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**Library**

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Proudly serving Fredericksburg, Stafford, Spotsylvania, and Westmoreland

## LIBRARY BOARD MINUTES

December 9, 2024

Salem Church Branch

### ATTENDEES

**BOARD MEMBERS:** David Ross (Chair), Christy Maupin (Vice-Chair), Rebecca Purdy (Secretary-Treasurer), Kerry Devine, Lori Hayes, Cheryl Miller, Pamela Yeung

**LIBRARY ADMINISTRATION:** Adriana Puckett, Chris Glover, Sean Bonney, Amy Faulkner-Hart, Maureen Flaherty, Joy McIntire and Laura Baxter-Christopher

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### CALL TO ORDER

David Ross called the meeting to order at 4:30 p.m.

Ross asked a motion be made to move the Friends of the Library (FOL) presentation after the Director's Report. A motion was made by Lori Hayes and seconded by Cheryl Miller. The motion passed unanimously.

Cheryl Miller led the pledge of allegiance.

### PUBLIC COMMENT

Public comment opened at 4:32 p.m.

**Eileen Donovan**, Spotsylvania County resident. Donovan expressed her appreciation to the Board and staff followed by a note of thanks for our libraries.

### BOARD COMMENTS

David Ross opened the floor for Board member comments.

There were no Board member comments.

### CONSENT AGENDA



[librarypoint.org](http://librarypoint.org)

540-372-1144

Rebecca Purdy presented the Director's Report.

Purdy introduced CRRL's new Deputy Executive Director, Adriana Puckett. Puckett was hired after the position was posted internally and externally. Purdy noted Puckett has presented to the library Board on several occasions in her previous role as Director of Collection and Customer Services.

Purdy noted the past few months have been fun and exciting, and a whirlwind with many great conversations! Purdy has met with Stafford and Spotsylvania County Administrators as well as the Fredericksburg City Manager. She noted Westmoreland County's new Administrator started last Monday, and he and the Deputy stopped by the meet and greet held at the Montross Branch. Purdy mentioned she has been able to connect with several elected officials and many library board members. She expressed her appreciation to those she has met with and also looks forward to meeting with the remaining members soon.

Purdy detailed since October 22nd, she has hosted 5 community meet and greets. During the events CRRL provided light snacks and she was able to introduce herself to library customers. Purdy noted she had many great conversations. Attendees were asked to fill out cards sharing the impact the library has had on their lives and their hopes and dreams for the future of the library system. Purdy referenced a handout Board members were given containing quotes from those cards.

Purdy informed the Board in coming months she will be visiting library branches and setting aside open office hours for staff to meet and say hello, ask questions and/or share concerns. Purdy committed to staff a visit to each location within her first 6 months.

Purdy shared CRRL has received a grant of \$10,000 through the Community Foundation's Fredericksburg Charitable Trust which will fund a couple of SMART Boards for meeting rooms.

Purdy stated CRRL recently hosted training for all managers with speakers secured at no charge from the Virginia Risk Sharing Association, the Employee Assistance Program and CommonHealth Services. The last two were offered through The Local Choice health insurance CRRL switched to this fiscal year. Purdy reminded the Board this switch has saved the library approximately \$200,000 in health insurance costs.

Board members (Devine, Hayes and Ross) thanked Purdy for taking the time to conduct the community meet and greets as well as meeting with them one and one.

## **OLD BUSINESS**

### **Friends of the Library - Salem Waters**

Salem Waters, President of Friends of the Library (FOL), shared with Board members the organization's mission. Waters explained FOL is a volunteer organization who directly supports the library system. FOL is funded from book sales at the organization's book shops, membership fees, and donations. Waters presented Board members with a list of various expenses.

Cheryl Miller asked Waters to detail what the Rachel's Dream project was? Adriana Puckett explained the Rachel's Dream project was a book authored by Ruth Coder-Fitzgerald. CRRL received a grant to

publish the book and partnered with Fredericksburg City Schools to distribute copies of the book to its students. The FOL helped to supplement the cost of distribution.

Dr. Pamela Yeung asked if the FOL operates as a 501(c)(3)? Waters mentioned the organization's treasurer was not able to attend and clarification will need to be provided at a later time.

Dr. Yeung also asked how FOL obtains funding? Waters mentioned funds are obtained from book sales, memberships and donations. Dr. Yeung asked who reviews the book donations for value? Waters noted the organization is volunteer based and volunteers review books. Rebecca Purdy added most book donations come from community members who are cleaning out their personal collections.

Lori Hayes asked if funds generated from the book sales are all from donated materials? Waters confirmed that those materials were donated. Hayes also asked if the FOL pays rent for their book store space? Waters confirmed the FOL does pay for rent. Hayes also asked how the FOL chooses what to fund and if they work with the library staff to decide? Waters confirmed FOL collaborates with library staff to help fund needs. Hayes asked if the paper expense was for public printing? Rebecca Purdy was able to confirm the FOL and CRRL split the cost of paper for public printing. Purdy also clarified the copier lease is funded solely by the FOL. Hayes asked if the FOL was staffed solely by volunteers? Waters noted there is a library staff person at the book store from 10-2. Purdy noted the staff member assigned to the book store is conducting work for the library while also checking out customers for the book store. The staff member works at another location when the book store is not open.

Dr. Pamela Yeung asked for clarification about the volunteers? Rebecca Purdy was able to clarify FOL is volunteer based and from the hours of 10-2 Monday-Friday one CRRL staff member is present in the book store. Purdy noted this person answers the library's centralized phone system while occasionally checking out book store customers.

Kerry Devine shared she appreciates the evening hours for the book store. Waters noted during special events the store could have extended hours as well.

David Ross asked for some clarification on several expense totals. Waters noted she would need to contact the Treasurer and provide feedback at a later time. Ross asked what percentage of sales come from withdrawn materials versus donated materials? Rebecca Purdy was able to clarify most of the books available for purchase are donations from community members and not necessarily withdrawn CRRL materials. Ross also asked if the FOL employs speakers? Waters noted a speaker was present at the Annual Meeting last year and this was Waters first time. Ross asked for clarification of the continuing education expense? Waters noted it was for CRRL staff professional development.

Kerry Devine made a motion to approve the Consent Agenda. Lori Hayes seconded the motion, which passed with 5 ayes and 1 abstained. Dr. Yeung abstained as this was her first meeting as a Board member.

## **OLD BUSINESS**

## **Meeting Room Reservation Usage Statistics and Policy**

Joy McIntire, Director of Branch Services, provided background information related to CRRL Meeting Rooms Usage.

Lori Hayes presented a concern that businesses can use meeting rooms. McIntire noted businesses are limited to non-profitmaking events such as employee staff meetings/training. Hayes mentioned a business who holds a recital in a meeting room might not charge directly for the event but does charge a fee for their service overall. Christy Maupin agreed she would hate to have a public entity shut out from using a meeting room for a business. Maupin suggested the possibility of using a tiered structure and businesses could fall to a lower tier. McIntire added the Board has been provided statistics for both business and non-business meeting room usage.

Kerry Devine asked if staff could provide a breakdown of hours based on popularity? David Ross also added interest in statistics for weekend usage and how far in advance reservations are accepted. Regarding reservation data based on hours, McIntire stated during weekends the Theater Room in Fredericksburg is very popular. She also added that the meeting room calendar opens in October for the next year.

Kerry Devine asked how many people are turned away? McIntire stated reservations are accepted through a self-booking system and that data is not collected at this time. Devine also asked if there is a way to limit bookings? McIntire stated requests are mediated by staff and can be denied. Ross asked what parameters staff use to decide what individual/groups are accepted or denied? McIntire stated staff use guidance is provided.

Dr. Yeung doesn't want to deny anyone the opportunity to meet in a public space; however, the provided data suggests the majority of usage is not for commercial purposes. Yeung suggested data be provided detailing what type of businesses are using the meeting spaces (small business, minority owned, etc). Yeung also noted the importance of using established criteria when approving/denying requests.

David Ross mentioned the possibility of a rolling window for meeting reservations.

Dr. Yeung noted her concern regarding businesses using libraries for printing purposes. Rebecca Purdy noted staff are looking into her concern.

Kerry Devine emphasized the Board's need to address the policy, even suggesting the consideration of quarterly reservations and adding additional questions during the process.

David Ross suggested a sub committee be established to work further on this issue. Board members, Yeung, Hayes and Miller volunteered to serve on the committee and present feedback at the March meeting.

Kerry Devine made a motion to create a Meeting Room Usage Sub Committee. Christy Maupin seconded the motion, which was passed unanimously.

## **NEW BUSINESS**

## **Employee Survey Results by Cynthia Bullock, HR Consultant**

Cynthia Bullock, Human Resources Consultant, has facilitated CRRL's employee surveys for two years. Maureen Flaherty, Director of Human Resources, was also present to help address Board member's questions and also provided a brief overview of how CRRL utilizes the survey data.

Bullock presented facts over a three year span using data presented to Board members. Staff were asked a variety of questions regarding several topics of interest. The survey completion rate was very good. Kerry Devine asked if there was any particular reason the rate was high. Bullock noted promotion, length of open time, length of survey and reminders all have an impact.

Dr. Yeung asked for clarification regarding the completion rate data. Bullock was able to address her question.

Lori Hayes asked how this year's survey provides conclusions in relation to previous years? Bullock stated 3 year trends include overall rating was consistently high, staff would recommend CRRL to friends and family and staff enjoy coming to work.

Cheryl Miller asked Rebecca Purdy why she thought the other year's data was lower than 2022-2023? Purdy stated there could have been budget and staff reductions in those years.

## **Reserve Study by Elaine Farmer of Bishop, Farmer and Co. (Virtual)**

Elaine Farmer from Bishop, Farmer and Co. virtually presented a comprehensive study of CRRL's Reserve accounts. The study detailed a variety of regional library comparisons from organizations similar to CRRL.

This study will provide the Board with information to assist in the decision making process concerning fiscal policies. Farmer stated guidelines specific to CRRL are important elements during your audit and fiscal management practices. The presentation addresses the following: what is the purpose of the reserves, oversight and control of the reserves, and how do you determine the reserves?

David Ross asked if the compared municipalities are similar to the CRRL localities who cover the cost of the facilities?

Farmer confirmed, many localities take care of facilities and occasionally some administrative functions. Farmer noted there was no evidence of any of the compared localities having a specific capital or building fund balance.

Ross asked for opinions on high yield savings accounts the library could use?

Farmer said the Board can explore a variety of options and it is a good idea to shop around periodically with different financial institutions.

Ross asked library staff if they have ever looked at high yield saving accounts versus money markets?

Amy Faulkner-Hart noted there are specific protections that are required. Faulkner-Hart noted CRRL does participate in LGIP which is common among the localities.

Dr. Yeung asked, how does Farmer suggest we get on the same page when it comes to using funds for data/technology systems in the future?

Farmer advised a capital budget and then to identify what the needs are by locality and centralized needs because a lot of the technology contracts that provide centralized technology will benefit the entire system.

### **Cost per Library Location**

Amy Faulkner-Hart, Director of Finance provided an overview of CRRL's current accounting software and her department's efforts towards identifying and securing replacement.

Faulkner-Hart presented information regarding cost data per branch. Faulkner-Hart referenced the FY26 Budget document included appendices for direct and indirect expenses.

Some of those were by branch and others were by location. Faulkner-Hart noted staff can break down salaries, sub-salaries and apply the LAC costs by branch. Staff are not able to break down other expenses by branch but are separated by location based on circulation percentage in the formula for funding.

Ross asked what are the other things staff can't break out? Faulkner-Hart noted items like books and materials. Also, software and insurance would be hard to break out by location. Staff could apply the percentage of circulation to those to get a figure reasonable to assume per locality.

Faulkner-Hart noted CRRL has pretty basic account software that doesn't allow for some account types for specific tracking. Staff have requested \$15,000 for an accounting software upgrade. Staff are hoping this new upgrade will allow for clear and accurate expense tracking. Faulkner-Hart noted expense allocation by branch may still be a little problematic. Staff are hoping to time the implementation of the software upgrade for the next fiscal year.

Dr. Yeung asked if there are library systems that have multiple functions in addition to accounting and if there is a need for this type of system? What does the system need? Does this system work with other systems to merge data points?

Rebecca Purdy noted the library has various data sources staff use and can pass information along to the Board.

Ross noted he would welcome annual reports regarding staffing costs per branch.

Purdy noted this information is included in the current budget report and staff can send the information out separately as well.

### **Library Board of Trustees Bylaws Review**

David Ross welcomed discussion with Board members regarding the revision of its current bylaws. Ross noted since the Board meets on a quarterly basis a revision of the bylaws could take several months unless a Special Meeting was called.

Ross brought into question section “E” of the bylaws particularly, *The elected officers should be citizen representatives and every effort will be made to rotate the position throughout the jurisdictions.* Ross asked for Board clarification on what defined a citizen representative. Can an elected representative be the chair?

Dr. Yeung asked for clarification regarding no more than two members of the Library Board together in one physical location? Ross and Devine clarified that rule pertains to virtual meetings.

Dr. Yeung also asked if the Library Board has legal counsel? Dr. Yeung expressed concern that the Library Board does not have its own specific protections.

Ross responded the Board does not have its own legal counsel. However, legal input is referenced by the locality attorneys. Costs are a factor.

Purdy mentioned there are areas where library counsel would be welcome. She also noted there are areas that have legal counsel and various resources are used to obtain these services.

Hayes noted something should be included in our agreements the Board could access the locality legal counsel.

Hayes asked what the intent was of allowing only citizen representatives to serve as chair?

Staff was able to provide historical insight noting concern that there is not a government representative from Westmoreland.

Christy Maupin added the perspective the library is a public institution, but it is not a government institution and possibly should be more citizen run.

Ross suggested citizen representatives be defined more clearly in the bylaws.

Hayes expressed concern there is no mechanism for alternates on the Board. Hayes noted in the event there is an emergency and someone cannot attend a meeting since the Board meets quarterly would be a lot to miss. Hayes mentioned she has spoken to the County Attorney and the MOU may need to be revised.

Maupin noted the localities would need to work together to revise that portion of the bylaws.

Ross asked if anyone was against alternates?

Maupin noted she can understand both. There is pressure on the Westmoreland representative to attend all meetings based on the quorum requirement. She noted being flexible for special meetings and utilizing alternates seems like an extreme case.

Devine noted it would seem to have an alternative for the rare times one might be needed. Maupin agreed. Ross noted he knew of no other Boards that didn't have or allow alternates.

**ADJOURNMENT**

The next Board meeting will be March 10 at 4:30 p.m. at the Howell Branch.

Lori Hayes made a motion to adjourn the meeting. Christy Maupin seconded the motion. The meeting was adjourned at 6:50 P.M.