

# Loudoun County Public Library Board of Trustees

**AGENDA: LBOT Meeting September 21, 2022**

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**7:00 p.m. CALL TO ORDER**

**MOMENT OF SILENCE**

**COMMENTS**

Public Comment

Board Comment

Director's Comment

**APPROVAL OF MINUTES**

**July 20, 2022 LBOT Meeting**

**AGENDA CHANGES**

**REPORTS**

FY 2022 Annual Budget Report:

**Finance and Budget Manager Nan Paek**

Director's Report:

**Library Director Chang Liu**

Committee Reports:

**LBOT Chair Christina Olorunda**

**INFORMATION ITEM:**

**II 01** FY2023 and FY2024 Budget Update

**II 02** Staffing Update

**II 03** Annual Review of LCPL Policies, LBOT By-Laws and Rules of Order

**II 04** Request for Reconsideration Update

**II 05** LBOT Vice Chair Nomination

**ACTION ITEM:**

**AI 01** Approval of LCPL Policies

**AI 02** Approval of LBOT By-Laws and Rules of Order

**AI 03** LBOT Vice Chair Election

**AI 04** Approval of FY 2024 Resource Request

**CLOSED EXECUTIVE SESSION (if needed)**

**ADJOURNMENT**

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**DATE & TIME: September 21, 2022, at 7:00 p.m.**

**LOCATION: Rust Library 380 Old Waterford Road NW Leesburg VA 20176**

**ACCOMMODATIONS:** To request a reasonable accommodation for any type of disability, please call 703-737-8468. Three days prior notice is requested.

**Loudoun County Public Library**  
**Board of Trustees Meeting Minutes**  
July 20, 2022

The Library Board of Trustees (LBOT) met at Rust Library on Wednesday, July 20, 2022 at 7:00 p.m. The Chair and the Secretary were present.

**Present**                   Christina Olorunda, Chair  
                                  Alana Boyajian  
                                  Mary Colucci  
                                  Kathleen Kuhn  
                                  Priscilla Martinez (attended remotely)  
                                  Monti Mercer  
                                  Christine Newton  
                                  Sara Pensgard  
                                  Chang Liu, Director

**Absent**                    Erika Daly

**I. CALL TO ORDER**

Chair Olorunda called the meeting to order at 7:05 p.m. and called for a moment of silence.

**II. PUBLIC COMMENT**

None.

**III. BOARD COMMENT**

Chair Olorunda introduced new Trustee Mary Colucci, representing the Algonkian district. Trustee Colucci shared her experience as a school librarian and her strong support for libraries.

Chair Olorunda expressed her disappointment that Walt Purnell was not reappointed by the Loudoun County Supervisor for the Broad Run District. She read a resolution honoring former LBOT Vice Chair Walt Purnell's service to Loudoun County Public Library (LCPL) and the LBOT, and thanked him for all of his work and leadership.

Mr. Purnell remarked on the events that led him to joining the LBOT, and remarked on fond memories and challenges from his time on the LBOT.

Trustee Pensgard thanked Mr. Purnell for his service, calm poise, and the spirit he brought to the group. Trustee Newton thanked Mr. Purnell for his insightful analysis, frankness, and professionalism. Trustee Mercer commended Mr. Purnell for the dedication and passion he shared with LCPL and for the kindness and humor he showed to the LBOT. Trustee Kuhn expressed her appreciation of Mr. Purnell's dry humor and calm, thoughtful perspective on challenging issues. Trustee Boyajian recalled Mr. Purnell's comprehensive orientation when she joined the LBOT. Trustee Martinez expressed her appreciation of Mr. Purnell's diplomacy and level-headedness.

Former Trustees Denis Cotter and Sean Mallon also thanked Mr. Purnell for his service.

#### **IV. DIRECTOR COMMENT**

Director Chang Liu, on behalf of all library staff, thanked Mr. Purnell for everything he has done over the past four years on the LBOT and as Vice Chair. She complimented his ideas, energy, calm demeanor, and unwavering support for library staff, and invited him to visit LCPL branches often.

#### **V. AGENDA CHANGES**

None.

#### **VI. READING AND APPROVAL OF MINUTES**

Trustee Kuhn moved to approve the minutes and Trustee Mercer seconded the motion. Approved **7-1-0-0 (yes/abstained/no/not present)**.

#### **VII. REPORTS**

Law Library Manager Alice Zent and Friends of the Law Library President Denis Cotter presented reports on the work of the Law Library and the Friends of the Law Library. The reports were received by the LBOT Secretary and placed on file.

#### **VIII. DIRECTOR'S REPORT**

Director Liu presented the Director's Report for June 2022. The report was received by the LBOT Secretary and placed on file.

#### **IX. COMMITTEE REPORTS/APPOINTMENTS**

Chair Olorunda gave an overview of the LBOT Committees and their members, and noted that Committee Reports would be added as a standing item for future LBOT meeting agendas.

The members of each of the LBOT Committees as described by Chair Olorunda are as follows:

- Nomination Committee: Trustee Kuhn
- Library Governance Committee: Trustees Boyajian and Pensgard
- Facilities Planning Committee: Chair Olorunda, Trustee Pensgard, Director Liu, and Brambleton Library Branch Manager Chris Thompson
- Budget Committee: Chair Olorunda appointed Trustees Newton and Mercer to the Committee for FY2024.

#### **X. INFORMATION ITEMS**

**11 01** FY2022 and FY2023 Budget Update

Director Liu explained that FY2023 allocations will be very similar to those in FY2022, and that Budget and Finance Manager Nan Paek will provide a more comprehensive update at the September LBOT meeting.

Chair Olorunda noted that the LBOT Budget Committee will provide a report on the County's financial outlook at a future meeting.

## **II 02 Staffing Update**

Human Resources Administrative Manager Cheryl Granger provided an update on staffing. She shared that LCPL is continuing to recruit for the Head of Teen Services position at Sterling Library and that full and part time Library Assistant positions have been posted. She also shared that LCPL hopes to have the Accountant I position filled by August 18<sup>th</sup>.

Trustee Martinez expressed her approval of centralizing the role leading Makerspace Services at Library Administration to help standardize Makerspaces and ensure equity of access.

## **II 03 Annual Review of LCPL Policies and LBOT Governance Documents**

Trustee Pensgard directed the Trustees' attention to the first draft policy included in their meeting packets, Library Card Eligibility. Director Liu explained that this updated policy would clarify, based on the Collection Management Policy, that as library card use by a minor is the responsibility of the minor's parent or legal guardian, individuals under the age of 18 may obtain a library card with the proper approval of a parent or legal guardian.

Trustee Pensgard then gave an overview of the additions to the LBOT bylaws and changes to the LBOT Rules of Order proposed by the Library Governance Committee, which are included in the July meeting packet.

Chair Olorunda noted that the updates on LCPL Policies and LBOT Governance Documents will be considered as an Action Item at the September LBOT meeting.

Senior Assistant County Attorney John F. Sherwood Jr. pointed out that that the addition of language regarding Conflicts of Interest would be documentation of a standing practice rather than a change to existing policy.

Chair Olorunda informed the LBOT that she recently received a request from a member of the Board of Supervisors to remove a title from the LCPL collection and highlighted that Trustees should be prepared to be approached with similar requests. She reminded Trustees of LCPL and the LBOT's recently updated procedures and reiterated that LCPL is a public institution that serves everyone regardless of age, ethnicity, economic status, religion, or political affiliation. She also thanked library staff in advance for continuing to follow policies and procedures and protecting access to the library.

## **II 04 LBOT Vice Chair Nomination Process**

Chair Olorunda shared that the LBOT will be nominating a new Vice Chair and that Trustee Kuhn will continue to serve as the sole member of the nominating committee. Chair Olorunda nominated Trustee Pensgard to serve as the next Vice Chair of the LBOT and encouraged all Trustees to send their nominations to Trustee Kuhn by September 1<sup>st</sup>.

## **II 05 LBOT Retreat**

Chair Olorunda explained that the LBOT conducts two half-day retreats annually, and that the next half-day session is being planned for October.

### **XI. ADJOURNMENT**

The public meeting was adjourned at 8:40 p.m.

### **XII. CLOSED SESSION**

Chair Olorunda moved that the LBOT recess the public meeting and enter into Closed Session pursuant to Section 2.2-3711 (A)(1) of the Code of Virginia. The purpose of the Closed Session is to consider a personnel matter involving the performance and salary of a specific employee of the LBOT. The motion was seconded by Trustee Mercer and passed by a vote of **8-0-0-0 (yes/abstained/no/not present)**.

Ms. Olorunda moved to adjourn the Closed Session and that the LBOT reconvene its public meeting and that the minutes of the public meeting should reflect that no formal action was taken in the Closed Session. The motion was seconded by Trustee Mercer. The motion passed by a vote of **8-0-0-0 (yes/abstained/no/not present)**.

Chair Olorunda then read the resolution to certify the Closed Session: Whereas, the Loudoun County Public Library Board of Trustees has this 20th day of July, 2022 convened in closed session by an affirmative recorded vote and in accordance with the provisions of the Virginia Freedom of Information Act: Now, therefore, be it resolved that the Library Board of Trustees does hereby certify that to the best of each member's knowledge, (1) only public business matters lawfully exempted from open meeting requirements under the Freedom of Information Act were discussed in the closed session to which this certification applies; and (2) only such public business matters as were identified in the motion by which the said closed session was convened were heard, discussed or considered by the Library Board of Trustees.

Chair Olorunda moved that the resolution certifying the Closed Session be adopted and reflected in the minutes of the public meeting. The motion was seconded by Trustee Mercer. The motion passed by a vote of **8-0-0-0 (yes/abstained/no/not present)**.

The public meeting was adjourned at 9:16pm.

Respectfully submitted by,

*Chang Liu*

Chang Liu

Director, LCPL

Adopted by the Board in September 2022

\_\_\_\_\_  
Christina Olorunda

Chair, LBOT

## Director's Report | July-August 2022

### Overview

Compared to July and August 2021, visits rose 30.2%; program attendance grew 75.2%; new library card registrations jumped 31.8%; audio/visual circulation climbed 30.2% while print circulation fell 5.4%.

### Programming highlights

- The 2022 Tales and Trails Summer Reading Program finished with almost 15,000 participants, a 79% increase over 2021, and one of the highest rates of program completion ever at 40.5%. In addition to branch programs and community engagement events, this year's programs included a combined 11 presentations at Dulles Town Center, Dulles South Recreation Center and Bush Tabernacle, attracting 2,463 people.
- The Science on Tap program at Old Ox Brewery continued its successful return. The Sept. 15 event featured Diane Palmieri, acting director of the National Cancer Institute's Center for Research Strategy, discussing the progress of the Cancer Moonshot initiative.

### Branch highlights

- Ashburn's Diana Diehl researched the 1920s migration of Southeast Asians into Kenya for a customer preparing for a television interview. Using LCPL's EBSCO database, Diana found several resources, including a 1923 news article that provided the exact information sought.
- Melissa Howley's No-Sew Cloud Pillow program for teens at Ashburn Library had 22 participants. One teen, who was thrilled with his pillow, asked, "Are there more programs like this?" Melissa promoted the ongoing craft programs we offer.
- Brambleton's Micro Art Gallery program was awarded a 2022 Achievement Award by the Virginia Association of Counties (VACo). Out of 98 entries statewide, only 29 programs were selected. The Micro Art Gallery was one of two recipients in Loudoun County. Troy Wingard, who ran the program, hosted receptions for teen artists Syd Strange and Finn O'Hearn. The teens spoke to customers, relatives, teachers and friends about the art's inspirations and meanings.
- Cascades hosted an End of Summer Reading Celebration with more than 380 participants. It included developmental games, live jazz music, a STEM slime station and a popular shaved ice truck.

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### LIBRARY BOARD OF TRUSTEES

**Christina Olorunda**, *Chair, Ashburn District*

**Mary Colucci**, *Algonkian District*

**Alana Boyajian**, *Blue Ridge District*

**Erika Daly**, *Broad Run District*

**Sara Pensgard**, *Catoctin District*

**Monti Mercer**, *Dulles District*

**Christine Newton**, *Leesburg District*

**Kathleen Kuhn**, *Sterling District*

**Priscilla Martínez**, *At-Large*

- Laser tag at the After Hours Teen Center at Cascades was an enormous success with 142 attendees, including an incredible 95 teens who were new to AHTC. Staff got all the newcomers enrolled within 45 minutes for the great evening of fun.
- Gum Spring’s circulation department caught up on shelving at the end of summer when returns were high and pages were few. In one instance, there were 23 full carts of books at the end of the day, but the morning team ensured the backlog never interfered with daily operations. Special thanks to Sam Vanderveldt, who shelved 16½ J and E carts.
- As part of the ongoing facelift at Purcellville Library, General Services repaired and refinished wood and storm doors by the patio and staff entrance. Because the property is historical, refurbishment was chosen over replacement.
- Commonwealth’s Attorney Buta Biberaj and Leesburg Vice Mayor Fernando “Marty” Martinez had high compliments for LCPL at Fiesta Latina, which was held at the Ida Lee Recreation Center and staffed by Rust Library. They were impressed with our services, including our online offerings, and grateful to see LCPL in the community. Tina Reid and Patricia Pacheco signed Ms. Biberaj up for a library card.
- Rust’s Peter Allphin is onboarding 15 new substitute employees. Upon completing training, they will assist staff at all branches.
- The Law Library featured a Back-to-School Month display that included books and other resources to help parents with common issues, such as guardianship, custody, adoption, and individualized education programs.
- Middleburg finished the Summer Reading Program in fine fashion with presentations by local groups and performers, including Turtle Time with Virginia Master Naturalists; Loudoun Search and Rescue Dogs; Beatrix Potter with Loudoun Ballet; and Digging for Gems with Tim’s Gems.



## LIBRARY BOARD OF TRUSTEES

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**Christina Olorunda**, *Chair, Ashburn District*

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**Alana Boyajian**, *Blue Ridge District*

**Erika Daly**, *Broad Run District*

**Sara Pensgard**, *Catoctin District*

**Monti Mercer**, *Dulles District*

**Christine Newton**, *Leesburg District*

**Kathleen Kuhn**, *Sterling District*

**Priscilla Martínez**, *At-Large*

**Loudoun County Public Library Board of Trustees**  
**INFORMATION ITEM SUMMARY: 1101 FY2023 and FY2024 Budgets Update**

<b>SUBJECT:</b>	FY2023 and FY2024 Budgets Update
<b>CONTACT:</b>	Director Chang Liu and Finance and Budget Manager Nan Paek
<b>ACTION DATE:</b>	September 21, 2022
<b>RECOMMENDATION:</b>	Director Liu and Finance and Budget Manager Nan Paek will provide an update on the Library's FY2023 and FY2024 budgets.
<b>BACKGROUND:</b>	Director Liu and Manager Paek periodically update the LBOT on the library's budget situation. This September 21, 2022 update will include a review of the FY2022 budget and update on the FY2023 and FY2024 budgets.
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	
<b>ATTACHMENTS:</b>	
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	

**Loudoun County Public Library Board of Trustees**  
**INFORMATION ITEM SUMMARY: 1102 Staffing Update**

<b>SUBJECT:</b>	Staffing Update
<b>CONTACT:</b>	Director Chang Liu and HR Administrative Manager Cheryl Granger
<b>ACTION DATE:</b>	September 21, 2022
<b>RECOMMENDATION:</b>	Director Liu and HR Admin Manager Granger will provide an update on the Library's staffing situation.
<b>BACKGROUND:</b>	
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	
<b>ATTACHMENTS:</b>	
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	

**Loudoun County Public Library Board of Trustees**  
**INFORMATION ITEM SUMMARY: 1103 Annual Review of LCPL Policies, LBOT**  
**By-Laws and Rules of Order**

<b>SUBJECT:</b>	Annual Review of LCPL Policies, LBOT By-Laws and Rules of Order
<b>CONTACT:</b>	Chair Christina Olorunda and Director Chang Liu
<b>ACTION DATE:</b>	September 21, 2022
<b>RECOMMENDATION:</b>	<p>At the July 2022 LBOT meeting, the LBOT Committee on Governance proposed changes to the LBOT By-Laws and Rules of Order. Proposed changes to the By-Laws include a statement on Trustee term dates, removal of Trustees from the Board, Conflict of Interest, remote participation, and duties of Trustees. Proposed changes to the Rules of Order are all concentrated in the meeting agenda template. They include a corrected start time for LBOT's monthly meetings, a reordering of the reports presented to LBOT, and a corrected time for the presentation of the last "new item" at the monthly meeting.</p> <p>Staff proposed to add a sentence in the Library Card Eligibility policy. The proposed sentence is "Individuals under the age of 18 may obtain a library card with proper approval from a parent or legal guardian."</p>
<b>BACKGROUND:</b>	The LBOT annually reviews LCPL's policies and other essential documents such as By-Laws and Rules of Order to make necessary updates and revisions.
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	
<b>ATTACHMENTS:</b>	<ul style="list-style-type: none"> <li>• LCPL Policies</li> <li>• LBOT By-Laws</li> <li>• LBOT Rules of Order</li> </ul>
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	

## Loudoun County Public Library Policies

Policies are determined by the Library Board of Trustees.

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## **1. Library Closings**

The Library Board of Trustees (LBOT) approves systemwide closings for holidays and other operational needs. The Director or designee, working with Loudoun County Government Administration, determines the closing of the library system or specific branches due to weather, maintenance, or safety-related concerns.

**Effective June 16, 2021**

## 2. Collection Management

### Collection Development

Loudoun County Public Library (LCPL) provides a range of materials in a variety of formats to meet the needs and interests of its customers.

Items in LCPL's collection are selected based on intrinsic merit, appropriateness, and customer demand. LCPL strives to offer a balanced assortment of viewpoints in all subject areas. Materials are judged on the entirety of the work and not on isolated passages. LCPL is an apolitical public service. Therefore, opinions shared in materials are neither endorsed by LCPL, its Director, nor the Loudoun County Public Library Board of Trustees (LBOT).

Use and access of materials by minors is solely the responsibility of each minor's legal guardian(s).

[Customer input regarding the selection](#) or [reconsideration of materials](#) is encouraged and reviewed promptly. Requests for reconsideration are addressed according to LCPL Reconsideration (Challenge) Procedures.

The LBOT endorses the [American Library Association's \(ALA\) Library Bill of Rights](#), the [ALA's Freedom to Read Statement](#), and the ALA's [Access to Library Resources and Services for Minors](#) statement and interprets these statements to include all materials regardless of format.

### Collection Maintenance

Materials that are outdated, no longer in demand, or in poor condition may be removed from the collection and distributed to LCPL support groups for sale or surplus auction held by Loudoun County Government.

**Effective April 20, 2022**

### 3. Facilities Use

“Facilities” refers to all space occupied or used by LCPL, including the buildings themselves, lobbies, meeting rooms, display areas, grounds, parking lots, and common areas. No group or individual will be excluded from equal access to facilities because of sex, race, religious or political persuasions or views.

Groups and individuals eligible to use facilities may do so free of charge. Facility use does not constitute LCPL’s endorsement of the beliefs, ideas, or policies expressed by groups or individuals using the space. Customers must comply with the Rules of Conduct (see policy 9) and all applicable laws including, but not limited to, the Code of Virginia, the Codified Ordinances of Loudoun County, and any town ordinances for those libraries located within incorporated towns.

The Branch Manager (or designee) must give advance permission for use of facilities. LCPL-sponsored programs and activities take precedence over other activities. Use by outside groups or individuals may not interfere with LCPL operations.

All meetings must be open to the public. Outside groups or individuals using facilities may not limit or restrict attendance except for fire code capacity limits. The Branch Manager (or designee) reserves the right to refuse or terminate the use of facilities when, in the manager’s best judgment, the use does not conform to LCPL policy or poses health or safety risks.

Use of facilities may be permitted under the following conditions:

1. Meeting room users must accept and adhere to the Meeting Room Guidelines. (Addendum A)
2. The sale of goods or services, admission fees, and/or solicitation of monetary donations or personal information is prohibited.
3. Petition signing must be conducted outside LCPL buildings at a minimum distance of 25 feet from building entrances. Users must submit a Drive or Petition application (Addendum B).
4. Individuals or groups using facilities may not interfere with other customers use of the library.
5. Lobby use is restricted to non-partisan voter registration, blood drives, and LCPL-sponsored events or activities. Users must submit a Drive or Petition application (Addendum B).

To ensure free and unimpeded access to the library, facility use may be denied based on available space or the requested activity. LCPL reserves the right to place additional limitations on facility use at any location due to varying demands at those locations.

Use of the following is restricted to LCPL, LCPL support groups, and federal, state, or county government agencies:

1. Unattended collection bins.
2. Signs, emblems, banners, etc., displayed or posted on LCPL buildings or grounds.
3. Parking lots, unless such facilities are shared.

LCPL is not liable for damages caused to the user or his or her property while using facilities, and LCPL will be held harmless from any liability to third parties for injury caused by any persons or groups while using facilities. Meeting room users are not covered by the County of Loudoun's liability insurance.

**Effective June 16, 2021**

## 4. Fees

The Library Board of Trustees (LBOT) will approve all fees, as referenced in the Schedule of Fees below.

### Schedule of Fees

Item	Cost
Lost or Damaged Items	List price per item
Printing	\$0.10 per page for black and white \$0.25 per page for color
Interlibrary Loans	\$3 per transaction, plus any fees charged by the lending institution
Makerspace Supplies	Material cost (prices may fluctuate)
Passport Services	\$35 execution fee \$15 per photo
Cataloging and Processing for Thomas Balch Library	\$10.80 per title for items appearing in OCLC database \$27.75 per title for items not appearing in OCLC database

**Effective June 16, 2021**

## **5. Gifts**

LCPL welcomes monetary gifts, bequests, endowment funds, and gifts of property, services or materials from individuals, groups, foundations, or corporations. Gifts are accepted at the discretion of the Director and/or the Library Board of Trustees (LBOT). All gifts will be evaluated for appropriateness. Gifts are not a substitute for taxpayer funding. The LBOT and staff are not obligated to accept gifts, items, or funds, and reserve the right to refuse any gift.

Gifts valued at \$5,000 or less will be reviewed and accepted by the Director or his/her designee.

Gifts valued over \$5,000 as well as conditional gifts will be reviewed and accepted by the LBOT upon the recommendation of the Director.

LCPL takes full ownership of gifts and reserves the right to decide use, condition of display, and final disposition of all gifts it receives. LCPL may provide a receipt acknowledging the number of donated items but will not estimate their value.

LCPL may transfer gifts deemed unusable to LCPL support groups or outside organizations.

**Effective June 16, 2021**

## 6. Internet and Computer Use

### Summary

Essential digital public services provided by LCPL include access to computers, the Internet, and basic software. In addition, LCPL provides an unsecured wireless network for customers' use with their personal devices.

Customers are permitted to use computers to access the Internet. In accordance with [Virginia Code §42.1-36.1](#), LCPL employs commercial filtering software and/or parental controls on LCPL computers and mobile devices to block the display of illegal material and material that is potentially harmful to children. However, no filtering software or control is completely effective. It may inadvertently allow access to content intended to be blocked and, conversely, it may block unobjectionable content. Customers 18 years of age or older may request unfiltered Internet access for bona fide research or other lawful purposes.

Parents and guardians – not LCPL staff – are responsible for the information selected and the sites visited on the Internet by the children in their care and for supervising their Internet use on LCPL-owned computers and devices, as well as on personal devices used in the library. This policy supports the ALA's Intellectual Freedom statements, including [The Library Bill of Rights](#), and [Access to Digital Resources and Services](#).

### Acceptable Use

The following guidelines have been established for acceptable use of LCPL-owned computers and equipment, as well as personal devices used on LCPL property:

- A. Time limits on the use of computers and equipment, as well as bandwidth limits on wireless access, may be enforced to ensure that all customers have an opportunity to use those resources.
- B. Any activity that violates Federal, state, or local laws is prohibited on both LCPL and customer devices. Examples of illegal activities include, but are not limited to, fraud (which includes disguising or falsifying sources of electronic mail or other electronic communications with the intent of misleading, defrauding, or harassing others); libeling and slandering other persons; displaying or distributing child pornography; [Virginia Code §18.2-374.1:1](#) or other obscene materials; [Virginia Code §18.2-372](#), or materials deemed harmful to juveniles [Virginia Code §18.2-390](#). LCPL must comply with all proper judicial processes.

- C. Customers may not violate software license agreements or infringe on copyrighted material. [United States Copyright Law: U.S. Code, Title 17](#) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principle of “fair use.” This includes most electronic information sources. Users may not copy or distribute electronic materials without the explicit permission of the copyright holder. Customers are responsible for consequences of copyright infringement.
  
- D. Customers may not attempt to or modify LCPL hardware, software or any configurations via workstations or any wireless network. This includes, but is not limited to, attempts or succeeding to evade or disable LCPL’s Internet filtering software; the intentional propagation of computer viruses or worms; and “hacking” of any kind. Customers may not interfere with the activities of LCPL or its network in any way. Customers may not attempt to intercept, monitor, disrupt, or impede other customer’s communications or to access or alter other customer’s data or software.

Failure to follow this policy or the Rules of Conduct (see policy 9) may result in suspension of Internet or library privileges.

### **User Responsibility**

LCPL computers are in public areas and information viewed on the screen may be visible to customers of all ages. Customers are asked to view content appropriate to a public space and respect the privacy of others. Staff may ask customers to take action to address the situation if other customers express concern about the nature of their web browsing.

Customers accept that LCPL makes no representation or guarantee that computer or Internet services, including wireless service, will be uninterrupted, error-free, virus-free, timely, or secure, nor that any Internet content is accurate, reliable, or safe in any manner for download or any other purpose.

Use of LCPL’s hardware, software, Internet service, wireless network, and electronic information resources is entirely at the risk of the customer. LCPL will not be liable for any damage that may occur to any computer, peripheral equipment, device, or storage media; loss of data or confidential information; unauthorized access to or alteration of data transmission; and/or any other direct, indirect, special, incidental, consequential, or exemplary damages resulting from or arising out of use of LCPL’s Internet service, equipment, or other devices; wireless network, and/or electronic information resources or inability to use these services; or any other matter relating to these services.



Customers agree to hold LCPL harmless from any claims, losses, damages, obligations, or liabilities relating to the use of LCPL computers, network, or other equipment, or related to the use of information obtained from LCPL's electronic information system.

**Effective June 16, 2021**

## **7. Library Card Eligibility**

Loudoun County residents are eligible for a free library card regardless of age. Those who own property, own a business, work, or attend school in Loudoun County are also eligible. Individuals under the age of 18 may obtain a library card with proper approval from a parent or legal guardian.

Residents of jurisdictions with reciprocal borrowing agreements with LCPL are eligible for reciprocal accounts. Some online resources as well as Interlibrary Loan (ILL) may not be available to reciprocal borrowers.

Reciprocal jurisdictions are as follows: the cities of Falls Church, Alexandria, Winchester, and the District of Columbia; Arlington, Fairfax, Fauquier, Prince William, Clarke, and Frederick counties in Virginia; and Montgomery, Prince George's, Frederick, and Charles counties in Maryland.

**Effective September 21, 2022**

## 8. Naming of Libraries

The Library Board of Trustees (LBOT) may provide recommendations for the naming of LCPL branches to the Loudoun County Board of Supervisors (BOS), which has final approval. The LBOT has the authority to name collections, additions, rooms, or other significant areas within any LCPL branch.

When taking these actions, the LBOT will follow the guidelines set forth in the Loudoun County Board of Supervisors Finance and Government Services Committee's [Resolution Relating to County Memorials and the Names for County Parks, Sites, and Facilities](#) (adopted March 17, 1992), as well as the following additional guidelines:

1. Generally, the library will carry a name that reflects the geographical area in which it is located or for which it serves in order to be understood by customers; for example, Lovettsville Library. Exterior signs will identify each library as such; for example, "Lovettsville Library." The library may be further identified as "A branch of Loudoun County Public Library."
2. In exceptional circumstances, the LBOT may consider naming libraries, collections, additions, rooms, or significant areas within a library after a donor, provided that the donor paid for a substantial portion or the entire cost of construction or renovation or has donated a significant amount of money to LCPL.
3. In exceptional circumstances, the LBOT may consider naming libraries, collections, additions, rooms, or significant areas within a library in honorable recognition of an individual or group, provided the following criteria are met:
  - a) Commemorative naming in memory of individuals must at least one year after the death of the individual.
  - b) Commemorative naming may only be for civic or charitable organizations (not for corporate or religious organizations).
  - c) Commemorative naming is in recognition of outstanding achievement, distinctive service, or significant contribution by the individual or group to the library, local, or national community.

**Effective June 16, 2021**

## 9. Privacy

LCPL protects the privacy of all customer information, including requests for service or materials, loan transactions, online sites visited, and resources accessed. Records that link personally identifiable information to borrowed or requested materials or to website visits are kept only as long as needed for operational purposes.

LCPL does not release such information to individuals or to any private or public agency unless it is required to comply with proper judicial processes, such as a government order to produce documents or information.

Per [Virginia Code 2.2-3705.7](#), parents and/or legal guardians will have complete access to the records of their minor child or children. LCPL staff may only access personal data for the purpose of serving customers.

LCPL uses Google Analytics to gather information regarding usage patterns of LCPL-maintained websites. Google Analytics uses cookies to collect statistical data such as browser type and operating system. No personally identifiable information is stored. [Customers may opt out of being tracked by Google Analytics](#) without affecting their use of LCPL-maintained websites.

Confidentiality of customer records is protected under state law per [Virginia Code § 2.2-3705.7](#).

**Effective June 16, 2021**

## **10. Programming**

LCPL programs are designed to spotlight materials and services and provide educational and recreational opportunities for customers of all ages.

LCPL may participate in cooperative or joint programs with other agencies, organizations, institutions, or individuals as part of its efforts.

Programs are scheduled at the discretion of staff and are open to the public. Presenters will not be excluded from consideration because of their origin, background, or views and topics will not be excluded due to potential controversy.

LCPL sponsorship of a program does not constitute an endorsement of the content of the program, the organization presenting the program, or the views expressed by participants. [Customer input regarding selection, retention, or reconsideration of programs](#) is encouraged and reviewed.

To request a reasonable accommodation for a disability, call 703-777-0368. Three days' notice is requested.

**Effective June 16, 2021**

## 11. Rules of Conduct

The following rules of conduct are meant to ensure LCPL is a safe and enjoyable environment. Staff has the right to contact the proper authorities and ask customers to leave the library when customers are in violation of the rules. Violation of the rules or any unlawful behavior may result in the loss of library privileges.

Exceptions to these Rules of Conduct may be granted at the discretion of the Director, or the Director's designee, including for adherence with the Americans with Disabilities Act (42 U.S.C. ch. 126 § 12101 et seq.) and all regulations issued pursuant to such law.

The following are prohibited in and on LCPL facilities, property and grounds:

1. Damage, destruction, or theft of LCPL or personal property.
2. Abusive, threatening, or intimidating language.
3. Conduct that disturbs or endangers customers, staff, or volunteers.
4. Conduct that hinders other customers from using library space, equipment, or materials.
5. Conduct that prevents staff from performing their 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, except for designated LCPL-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 that creates a nuisance or disrupts other customers because of odor, garbage, or spills.
12. Leaving bags or personal items unattended.
13. Any use of computers or Internet access that interferes with the activities of LCPL 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 materials), or [Virginia Code §18.2-377](#) (obscene materials), or materials deemed harmful to juveniles [Virginia Code §18.2-390](#) is prohibited.

**The following must always be observed:**

14. Appropriate attire, including, but not limited to, shoes and a shirt.
15. Bicycles must be left outside.

**In addition, please be aware:**

16. LCPL is not responsible for personal items that are lost, stolen, or damaged on LCPL premises.
17. Animals are not permitted inside LCPL facilities. Service animals are exceptions.
18. 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 10).
19. Staff may ask any customer to leave when they are in violation of the Rules of Conduct. Staff may contact the appropriate authorities if a customer refuses to leave when asked.

**Effective November 17, 2021**

## 12. Safe Children

LCPL provides a welcoming and safe environment for children. Staff can assist children using library resources but cannot provide childcare or assume responsibility for their safety. Parents, guardians, teachers, and caregivers are responsible for the behavior and safety of the children in their care.

- Children 9 years old or younger must always be directly supervised by a parent, guardian or caregiver age 13 or older. Parents, guardians or caregivers are to remain in the immediate vicinity of the children in their care.
- If children 9 years old or younger are left unattended, staff will attempt to reach their parents or guardians. If they cannot be reached, staff will contact the appropriate authorities.
- Children are expected to abide by the Rules of Conduct (see policy 9). Staff reserves the right to contact parents or guardians or the appropriate authorities if a child of any age is disruptive or is in distress.
- Minors 17 years old or younger left at the library without transportation at closing time may be referred to the appropriate authorities for their well-being. Staff may not transport minors.

**Effective June 16, 2021**

### **13. Support Groups**

Support groups, including friends groups, advisory boards, and foundations. They are separate from LCPL and are not policy-making bodies.

These groups may raise money through book sales, sponsorship of special events, or other means.

To use facilities, LCPL branding, or receive LCPL assistance, support groups must abide by the following standards:

7. All friends groups, advisory boards, and foundations will conduct their fiscal affairs through appropriately structured nonprofit, tax-exempt organizations.
8. Funds raised by support groups will not be a substitute for taxpayer funding.
9. Funds raised by support groups will be maintained in an account separate and distinct from LCPL's operating accounts. Such accounts will be administered by the treasurer of the support group.
10. Gifts made to LCPL by friends groups, advisory boards, or a foundation will conform to LCPL's gift and fiscal policies and will not be used to dictate policy.
11. Use of LCPL's name and/or logo must be approved by LCPL.

**Effective June 16, 2021**

## 14. Video Surveillance

- I. **Purpose:** The purpose of this policy is to establish guidelines for the implementation and management of the video surveillance system at the buildings used by the Loudoun County Public Library (“LCPL”). The Loudoun County Library Board of Trustees has been consulted on this policy.
- II. **Definitions:** Video Surveillance System: A system comprised of cameras, cabling, monitor(s) and recording devices capable of capturing video images that can be compressed, stored, or sent over communication networks.
- III. **Policy Statement:** LCPL has an interest in preserving the safety of its staff and patrons. A video surveillance system can assist in this effort by capturing images and providing the ability to view live video or store video for review at a later date. The presence of a video surveillance system, along with notice signage, can also act as a deterrent to unlawful or disruptive behavior. The Library will notify the public by providing appropriate notice signage indicating the presence and use of the system. Access to the system shall be controlled as outlined herein.
- IV. **Management of the Video Surveillance System:** This policy is jointly managed and implemented by the Department Of General Services (“DGS”) and LCPL.
  - A. Questions regarding this policy should be addressed to the Safety and Security Program Manager within DGS.
  - B. DGS shall provide notice to the public and staff of the use of video surveillance.
    1. Signage: Signs informing the public and staff of the functional presence of video surveillance shall be posted at each entrance to each LCPL facility.
    2. This policy is available upon request from library management and/or DGS.
  - C. This surveillance system is operational 24 hours a day at each location operated by the LCPL.
  - D. **Surveillance Equipment Placement:** The placement of video surveillance cameras will be carefully chosen with due respect to the privacy of patrons and staff. With the exceptions of Middleburg Library and the Law Library, cameras are placed only at the public entrance of each facility in order to view those entering and exiting.
  - E. **System Access:** Access to the system is limited to designated Security Managers within DGS.
  - F. **Image Retention:** All video images will be retained on the system for a minimum of 30 days and a maximum of 90 days. All video images will be deleted at the end of the 90-day maximum retention period. Upon request, video will be copied to a secure file and kept until it is no longer needed as determined by DGS and/or LCPL.

- G. **Image Dissemination:** Images obtained are the property of Loudoun County. Images may be disseminated when security and safety needs dictate, such as:
1. Identification of persons banned from the property
  2. Images depicting suspicious and/or criminal activity
  3. Images depicting accidents or other safety concerns on the property
  4. Images depicting any activity of interest that involves safety and/or security  
of the facility, staff, patrons, and others
- H. **Image Request Documentation:** DGS will document all image requests with the following information:
1. **Internal Staff Request:** Requests from departments or agencies within the County government shall be routed to DGS for action. If the request comes from outside LCPL, Library Administration management will be consulted prior to release. (Requests with the following information by email are sufficient:)
    - a) Name of Requestor
    - b) Date of request
    - c) Reason for request
  2. **External Requests:** Requests of this nature must utilize the Freedom of Information Act process (see Administrative Policies and Procedures FOIA-03). All FOIA requests will be examined to determine if exemptions apply.
  3. **Law Enforcement Requests:** All requests from law enforcement agencies to view video footage should be routed to DGS for further action. Should the law enforcement agency require confidentiality, LCPL personnel will not be notified of its request for access to the video surveillance footage. All requests related to video footage which may have some involvement in a potential criminal offense shall be referred to the appropriate law enforcement agency for investigation.

**Effective July 21, 2021**

## **15. Volunteers**

Volunteers support staff by performing supplemental and/or specialized services without wages or benefits.

Volunteers are accepted when their abilities match specific needs. LCPL does not guarantee all volunteer applications will be accepted.

**Effective June 16, 2021**

## **Addendum A**

### **Meeting Room Guidelines**

Available space varies significantly among branches and not all branches can accommodate every need or request. The Branch Manager (or designee) reserves the right to refuse groups the use of meeting rooms whenever, in his/her best judgment, the use does not conform to these guidelines or LCPL policy.

Use of meeting rooms may be permitted under the following conditions:

1. All meetings must be open to the public.
2. No group is permitted to bar others from entering the room unless necessary to comply with fire code capacity limits.
3. Meeting rooms may not be used for parties or personal events.
4. Meeting rooms may be reserved up to 60 days in advance for use by groups of three or more people.
5. Meeting rooms may be reserved up to one day in advance for use by individuals or groups of less than three people.
6. LCPL reserves the right to limit usage to 10 hours per group, per month, throughout the LCPL system.
7. The sale of goods or services, admission fees, and/or solicitation of donations or personal information is prohibited.\*
8. The group or individual booking the meeting room must always provide proper supervision.
9. The authorized representative of the group is responsible for maintaining the condition of the meeting room and must report to staff any damage to the room or its contents.
10. The group or individual is responsible for setup and cleanup of the room and furniture. Appropriate time before and after the meeting for these purposes should be included in the booking time.
11. The name, address and/or phone number of LCPL facilities may not be used as the official address of any group, nor may any non-LCPL group using facilities publicize its activities in such a way as to imply LCPL sponsorship.
12. If publicity for the meeting includes an LCPL address, the group must add, "This meeting is not sponsored by Loudoun County Public Library," to any printed or online announcements.
13. Meeting rooms are available during normal operating hours. Individuals or groups engaged in official government business for federal, state, county or town governments may use the meeting rooms at other times as authorized by the Branch Manager.
14. In the case of closures due to weather or other unforeseen circumstances, LCPL will make every effort to contact via email the individuals who reserved meeting rooms. Individuals are responsible for notifying meeting attendees of cancellation due to

closures. During severe weather events, please call the branch or check [library.loudoun.gov](http://library.loudoun.gov) for operating status updates.

15. Meeting room users are not covered by the County of Loudoun's liability insurance.

*\*Only LCPL-sponsored presenters, support groups, and local or federal government groups either sponsoring or co-sponsoring a program may charge an admission fee or sell a product.*

## **Addendum B**

### **Drive or Petition Application**

In accordance with LCPL's Facilities policy, the following applies to groups or individuals conducting voter registration or blood drives in lobbies, or groups or individuals gathering signatures for a petition on LCPL grounds:

- Lobby use is restricted to non-partisan voter registration, blood drives, and LCPL-sponsored events.
- The lobby can be reserved up to two months in advance. Please call the branch to make a reservation.
- No group or individual may use the lobby for more than 10 hours per month.
- Petition signing must be conducted outside LCPL buildings at a minimum distance of 25 feet from building entrances.
- Communication with any customer by petitioners or groups or individuals conducting drives must be initiated by the customer.
- Groups or individuals must follow the process for conducting voter registration drives, including the training requirement, as set forth by the Virginia State Board of Elections ([elections.virginia.gov/registration/registration-drives](http://elections.virginia.gov/registration/registration-drives)).
- Groups or individuals conducting voter registration drives must do so in a non-partisan manner. No endorsements may be made of any political party or candidate.

*Please see the application on the next page.*

### Drive/Petition Application

LCPL Branch Name	
Name of Group	Date of Application
Authorized Individual Conducting Drive or Petition	Title
Address of Group/Individual	Telephone
Date and Time of Drive/Petition	

*I have read and agree to abide by the above guidelines.*

Printed Name of Applicant	Approved by (LCPL Staff Only)
Signature of Applicant	Date

**Loudoun County Public Library Board of Trustees  
BY-LAWS**

Draft Revision 7/20/2022

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# **Loudoun County Public Library Board of Trustees**

## **BY-LAWS**

### **ARTICLE I: NAME**

The name of the Board shall be Loudoun County Public Library Board of Trustees, existing by virtue of the provisions of Code of Virginia 42.1-35 of the Laws of the State of Virginia and exercising the powers and authority and assuming the responsibilities delegated to it under the said statute.

### **ARTICLE II: TERMS OF MEMBERSHIP**

All members of the Board of Trustees shall be appointed for terms of four years by the Loudoun County Board of Supervisors. Terms shall run from July 1 through June 30. Board members may serve a maximum of two consecutive terms. Immediately prior to appointment to a four-year term, members may also fill the remaining portion of an unexpired term. Trustees may be removed from office by the Loudoun County Board of Supervisors in accordance with the Code of Virginia 42.1-35.

### **ARTICLE III: CONFLICT OF INTEREST**

Trustees should avoid even the appearance of a conflict of interest and should recuse himself or herself from participating in deliberation, discussions, recommendations, or advice which might be interpreted as questionable or in borderline conflict of interest and which might be perceived as rendering direct personal or professional gain for himself or herself or for family members.

### **ARTICLE IV: OFFICERS**

Section 1. The officers shall be a Chair and a Vice Chair, elected from among the appointed trustees at the annual meeting of the Board in June.

Section 2. A nominating committee shall be appointed by the Chair and will present a slate of officers at the June annual meeting. Additional nominations may be made from the floor.

Section 3. Officers shall serve a term of one year from the July meeting after they are elected until their successors are duly elected. Officers may be re-elected.

Section 4: The Chair shall preside at all meetings of the Board, authorize calls for any special meetings, appoint all committees, execute all documents authorized by the Board, serve as an ex-officio voting member of all committees, and generally perform all duties associated with that office.

Section 5. The Vice Chair, in the event of the absence or disability of the Chair, or of a vacancy in that office, shall assume and perform the duties and functions of the Chair.

## **Loudoun County Public Library Board of Trustees BY-LAWS**

Section 6. In the event of a vacancy in either office for a period of three months or longer, a special election will be held to fill the position for the remainder of the term.

### **ARTICLE V: MEETINGS**

Section 1. Regular meetings shall be held monthly, pursuant to a schedule set by the Board. The Board shall have at least nine regular meetings per year.

Section 2. The annual meeting, which shall be for the purpose of the election of officers, shall be held at the time of the regular meeting in June of each year.

Section 3. The order of business and conduct of regular meetings shall be in accordance with the Rules of Order of the Loudoun County Public Library Board of Trustees.

Section 4: Special meetings may be called by the Chair, or at the request of three members, for the transaction of business as stated in the call for the meeting.

Section 5: A quorum for the transaction of business at any meeting shall consist of a majority of members of the Board.

Section 6: Remote participation in regular meetings by Trustees shall be in accordance with the Remote Participation Policy of the Loudoun County Public Library Board of Trustees.

### **ARTICLE VI: LIBRARY DIRECTOR AND STAFF**

The Board shall appoint a qualified director who shall be the executive and administrative officer of the library on behalf of the Board and under its review and direction. The library director shall recommend to the Board the appointment of and specify the duties of other employees, and shall be held responsible for the proper direction and supervision of the staff for the care and maintenance of library property, for an adequate and proper selection of books and other library resources in keeping with the stated policy of the Board, for the efficiency of library service to the public, and for its financial operation within the limitations of the budgeted appropriation. The director shall make monthly reports to the Board.

### **ARTICLE VII: COMMITTEES**

Section 1. The Chair may appoint ad hoc committees of one or more members each for such specific purposes as the business of the Board may require from time to time. Each such committee shall be considered to be discharged upon the completion of the purpose for which it was appointed and after its final report is made to the Board.

**Loudoun County Public Library Board of Trustees  
BY-LAWS**

**ARTICLE VIII: GENERAL**

Section 1. An affirmative vote of the majority of the members of the Board present at the time shall be necessary to approve any action before the Board. The Chair may vote upon any proposal before the Board.

Section 2. The by-laws may be amended by a two-thirds majority vote of all members of the Board present and voting, provided written notice of the proposed amendment shall have been sent to all members at least seven days prior to the meeting at which such action is proposed to be taken.

**ARTICLE IX: GENERAL DUTIES OF THE LIBRARY BOARD**

- A. To secure adequate funds from private and public sources.
- B. To hire a capable, trained director.
- C. To determine library policies.
- D. To approve expenditures of library funds.
- E. To receive gifts to the library.
- F. To attend Board meetings regularly. Absence from more than three regular meetings in a 12-month period may serve as a basis for recommending removal of a trustee from the board.

It shall be in the general interest of the Library Board members to:

- G. Uphold the integrity of the Library and perform their duties impartially and diligently.
- H. Respect the opinions of their colleagues and not be critical or disrespectful when they disagree or oppose a viewpoint different than their own.
- I. Work actively for the improvement of all libraries by supporting library legislation in the state and nation.
- J. Become familiar with the state and federal aid programs and with state and national library standards.
- K. Become familiar with what constitutes good library service by reading, attending library meetings and visiting other libraries.
- L. Support the library's service program in daily contacts with the public at large.
- M. Attend and participate in special programs relating to Trustee development, including orientation and workshops.
- N. Encourage private funding in addition to public funding.

Adopted 7/20/2022

**Loudoun County Public Library Board of Trustees**  
**RULES OF ORDER**

Draft Revision 7/20/2022

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**Loudoun County Public Library Board of Trustees**  
**RULES OF ORDER**

**I. DUTIES OF THE CHAIR, VICE CHAIR**

1. The Chair shall preside at meetings and public hearings, call the same to order, and enforce these rules of order.
2. In the absence of the Chair, the Vice Chair shall perform the duties of the Chair. The Vice Chair shall be responsible for enforcement of the time rule.
3. In the absence of both the Chair and Vice Chair, the Board shall elect a temporary chair.
4. The Chair shall decide all questions of order, subject to an appeal from any Trustee of the Board, on which appeal no Trustee shall speak more than once, unless by unanimous consent of the Board.
5. The Chair shall be responsible for preparation of the Board agenda for each meeting or hearing of the Board, in consultation with Trustees of the Board and the Library Director, and shall lay the order of business before the Board in a parliamentary order. Inclusion on the agenda brings items to the table for discussion. Inclusion of a Moment of Silence is at the discretion of the Chair.
6. The Chair shall appoint committees as needed.

**II. ORDER OF BUSINESS AT BUSINESS MEETINGS**

The order of business of the Board shall be as follows:

1. CALL TO ORDER -7:00 p.m.
2. MOMENT OF SILENCE
3. PROCLAMATIONS AND RESOLUTIONS OF APPRECIATION
4. COMMENTS
  - Public Comment
  - Board Comment
  - Director's Comment
5. AGENDA CHANGES
6. MINUTES APPROVAL
7. REPORTS
  - Branch Library Report: Library Branch (Librarian)
  - Friends Group Report: Advisory Board Representative
  - Director's Report
  - Committee Reports
8. INFORMATION ITEMS
9. ACTION ITEMS
10. NEW BUSINESS
11. EXECUTIVE SESSION
12. ADJOURNMENT

# **Loudoun County Public Library Board of Trustees**

## **RULES OF ORDER**

The Board shall attempt, in all good faith, to confine the meeting time to three hours. New items will not be introduced for discussion after 9:55 p.m.

### **III. GENERAL RULES GOVERNING PLACING ITEMS ON THE BOARD AGENDA**

1. Trustees shall receive enough advance notice of agenda items to enable them to study the item, request and receive additional information, and consult constituents.
2. The agenda for Board meetings shall be set by the Board Chair two weeks prior to a regularly scheduled Board meeting.
3. A copy of the agenda shall be sent to each Trustee at the same time that it is distributed to the news media.
4. Revised agendas shall be promptly sent to each Trustee and the news media.
5. Agenda items may be placed on the agenda by staff or individual Trustees, only with approval of the Chair.
6. Staff and Trustees may request amendments to the agenda during a regular meeting during the portion designated to agenda changes.
7. When Board packets are prepared, a copy of the agenda and the packet shall be made available for review by the public at the Library Administration Office and on the Library website.

### **IV. MEETINGS OF THE BOARD**

1. The Board shall conduct public meetings pursuant to a schedule and at a location set by the Board by December of the preceding calendar year. The schedule and locations shall be posted at the Library Administration building, at Rust Library, and on the Library website.
2. The Board may, by resolution, provide for special and additional meetings or public hearings; and all regular, special and additional meetings or public hearings shall be in accordance with applicable provisions of the Code of Virginia with regard to public notice.
3. Each year, beginning in January, the Board shall conduct a review of all library policies. Proposed amendments will be discussed in work sessions with action being taken at a subsequent monthly meeting and implementation effective on July 1 of the following fiscal year.
4. All Board meetings shall be conducted according to Robert's Rules of Order. The Vice Chair shall serve as the parliamentarian.

### **V. RECORDKEEPING**

1. The official record of Board meetings and public hearings shall be the approved minutes of the meeting kept by the Administrative Secretary. Minutes shall be a summation of the public hearings and public meetings.

### **VI. AMENDMENTS TO RULES OF ORDER**

These Rules of Order may be suspended, amended or repealed by a majority of the Board.

**Loudoun County Public Library Board of Trustees**  
**RULES OF ORDER**

**VII. RULES OF ORDER FOR PUBLIC COMMENTS AND PUBLIC HEARINGS**

It is the purpose and objective of the Library Board of Trustees to give each citizen an opportunity to express his/her views during the public comment section of the regular meeting and on the issue(s) at hand at a public hearing and to give all speakers equal treatment and courtesy. While it is often necessary to have a presentation by the staff, it is the desire of the Board to hear from the public and, therefore, staff presentations will be as brief as possible and the Board will refrain from comment and questions until after the public has been heard. In order to accomplish this objective, it is necessary that certain rules of order prevail at all hearings of the Library Board of Trustees, as follows:

1. Staff presentation will be in accord with Board policy. Brief, concise summaries for the public's information and understanding are permitted. When written information has been provided prior to the hearing, only summary and/or new information should be presented.
2. Each speaker will have up to five minutes available whether speaking as an individual or a representative of any group or organization. Unless instructed by a majority of those present and voting of the Board to do otherwise, the Chair shall enforce the five-minute rule.
3. Order of speakers will be determined on first register, first speak basis, or as recognized by the chair.
4. Registration will be taken by the Administrative Secretary and will be submitted on the registration form provided, which will include the name, address and election district of the speaker.
5. Speakers will be limited to a presentation of their points of view except that questions of clarification may be entertained by the Chair.
6. Debate is prohibited.
7. All comments will be directed to the Board as a body.
8. Decorum will be maintained. This includes a common courtesy from the audience, the staff and Board to the speaker and from the speaker to the audience, the staff and the Board. Statements which are demeaning or inappropriate shall be ruled out of order.
9. In the event of a large number of speakers resulting in the continuation of the hearing, any persons not heard at the initial public hearing will be the first to speak at the continued hearing.
10. Trustees will be limited to asking questions dealing with clarification of statements made by speakers or staff and to correct any obvious areas of misinformation. However, such questions, responsive answers or the correction of misinformation shall be made after the public has been heard or by Board action. Each Trustee will be permitted five minutes total for questions and answers. Trustees requiring additional information or answers should seek them on his or her own time and not take the time of other Trustees.

**Loudoun County Public Library Board of Trustees**  
**RULES OF ORDER**

11. It shall be Board policy not to vote on matters appearing on a formal public hearing at the time of the public hearing, the item being placed on a future agenda for action. However, a motion to suspend the Rules shall be in order to bring the matter to a vote at a public hearing. It shall be the policy of the Board to leave the record open to receive written comments following a public hearing up until the time that a vote is taken.
12. Speakers are requested to leave written statements and/or comments with the Administrative Secretary, when appropriate.
13. Individuals purporting to speak for an organized group shall file with the Administrative Secretary a copy of the Resolution of such Board authorizing their presentation.

**Loudoun County Public Library Board of Trustees**  
**INFORMATION ITEM SUMMARY: **II04** Request for Reconsideration Update**

<b>SUBJECT:</b>	Request for Reconsideration Update
<b>CONTACT:</b>	Director Chang Liu, Collection Management Services Division Manager Jessica West, and Programming Division Manager Susan VanEpps
<b>ACTION DATE:</b>	September 21, 2022
<b>RECOMMENDATION:</b>	Staff will present proposed procedures and forms for challenges to library collections, programs, and online services and platforms.
<b>BACKGROUND</b>	Due to recent increases of intellectual freedom cases across the country, staff are reviewing our Request for Reconsideration procedures to include not only library collections, but also programs and online services and platforms.
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	
<b>ATTACHMENTS:</b>	Program Feedback Procedures and Form; Request for Reconsideration of Library Material Form
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	



# Loudoun County Public Library

## Program Feedback Form

The library carefully evaluates direct input from customers via in-person and written program feedback, and considers this input in the development of future programs for the community. However, as recommended by the American Library Association, programs that have already been scheduled should not and will not be cancelled based on customer input.

For more information, customers may consult the Loudoun County Public Library [Programming Policy](#) available online in the Library Policies, the [ALA's Library-Initiated Programs and Displays as a Resource: An Interpretation of the Library Bill of Rights](#), and the [ALA's Access to Library Resources and Services for Minors](#). Submission of this form enters the request into the public record and makes it subject to the Virginia Freedom of Information Act (FOIA) (VA Code §2.2-3700).

Feedback submitted on this form will receive a reply within 30 days if requested.

**Title of Program:**

**Date/Time of Program:**

**Intended Audience:**

**Your Name:**

**E-mail address:**

**Do you represent:** Yourself  An organization  (Name of organization: \_\_\_\_\_)

**What feedback do you have about this program? Please be specific:**

**Signature:** \_\_\_\_\_

---

Staff Use: This form was received: \_\_\_\_\_ day/time

Action taken: \_\_\_\_\_

## **Loudoun County Public Library Guidelines and Procedures | 8/2022**

### **Program Feedback Procedures Prepared by Susan VanEpps**

As recommended by the American Library Association, Loudoun County Public Library strives to offer programs that help LCPL serve as an educational and cultural center for the community, and that provide a place of cultural and civic engagement, where people of all backgrounds may gather for reflection, discovery, participation and growth.

Loudoun County Public Library recognizes that differences of opinion may exist in the community about the value and suitability of individual library programs. It is the library's position that while anyone is free to reject for themselves programs of which they do not approve, they may not restrict the access to programs by others.

The library carefully evaluates direct input from customers via in-person and written program feedback and program evaluation forms, and considers this input in the development of future programs for the community. However, as recommended by the American Library Association, programs that have already been scheduled should not and will not be cancelled based on customer input.

Programs are also marketed with age groups in mind, but responsibility for attendance at library programs by children and young adults rests with their parents or legal guardians. Loudoun County Public Library does not stand in loco parentis. It is the responsibility of parents or legal guardians to monitor what programs their children attend.

The following procedures are a guide for handling a request for a program cancellation or modification.

#### **Informal Requests for Cancellation or Modification of a Program**

1. Staff should listen respectfully to the customer. As soon as possible, staff should locate the branch manager or person-in-charge (PIC) to speak with the customer. As appropriate, the manager or PIC should briefly explain the following points from the Loudoun County Board of Trustees Library Programming Policy:

- LCPL programs help LCPL serve as an educational and cultural center for the community, and that provide a place of cultural and civic engagement, where people of all backgrounds may gather for reflection, discovery, participation and growth.
  - LCPL may participate in cooperative or joint programs with other agencies, organizations, institutions, or individuals as part of its efforts.
  - Programs are scheduled at the discretion of staff and are open to the public. Presenters will not be excluded from consideration because of their origin, background or views, and topics will not be excluded due to potential controversy.
  - LCPL sponsorship of a program does not constitute an endorsement of the content of the program, the organization presenting the program, or the views expressed by participants.
2. If the customer suggests cancelling the program from the library or restricting access because, in the customer's opinion, the program is not appropriate for children or teens, staff should explain that only parents have the right to determine which resources are acceptable for their children. It is the responsibility of parents to monitor which programs their children attend.
  3. Staff should remind the customer that library staff are always available to help locate programs on the schedule that are of interest and may appeal to them.
  4. If the customer would like to pursue this challenge further, staff should provide the customer with a copy of the [ALA's Library-Initiated Programs and Displays as a Resource: An Interpretation of the Library Bill of Rights](#), and the [ALA's Access to Library Resources and Services for Minors](#), and point the customer to the online Program Feedback form, which is [available on the LCPL website at https://library.loudoun.gov/ProgramFeedback](https://library.loudoun.gov/ProgramFeedback).
  5. The completed form is automatically submitted to the Division Manager for Programming and Community Engagement, who will consider the customer's written complaint. If a response is requested, it will be answered within 30 days, and the library director or designee will be informed of the communication.

# Request for Reconsideration of Library Material

The library carefully evaluates suggestions from customers to consider the removal or reclassification of material in the library collection. Customers may submit a request for reconsideration for any individual title held by the library in physical or digital form. Content providers, platforms, and vendors with which the library does business may not be challenged in their entirety. Electronic newsletters and emails sent to customers for marketing purposes are not subject to reconsideration requests.

For more information, customers may consult the Loudoun County Public Library [Collection Management](#) policy available online in the Library Policies, as well as the American Library Association's (ALA) [Library Bill of Rights](#), the ALA's [Freedom to Read](#) statement, and the ALA's [Access to Library Resources and Services for Minors](#) statement. Submission of this form enters the request into the public record and makes it subject to the Virginia Freedom of Information Act (FOIA) (VA Code [§2.2-3700](#)).

Feedback submitted on this form will receive a reply within 30 days.

Format	<input type="checkbox"/>	Book	<input type="checkbox"/>	Magazine
	<input type="checkbox"/>	Audiobook	<input type="checkbox"/>	Newspaper
	<input type="checkbox"/>	DVD	<input type="checkbox"/>	Other (please be specific) _____
Title				
Author				

What do you object to in this work? (please be specific)

Did you finish the entire work or explore it at length? If not, what parts did you complete?

What action(s) are you requesting the library to take regarding this work?

Customer Name/Organization:	Date:
Address:	City/State/Zip:
Phone:	E-mail:

**Loudoun County Public Library Board of Trustees**  
**INFORMATION ITEM SUMMARY: 1105 LBOT Vice Chair Nomination Process**

<b>SUBJECT:</b>	LBOT Vice Chair Nomination Process
<b>CONTACT:</b>	Chair Christina Olorunda and Trustee Kathy Kuhn
<b>ACTION DATE:</b>	September 21, 2022
<b>RECOMMENDATION:</b>	Ms. Olorunda and Ms. Kathy Kuhn will discuss the Vice Chair nominations.
<b>BACKGROUND</b>	
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	
<b>ATTACHMENTS:</b>	
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	

**Loudoun County Public Library Board of Trustees**  
**ACTION ITEM SUMMARY: AI01 Approval of LCPL Policies**

<b>SUBJECT:</b>	Approval of LCPL Policies
<b>CONTACT:</b>	Chair Christina Olorunda and Director Chang Liu
<b>ACTION DATE:</b>	September 21, 2022
<b>RECOMMENDATION:</b>	
<b>BACKGROUND</b>	Every year, the LBOT and Library staff review and revise the LCPL Policies as necessary, to make sure that they are up to date. This year, staff have proposed to add a sentence in the Library Card Eligibility Policy. The proposed sentence is “Individuals under the age of 18 may obtain a library card with proper approval from a parent or legal guardian.”
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	I move to approve the attached LCPL Policies
<b>ATTACHMENTS:</b>	LCPL Policies
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	

**Loudoun County Public Library Board of Trustees**

**ACTION ITEM SUMMARY: AI02 Approval of LBOT By-Laws and Rules of Order**

<b>SUBJECT:</b>	Approval of LBOT By-Laws and Rules of Order
<b>CONTACT:</b>	Chair Christina Olorunda
<b>ACTION DATE:</b>	September 21, 2022
<b>RECOMMENDATION:</b>	
<b>BACKGROUND</b>	Several months ago, Chair Olorunda formed a committee comprised of Trustee Sara Pensgard and Trustee Alana Boyajian to review and revise the LBOT By-Laws and Rules of Order. At the July 20, 2022 LBOT meeting, Trustee Pensgard and Trustee Boyajian presented their recommended revisions. At the September 21, 2022 LBOT meeting, the updated By-Laws and Rules of Order are ready for approval.
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	I move to approve the attached LBOT By-Laws and Rules of Order.
<b>ATTACHMENTS:</b>	LBOT By-Laws and Rules of Order
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	

**Loudoun County Public Library Board of Trustees**  
**ACTION ITEM SUMMARY: AI03 LBOT Vice Chair Election**

<b>SUBJECT:</b>	LBOT Vice Chair Election
<b>CONTACT:</b>	Chair Christina Olorunda and Trustee Kathy Kuhn
<b>ACTION DATE:</b>	September 21, 2022
<b>RECOMMENDATION:</b>	
<b>BACKGROUND</b>	<p>Loudoun County Board of Trustees elects Chair and Vice Chair annually. The LBOT Vice Chair position is vacant due to the unexpected departure of former Vice Chair Walt Purnell.</p> <p>At the July 2022 LBOT meeting, Chair Olorunda appointed Trustee Kathy Kuhn to serve as the nominating committee for the LBOT Vice Chair position. Ms. Kuhn will present the slate of nominees and ask for any nominations from the floor at the September 2022 LBOT meeting.</p>
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	I move to approve (Nominee name) as the Vice Chair of LBOT.
<b>ATTACHMENTS:</b>	
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	

**Loudoun County Public Library Board of Trustees**  
**ACTION ITEM SUMMARY: **AI04** Approval of FY 2024 Resource Request**  
**Recommendations from the Budget Committee**

<b>SUBJECT:</b>	Approval of FY 2024 Resource Request Recommendations from the Budget Committee
<b>CONTACT:</b>	Trustee Christine Newton, Trustee Monti Mercer, and Director Chang Liu
<b>ACTION DATE:</b>	September 21, 2022
<b>RECOMMENDATION:</b>	<p>The Budget Committee, comprised of two Trustees and the Library’s senior leadership team, met three times during the month of September 2022 to review the staffing needs of LCPL and learn about the County’s FY2024 budgeting process. After much deliberation, the Budget Committee recommends that the LBOT approve the following Resource Requests in the following priority order, to be submitted to the County Administrator for FY2024:</p> <p>Priority 1: Visual Communications Specialist (Communications Specialist II)  Priority 2: Special Projects Manager  Priority 3: Communication Specialist II</p>
<b>BACKGROUND</b>	<p>Every year, a Budget Committee is formed to evaluate the Library’s personnel and operational needs and make recommendations to the LBOT on Resources Requests to be submitted to Mr. Hemstreet for the next fiscal year. Mr. Hemstreet receives and reviews all the Resource Requests from the entire County government, then makes his budget proposal to the BOS. The BOS reviews Mr. Hemstreet proposed budget and adopts next fiscal year’s budget for the County in early April.</p>
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	I move to approve the Library’s FY 2024 Resource Requests as presented by the Budget Committee.
<b>ATTACHMENTS:</b>	FY2024 Resource Requests, recommended by the LBOT Budget Committee
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	

## **Attachment to September 21, 2022 LBOT Meeting Packet**

### **FY 2024 Resource Requests, recommended by the LBOT Budget Committee, comprised of Trustee Newton, Trustee Mercer and LCPL Senior Leadership Team**

#### **Priority 1: Visual Communications Specialist (Communications Specialist II)**

- Create original collateral (flyers, digital displays, posters, handouts, social media graphics, eNewsletter treatments, calendars, etc.) as needed for Library Admin programs.
- Oversee and assist branch content creators and approvers with their program marketing materials created in Canva, working with Visual Communications Coordinator to ensure brand standards.
- Provide support to programming and community engagement as appropriate.
- Assist with other projects.

#### **Priority 2: Special Project Manager**

- Coordinate and manage major Library Services projects that involve multiple library divisions and work with Senior Leadership Team (SLT) to identify and prioritize major projects.
- Establish, implement, and oversee a project management process to be used in Library Services, including identifying systems or technologies required for effective project management.
- Define scope, objectives, timeline, and budget for projects; assign tasks and deadlines to appropriate staff/divisions.
- Coordinate and monitor progress on projects and make adjustments to pas needed while providing regular updates to all stakeholders.
- Provide support to SLT.

#### **Priority 3: Communication Specialist II**

- Help maintain LCPL's 14 main social media channels by both creating content and overseeing 20 branch staff that contribute content. Analyze new platforms as customers continued to gravitate toward short-form video.
- Assist 26 branch staff that maintain the system's 50 digital display screens. Currently, staff are struggling to keep all screens active and the content updated.
- Help support executive communications by creating an annual report and customized presentations for use by the Director as well as Programming and Outreach Services staff.
- Create video content focused on customer impact and underutilized LCPL resources.
- Help build internal communications system, including weekly staff newsletters and developing content for LCPL's new employee intranet.

## Library Trust Funds Holdings

7/31/2022

<b>Irwin Uran Trust Fund</b>	<b>\$ 84,703.65</b>	LGIP*	1.672%
<b>Symington Trust Fund</b>	<b>\$ 87,251.92</b>	LGIP*	1.672%
		CD**	
	<b>\$ 850,253.31</b>	<i>FVC Bank</i>	1.250%
	<b>\$ 851,824.65</b>	<i>FVC Bank</i>	3.005%
	<b>\$ 874,814.45</b>	<i>United Bank</i>	3.000%
	<b>\$ 933,907.71</b>	<i>John Marshall Bank</i>	1.235%
	<b>\$ 905,059.01</b>	<i>John Marshall Bank</i>	0.750%
<b>Symington Total</b>	<b>\$ 4,503,111.05</b>		
<b>James Horton Trust Fund</b>	<b>\$ 29,945.71</b>	LGIP*	1.672%

\*LGIP balances available for expenses

\*\*CD balances subject to penalty for early withdrawal

**Irwin Uran Trust Fund  
Fund 1220  
FY22**

<b>Month</b>	<b>Beginning Balance</b>	<b>Prior Mo Adjustment</b>	<b>Revenue (Donations)</b>	<b>Expenses</b>	<b>Ending Balance Oracle-Interest*</b>	<b>Interest Earned*</b>	<b>Ending Balance Oracle+Interest</b>	<b>Average LGIP Rate</b>
<b>July</b>	\$ 84,585.79	\$ -	\$ -	\$ -	\$ 84,585.79	\$ 117.86	\$ 84,703.65	1.672%
<b>August</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>September</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>October</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>November</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>December</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>January</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>February</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>March</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>April</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>May</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>June</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>Total FY</b>	\$ 84,585.79	\$ -	\$ -	\$ -	\$ 84,585.79	\$ 117.86	\$ 84,703.65	

\*Interest Earnings Based On Average LGIP Rate For the Month

**Symington Trust  
Fund 1223  
FY22**

Month	Beginning Balance	Prior Month Adjustment	Revenue (Donations)	Expenses	Ending Balance Oracle-Interest*	Interest Earned @ LGIP Rate**	CD Interest Received	Ending Balance Oracle+Interest	Average LGIP Rate
July	\$ 4,502,989.65	\$ -	\$ -	\$ -	\$ 4,502,989.65	\$ 121.40	\$ -	\$ 4,503,111.05	1.672%
August		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
September		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
October		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
November		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
December		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
January		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
February		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
March		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
April		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
May		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
June		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>Total FY</b>	<b>\$ 4,502,989.65</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 4,502,989.65</b>	<b>\$ 121.40</b>	<b>\$ -</b>	<b>\$ 4,503,111.05</b>	

\*Ending Balances include CD's and Money Market balances - see holding tab

\*\*Interest Earnings on funds invested at LGIP - Based On Average LGIP Rate For the Month

\*\*\* July and August Interest calculated based off 7.1.20 CD Balances, corrected in September\*\*\*

CD's as of 7/31/2022

\$ 933,907.71	John Marshall Bank	3/30/2022	3/30/2023	1.235%
\$ 905,059.01	John Marshall Bank	3/31/2021	3/31/2026	0.750%
\$ 850,253.31	FVC Bank	3/18/2020	3/18/2025	1.950%
\$ 851,824.65	FVC Bank	2/19/2019	2/19/2024	3.005%
\$ 874,814.45	United Bank	3/22/2018	3/22/2023	3.000%
<b>\$ 4,415,859.13</b>				

**James Horton Prog for the Arts Trust Fund  
Fund 1222  
FY22**

<b>Month</b>	<b>Beginning Balance</b>	<b>Prior Month Adjustment</b>	<b>Revenue (Donations)</b>	<b>Expenses</b>	<b>Ending Balance Oracle-Interest*</b>	<b>Interest Earned*</b>	<b>Ending Balance Oracle+Interest</b>	<b>Average LGIP Rate</b>
<b>July</b>	\$ 29,904.04	\$ -	\$ -	\$ -	\$ 29,904.04	\$ 41.67	\$ 29,945.71	1.672%
<b>August</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>September</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>October</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>November</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>December</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>January</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>February</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>March</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>April</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>May</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>June</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>Total FY</b>	\$ 29,904.04	\$ -	\$ -	\$ -	\$ 29,904.04	\$ 41.67	\$ 29,945.71	

\*Interest Earnings Based On Average LGIP Rate For the Month

## Library Trust Funds Holdings

*8/31/2022*

<b>Irwin Uran Trust Fund</b>	<b>\$ 84,858.30</b>	LGIP*	2.191%
<b>Symington Trust Fund</b>	<b>\$ 87,411.23</b>	LGIP*	2.191%
		CD**	Trade Date      Maturity      Yield
	<b>\$ 850,253.31</b>	<i>FVC Bank</i>	03/18/20      03/18/25      1.250%
	<b>\$ 851,824.65</b>	<i>FVC Bank</i>	02/19/19      02/19/24      3.005%
	<b>\$ 874,814.45</b>	<i>United Bank</i>	03/22/18      03/22/23      3.000%
	<b>\$ 933,907.71</b>	<i>John Marshall Bank</i>	03/30/22      03/30/23      1.235%
	<b>\$ 905,059.01</b>	<i>John Marshall Bank</i>	03/31/21      03/31/26      0.750%
<b>Symington Total</b>	<b>\$ 4,503,270.36</b>		
<b>James Horton Trust Fund</b>	<b>\$ 30,000.39</b>	LGIP*	2.191%

\*LGIP balances available for expenses

\*\*CD balances subject to penalty for early withdrawal

**Irwin Uran Trust Fund  
Fund 1220  
FY23**

<b>Month</b>	<b>Beginning Balance</b>	<b>Prior Mo Adjustment</b>	<b>Revenue (Donations)</b>	<b>Expenses</b>	<b>Ending Balance Oracle-Interest*</b>	<b>Interest Earned*</b>	<b>Ending Balance Oracle+Interest</b>	<b>Average LGIP Rate</b>
<b>July</b>	\$ 84,585.79	\$ -	\$ -	\$ -	\$ 84,585.79	\$ 117.86	\$ 84,703.65	1.672%
<b>August</b>	\$ 84,703.65	\$ -	\$ -	\$ -	\$ 84,703.65	\$ 154.65	\$ 84,858.30	2.191%
<b>September</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>October</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>November</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>December</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>January</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>February</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>March</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>April</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>May</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>June</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>Total FY</b>	\$ 84,585.79	\$ -	\$ -	\$ -	\$ 84,585.79	\$ 272.51	\$ 84,858.30	

\*Interest Earnings Based On Average LGIP Rate For the Month

**James Horton Prog for the Arts Trust Fund  
Fund 1222  
FY23**

<b>Month</b>	<b>Beginning Balance</b>	<b>Prior Month Adjustment</b>	<b>Revenue (Donations)</b>	<b>Expenses</b>	<b>Ending Balance Oracle-Interest*</b>	<b>Interest Earned*</b>	<b>Ending Balance Oracle+Interest</b>	<b>Average LGIP Rate</b>
<b>July</b>	\$ 29,904.04	\$ -	\$ -	\$ -	\$ 29,904.04	\$ 41.67	\$ 29,945.71	1.672%
<b>August</b>	\$ 29,945.71	\$ -	\$ -	\$ -	\$ 29,945.71	\$ 54.68	\$ 30,000.39	2.191%
<b>September</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>October</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>November</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>December</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>January</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>February</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>March</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>April</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>May</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>June</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>Total FY</b>	\$ 29,904.04	\$ -	\$ -	\$ -	\$ 29,904.04	\$ 96.35	\$ 30,000.39	

\*Interest Earnings Based On Average LGIP Rate For the Month

**Symington Trust  
Fund 1223  
FY23**

Month	Beginning Balance	Prior Month Adjustment	Revenue (Donations)	Expenses	Ending Balance Oracle-Interest*	Interest Earned @ LGIP Rate**	CD Interest Received	Ending Balance Oracle+Interest	Average LGIP Rate
July	\$ 4,502,989.65	\$ -	\$ -	\$ -	\$ 4,502,989.65	\$ 121.40	\$ -	\$ 4,503,111.05	1.672%
August	\$ 4,503,111.05	\$ -	\$ -	\$ -	\$ 4,503,111.05	\$ 159.31	\$ -	\$ 4,503,270.36	2.191%
September		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
October		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
November		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
December		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
January		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
February		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
March		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
April		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
May		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
June		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.000%
<b>Total FY</b>	<b>\$ 4,502,989.65</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 4,502,989.65</b>	<b>\$ 280.71</b>	<b>\$ -</b>	<b>\$ 4,503,270.36</b>	

\*Ending Balances include CD's and Money Market balances - see holding tab

\*\*Interest Earnings on funds invested at LGIP - Based On Average LGIP Rate For the Month

\*\*\*July and August Interest calculated based off 7.1.20 CD Balances, corrected in September\*\*\*

CD's as of 8/31/2022

\$ 933,907.71	John Marshall Bank	3/30/2022	3/30/2023	1.235%
\$ 905,059.01	John Marshall Bank	3/31/2021	3/31/2026	0.750%
\$ 850,253.31	FVC Bank	3/18/2020	3/18/2025	1.950%
\$ 851,824.65	FVC Bank	2/19/2019	2/19/2024	3.005%
\$ 874,814.45	United Bank	3/22/2018	3/22/2023	3.000%
<b>\$ 4,415,859.13</b>				

**BOARD OF SUPERVISORS  
FINANCE/GOVERNMENT OPERATIONS AND  
ECONOMIC DEVELOPMENT COMMITTEE  
INFORMATION ITEM**

**SUBJECT:** Evaluation of Loudoun County Public Library U.S. Passport Application and Photo Processing Program

**ELECTION DISTRICT(S):** Countywide

**STAFF CONTACT(S):** Michael Van Campen, Library Services  
Chang Liu, Library Services  
Caleb Weitz, Finance and Budget  
John Sandy, Finance and Budget

**PURPOSE:** This item presents an overview of the U.S. Passport Acceptance and Photo Processing Program (Program) at the Rust Library, approved by the Board of Supervisors (Board) on January 3, 2018 (7-0-2: Umstatt and Volpe absent) and implemented by Loudoun County Public Libraries (LCPL) in September 2018. The Board requested that staff return to the Finance/Government Operations and Economic Development Committee (FGOEDC) in two years with an evaluation of the program.

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**BACKGROUND:** In 2016, the U.S. Department of State requested that the County consider offering passport acceptance services. LCPL staff researched the request, developed an implementation plan, approved by the Library Board of Trustees on November 15, 2017 and at the [December 12, 2017 FGOEDC meeting](#), LCPL staff presented a recommendation to establish the Program at Rust Library for a trial period of two years, beginning in FY 2018. The recommended program included 40 service hours per week with an established schedule to include evenings and weekends. The FGOEDC recommended (5-0) that the Board include the Program in the FY 2019 Budget. The Board considered the proposal at its [January 3, 2018 Business Meeting](#) and forwarded (7-0-2: Umstatt and Volpe absent) discussion of the Program to the FY 2019 budget process.

The FY 2019 Adopted Budget included funding for one full-time Library Assistant (1.00 FTE) and two part-time Library Assistants (1.06 FTE) to establish the Program at the Rust Library. The budgeted cost of the program was \$160,000 and fee revenue of \$178,682 was also budgeted.<sup>1</sup>

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<sup>1</sup> Program fees were established at a cost of \$35 per passport application execution and \$15 per passport photograph, per the requirements of the State Department.

In addition to hiring staff, there were several requirements that had to be completed before U.S. passports could be offered to the general public by LCPL. On August 23, 2018, the U.S. Department of State certified Rust Library as a Passport Acceptance Facility (Attachment 1). Upon receiving the Certificate of Designation, staff were able to complete the required Passport Agent Acceptance Training/Certification and [Rust Library began accepting passport applications on September 29, 2018](#). LCPL established a dedicated space for the Program in the Rust Library branch. The Program only serves first-time passport applicants or those who are ineligible to renew their passport by mail. Most individuals can obtain the application online and mail the completed application to the U.S. Department of State on their own. Both new and renewal applicants may choose to obtain a passport photo from the Rust Library.

Other than the Rust Library, there are five U.S. post offices throughout the County that serve as passport application processing centers.<sup>2</sup> The Rust Library provides evening and weekend hours totaling 40 hours each week, including service Tuesday through Thursday from 11:00 a.m. to 8:00 p.m., Friday and Saturday from 11:00 a.m. to 4:00 p.m., and Sunday from 1:00 to 4:00 p.m.

**ISSUES:** When the Board approved the Program for FY 2019, LCPL projected that the program's revenues would mostly offset the cost of the program's expenditures each year. LCPL was not able to launch the Program until late September 2018, until the Department of State certified the Rust Library as a passport facility and appropriate staff were trained. The Program remained active until March 2020.

As with other County operations, this Program was impacted by the COVID-19 pandemic. LCPL closed all facilities in mid-March 2020 and resumed some limited services in June 2020. The Passport Acceptance Program remained closed due to the face-to-face nature of the service. As a part of LCPL's Resumption of Service plan, Rust Library resumed passport application processing in January 2021. During this early stage of reopening, the service was temporarily changed from a walk-in service to an appointment-based service with the number of weekly appointments gradually increasing from sixteen initially to thirty-four by the end of FY 2021. At the beginning of FY 2022, Rust Library began providing a hybrid appointment and walk-in service. In response to changing public health requirements, the program was again made appointment only in January 2022. In April 2022, the service was returned to the hybrid appointment and walk-in model and plans to return to a walk-in only service beginning in October 2022. Table 1 provides the number of monthly passport applications processed at Rust Library from FY 2019 – the first two months of FY 2023.

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<sup>2</sup> The following Post Offices in the County can process passport applications: Leesburg, Ashburn, Potomac Falls, Sterling, and Lovettsville. The Middleburg Post Office ceased providing this service several years ago.

**Table 1. Passport Applications Processed**

<b>FY</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>TOTAL</b>
<b>2019</b>	0	0	2	231	302	341	539	497	609	444	414	414	<b>3,793</b>
<b>2020</b>	255	238	206	238	236	243	886	628	269	0	0	0	<b>3,199</b>
<b>2021</b>	0	0	0	0	0	0	24	93	141	157	174	145	<b>734</b>
<b>2022</b>	222	222	165	178	125	220	178	183	230	308	273	314	<b>2,618</b>
<b>2023</b>	248	275											<b>523</b>

Because the Program was not able to launch until late September 2018 combined with the impacts of the pandemic, LCPL has not been able to offer the Program for a complete fiscal year with the exception of FY 2022, which also included significant service and travel limitations. As a result of these issues, revenues from the Program have not recovered the cost of the program in any fiscal year since the launch of the program.

As shown in Table 2, revenues were on pace to offset expenditures for the Program in FY 2020 when the service was suspended due to the pandemic. Despite major impacts to the Program during the pandemic, revenues increased significantly in FY 2022 and appear to be returning to pre-pandemic levels.

**Table 2. Passport Program Summary**

	<b>Revenues</b>	<b>Expenditures</b>	<b>Local Tax Funding</b>	<b>Months Operational</b>	<b>Transactions</b>	
					<b>Applications</b>	<b>Photos</b>
<b>FY 2019</b>	\$150,980	\$163,786	\$12,806	9	3,793	1,742
<b>FY 2020</b>	\$140,995	\$164,841	\$23,846	8.5	3,199	1,808
<b>FY 2021</b>	\$33,425	\$165,890	\$132,465	6	734	531
<b>FY 2022</b>	\$124,360	\$169,664	\$54,289	12	2,618	2,154

Also, as shown in Table 2, the Rust Library Passport Program was utilized more in the first two years. In FY 2019, monthly revenue for the program was \$16,775 on average. Additionally in FY 2020, the program generated \$16,587 in average monthly revenue before it was suspended due to COVID-19 in mid-March 2020. In FY 2021 and FY 2022, both service limitations and decreased interest in and availability of international travel resulted in decreased applications and revenue. LCPL expects these numbers to trend upward in future years as people begin to return to travel.

From FY 2015 through FY 2019, total passenger traffic at Washington Dulles International Airport grew at an average annual rate of 3 percent. During the pandemic, total enplanements dropped over 50 percent and remained steady around 5.9 million in FY 2020 and FY 2021. The Federal Aviation Administration (FAA) forecasts total enplanements to return to FY 2019 levels (11.8 million) in FY 2023 and anticipates a year-over-year growth rate of 46 percent in FY 2022, 34 percent in FY 2023, 11 percent in FY 2024, and four percent in FY 2025. Historically, international flights make up approximately 33 percent of all Dulles departures.

**DISCUSSION:** LCPL finds it beneficial to offer passport acceptance services at Rust Library. The branch benefits from increased foot traffic and usage of the library by customers seeking passport services. Customers see the library in use and often realize that there are more services available at the library than they were previously aware. The positive experience they have interacting with library staff invites conversations about library services and increases the opportunity to register new library card users and attendance at library programs. In addition, the Passport Program increases community awareness of services offered by the County.

The current location of the Rust Library Passport Program is ideal. Rust Library is centrally located in the County and provides customers the convenience of access to the Leesburg Virginia Department of Motor Vehicles (DMV) location that can issue vital records such as birth certificates and the County Courts complex which can issue supporting original court documents (for example, legal name changes) for passport applications. Customer feedback has been consistently positive, stating that the atmosphere is comfortable, agents are knowledgeable, and the process is easy.

As with all Passport Acceptance Facilities, Rust Library experienced seasonal demands for passports with higher demand from January to June as compared to the period from July to December (see Table 1, above). This has resulted in times when the demand seems very high. The Rust Library model of cross training many staff to support the program provides flexibility to adjust staffing assignments based on demand, thus efficiently utilizing resources. This model provides enough trained staff to offer a second Passport Acceptance location within the library when demand increases significantly.

LCPL staff believe that Rust Library remains the ideal location for this service. As indicated above, the branch's central location and proximity to other needed services and resources make it the perfect branch location for offering County residents this service. LCPL recognizes that there are needs for this service in other areas of the County. To meet these needs, Rust Library staff have occasionally offered pop-up passport application processing and photo services at other library locations. As Rust Library returns to pre-COVID staffing levels and completes training of new agents, these pop-up events will resume.

LCPL will return to the FGOEDC in the fall of 2024 to provide a two-year update about the Program and possibly a proposal to permanently expand the program to other branches for FY 2026.

**FISCAL IMPACT:** In FY 2022, Passport Application Program revenues offset 73 percent of the cost of the Program. Program revenues in FY 2023 are projected to offset approximately 85 percent of the program. Staff do not recommend program changes at this time. Revenues are projected to eventually achieve 100 percent recovery of the costs in the next several years. A fiscal update about the program will be provided by LCPL to the FGOEDC in the fall of 2024.

**ATTACHMENT(S):**

1. Certificate of Designation/Passport Acceptance Facility, August 23, 2018

**BUREAU OF CONSULAR AFFAIRS**  
**PASSPORT SERVICES**

Department of State

Washington, D.C.



*Certificate of Designation*

PASSPORT ACCEPTANCE FACILITY

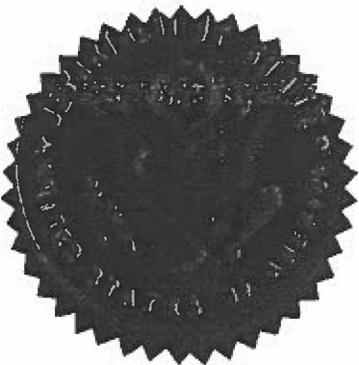
**Rust Library**

Leesburg, VA

is hereby designated as an Acceptance Facility of the Department of State for the purpose of accepting applications for passports and administering oaths in connection therewith. This designation will remain in effect only while acting in accordance with the rules set forth that granted status as a passport application Acceptance Facility,

Date August 23, 2018

*Glory Lee for*  
DEPUTY ASSISTANT SECRETARY  
FOR PASSPORT SERVICES



**Attachment 1**