne Drumheller, an author from North Carolina, led the workshop *Writing as Art: Editing & Publishing a Book* for 24 participants. The library also provided opportunities for local artists to display and sell their work and for nonprofit organizations to promote their services through displays, print materials, and on-site visits.

**Computers:** There was a resurgence in registrations for our twice-monthly technology classes, especially tools for the workplace. In addition, 37 Book-A-Librarian sessions covered topics such as smart phones and e-readers. A class on *Practical Online Privacy Practices* coincided with Choose Privacy Week.

**Education:** The library partnered with numerous educational institutions, proctoring 23 tests for distance programs. An affiliation with the Consumer Financial Protection Bureau provided free resources about personal finances for *Money Smart Week*. In addition, Blue Ridge Community College visited to promote educational opportunities.

**Science:** *Harry Potter's World: Renaissance Science, Magic, and Medicine*, an exhibit from the National Library of Medicine, created a theme for passive activities for hundreds of participants. However, our biggest event of the year (and in the history of the library) was the all-ages Solar Eclipse Party where staff distributed 1,000 pairs of solar eclipse glasses, thanks to a grant from NASA@My Library/STAR Library Education Network. The library also showed a climate change documentary and partnered with the Community Collaborative Rain, Hail & Snow Network to teach how to collect and share local precipitation data with scientists for research and educational purposes.

**Outreach:** Library Brewery Trivia is a new Valley Libraries' collaboration with local businesses that appeals to the underserved "new" adults. For *Outside the Lines: Libraries Reintroduced*, staff distributed patron-colored cards in city buses, along with free rides to the library. With funding from the Library of Virginia, 34 Waynesboro High School yearbooks were digitized and are now available online. With the Valley Libraries, staff began recording weekly *Valley Libraries' Radio Reference* segments.

**Leisure & Culture:** Monthly book clubs, a new nonfiction discussion group, Adult Summer Reading Games, and book displays promoted recreational reading. With funding from the Friends of the Library, we created a new adult graphic novel collection that appeals to previously underserved audiences. History lectures were popular, highlighted by an *Evening with Abraham Lincoln* by Chris Small of The Lincoln Project of Greenville, TN. Twice-monthly movie night attracted 749 viewers and craft programs ranged from weekly knitting to pressed flower art. Live music served 378 people, with diverse genres of jazz, bluegrass, blues, folk, handbells, Celtic, and reggae. The library offered three genealogy classes, while the Local History archivist welcomed 712 individuals from across the United States and handled 380 requests through email, telephone, and mail. WPL also became an affiliate of the Family Search Library System, giving patrons free access to a vast collection of genealogical records and images.

**Diversity:** Our *Changing America* series received the Outstanding Adult Program award from the Virginia Public Library Directors Association. This series coincided with *Changing America: The Emancipation Proclamation 1863 and the March on Washington 1963*, a grant-funded exhibit from the American Library Association, the Smithsonian's National Museum of African American History, and the National Endowment for the Humanities. The series included scholarly lectures, reenactment, film, documentary, and book discussions—all allowing the audience to share in lively conversations about current and historic race-relations.

Other exhibits celebrating diversity included *Women in Virginia History*, *Strong Men & Women in Virginia* about outstanding African-Americans, African Art, and local history from the Waynesboro Black History Museum. Additional events included an African-American Genealogy workshop during Black History Month, movies covering disabilities and Muslim-Americans, visits from the Talking Book Center, and a Soup Kitchen featuring lunch and representatives for housing, employment, education, and social services. The nonfiction collection was rearranged to make it more accessible and there is now a designated area for a newly expanded collection of fiction and nonfiction books in Spanish.

## Youth Services

Jamie Kollar

In FY 2018, Youth Services provided 485 individual programs to children, teens, and families in the Waynesboro area. This included story times for babies, toddlers, and preschoolers; interactive STEAM programming; rewards for reading independently and as a family; and a system-wide Summer Reading Games to promote reading retention during summer break. 8,195 people attended youth programs, and an additional 400 participated in reading challenges outside the library building.

**1,000 Books Before Kindergarten & Early Childhood Literacy:** The library's flagging Book-A-Day program was revamped to align with 1,000 Books Before Kindergarten, a nation-wide early childhood literacy initiative. This program is designed to encourage parents and caregivers to read with children before the age of five, giving them a strong literacy foundation before they start school. Since September 2017, 86 children have been registered, 44 of whom (51%) have completed at least 100 books with their caregivers. Children and parents have read a total of 16,900 books for the program.

The library continued to provide baby/toddler and preschool story times, serving 4,293 children and families. These programs introduced children as young as one week to books, rhymes, and fingerplays to build motor skills; parents and caregivers practiced reading with their children and learned early literacy and language acquisition tips.

**School-Age & Homeschool Support:** For older children, the library provided STEAM (Science, Technology, Engineering, Art & Math) programs as well as reading programs designed to build children's confidence in reading solo. The Parent/Teacher collection provided resources for homeschooling parents; staff frequently assisted parents in finding information about the area homeschool community and co-ops. Library staff also attended school orientations and family reading nights, allowing parents and children to sign up for library cards at their school.

The library's summer reading program encouraged reading and information use during summer break, with 350-400 children and teens participating each summer. In 2018, toddlers completed 1,095 reading challenges; children over age five completed 1,395; and teens completed 165, recorded on a BINGO card. Over 800 attended library programs, including a Teen Lock-In and an all-ages STEAM party featuring chemistry and robotics.

**Outreach Services to Underserved Communities:** The library's mini-bookmobile program expanded to cover two regular locations, Parkway Apartments (Section 8 housing) and the WARM Shelter for women and children. This program allowed patrons without transportation access to sign up for library cards and to check out and return materials outside the library. It also provided a one-time fine waiver to patrons with late fees or lost book charges, some of whom had been unable to use their library cards for several years. The newly-developed e-user card type also allowed patrons without photo identification to use online resources and downloadable media.

Youth Services continued to provide in-house programming for several area daycares and preschools, as well as providing on-site programming for schools. In addition, the library provided twice-monthly music and movement programs for adults with physical and mental disabilities, serving 425 people.

