

MEETING MINUTES OF THE BOARD OF TRUSTEES
MARY RILEY STYLES PUBLIC LIBRARY
Held in the Mary Riley Styles Public Library
120 N. Virginia Avenue Falls Church, VA 22046
May 18, 2016

1. CALL TO ORDER

Board Chair Brad Gernand called the meeting to order at 7:00 p.m. The following Board members attended the meeting:

Brad Gernand
Chet DeLong
Jeff Peterson
Don Camp
Terry Zawacki
Stephanie Oppenheimer present, but was excused to leave the meeting early
Excused absence: Ed Rose

Councilwoman Karen Oliver, Jamal Mathews, CTO, Gennadii Zinchenko, City's IT Manager Library Director, Mary McMahon, and Senior Administrative Assistant, Claudia Gutierrez, were also present as was a Falls Church City citizen.

2. RECEIPT OF PETITIONS

None.

3. APPROVAL OF THE APRIL 20, 2016 MEETING MINUTES

Upon a motion duly made and seconded, the Library Board unanimously approved the April 20, 2016 meeting minutes.

4. ARTS AND CULTURAL DISTRICT TASK FORCE (CATCH) REPORT

No report.

5. LIBRARY FOUNDATION REPORT

Don Camp informed the Board that the Foundation filed their federal and state tax forms which were due last Monday. He also gave an update about their investments informing the Board that as of last Monday there is \$356,000 in the Foundation endowment. The Foundation earned \$14,000 in dividends and capital gains from last year from mutual funds.

6. COUNCIL LIAISON REPORT

Councilwoman Karen Oliver had no comments.

7. CINDY MESTER, ASSISTANT CITY MANAGER, ON SHARED PARKING UPDATE

Cindy Mester was not able to attend the meeting due to vacation, but she asked that she come to the June Board meeting to provide an update on the shared parking agreement. The Board agreed that they would like her to come to their June meeting and asked the Director to invite her.

8. JAMAL MATTHEWS, CTO, AND GENNADII ZINCHENKO, IT MANAGER, WITH A FOLLOW-UP REPORT ON LIBRARY IT INTEGRATION INTO THE CITY IT OPERATION

Jamal Matthews handed out information about IT Services (ITS) support. It depicted a staffing map showing the support that the library gets from all the ITS staff instead of having only one person covering the library's IT needs 60% of the time. He explained that each library task has a primary and secondary IT staff member assigned to it, and that Mike Kibsey, who used to be the full time IT support for the library, has been training the rest of the IT team so they can get the knowledge they need to be able to functionally support specific tasks at the library.

Jamal showed the Board a calendar with colored boxes that show what staffing resources are dedicated for IT tasks in the library as well as citywide. Each box equals one hour of resource time and shows the hours dedicated to the library. He also showed a list of all the different projects and major tasks completed for the library in the 2016 fiscal year. Jamal also mentioned some key projects in progress citywide that impact the IT schedule, such as the Verizon Network Transformation project and the City phone system upgrade. He also noted the installation of the InMagic database for the Local History and the library's back door call box phone.

Gennadii presented a summary of the work tickets that ITS has received and completed for this past fiscal year. They included all work tickets, not just those generated by library staff.

A brief discussion took place about the long term vacancy in ITS and the fact that government IT salaries are not as competitive as the private sector, thus making it difficult to find good candidates that have the necessary skills. Another issue that makes hiring difficult is that the City needs IT staff with experience in broad areas of IT, not just one specific software/hardware background.

Don Camp asked about the public Wi-Fi and the concern about the need for expanded bandwidth in the near future. Jamal stated that the Wi-Fi service is with RCN and is currently provided free to the library. He also said that the library's Wi-Fi is really residential grade and thus the bandwidth is not as robust as commercial grade. He mentioned that IT has a CIP project for an enterprise wireless access system citywide including the library. This will allow the connection of many devices at the same time without slowing the bandwidth. This project will begin in FY17.

Brad thanked Jamal and Gennadii for the presentation and invited them to return in 6 to 12 months to give the Board another ITS update.

9. DRAFT OF UNATTENDED CHILDREN'S POLICY—FIRST READING

The Director made all the changes according to the suggestions of the Board. She said that the library's policy is still stricter than the City's and County's policy.

Upon a motion duly made and seconded the Library Board unanimously approved the Unattended Children's Policy on its first reading with no changes.

10. DRAFT OF RESEARCH ASSISTANCE POLICY—FIRST READING

The Director informed the Board that she clarified that the library staff will not do the children's homework, and she also made some other changes that the Board suggested.

Upon a motion duly made and seconded, the Library Board unanimously approved the Research Assistance Policy with a minor change on its first reading.

11. DRAFT OF THE GROUP VISITS AND LIBRARY TOURS POLICY– SECOND READING

The Director informed the Board that she deleted the one sentence referring to the appeal process.

Upon a motion duly made and seconded, the Library Board unanimously approved the Group Visits and Library Tours Policy on its second reading with no changes.

12. DRAFT OF THE INTERNET, WI-FI, AND COMPUTER USE POLICY—SECOND READING

The Director informed the Board that she made the minor changes that the Board suggested at the last Board meeting.

Upon a motion duly made and seconded, the Library Board unanimously approved the Internet, Wi-Fi, and Computer Use Policy on its second reading with no changes.

13. DRAFT OF THE CHAIN OF COMMAND POLICY--SECOND READING

The Director said that two Youth Services positions were added to the Chain of Command and reminded the Board that no temporary staff may be in charge of the building. There is a white board in the Circulation area that always has the name of the person in charge for the day and evening.

Upon a motion duly made and seconded, the Library Board unanimously approved the Chain of Command Policy on its second reading with no changes.

14. DRAFT OF THE LIBRARY PROGRAMS POLICY–SECOND READING

The Director said there were no changes to this policy from its first reading.

Upon a motion duly made and seconded, the Library Board unanimously approved the Library Programs Policy on its second reading with no changes.

15. LIBRARY REPORT AND ANNOUNCEMENTS

- The Director informed the Board that there have been two resignations. Mona Chandan, who was a Library Assistant II in the Youth Services department and Helen Froats, a library Page, who will be graduating from High School on June 20th and leaving the area.
- The Director told the Board that Beverly Rausch, who used to be the head of the Circulation department, is terminally ill and not expected to live past the end of May. She and her family are in Alabama. Brad asked the Director to keep the Board informed of her condition. The Director mentioned that the library staff has sent her cards periodically.
- The Director also informed the Board about the Council work session meeting on June 6th. The Board is scheduled to talk with Council about their request that the library project not go to referendum since the total amount of the project is below the Council's policy of 10% of the adopted General Fund budget. However, if Council decides that the library project needs to go to referendum, the first reading of a resolution should occur at Council's June 13th meeting with a second reading on June 27th. This schedule will give Carol McCoskrie, City Attorney, time to prepare the wording for the question and send it for approval to the courts in July. The Director said that she will send the Board reminders about the dates. Jeff Peterson asked the Director if the Board has to resell the project on June 6th. She said that it will be helpful to bring a copy of the project if needed, but that is not the purpose of the meeting since the library project was approved in the CIP.

- The Library will be closed on Monday, May 30th for Memorial Day. The Rolling Readers Precision Book Truck Drill Team will march in the parade.
- The Director informed the Board that she and Claudia are working on FY16 end of the year budget allocations to meet Finance's budget reallocation deadlines.
- The Director reminded the Board about the meeting on Thursday, June 2nd at 3 p.m. for the presentation that the BKV Group will give to the Board and a few City and library staff members. They are an architectural firm already vetted by the City to do architectural projects over \$100,000. They will present their credentials, talk about current trends in library buildings and answer questions. Closer to the date, the Director will send out a reminder.
- The Director informed the Board that the installation and design of InMagic, the Local History database that the Foundation paid for, is proceeding and will be ready to go live by mid-June. People would be able to access either from the catalog or the library web page.
- The Director said that the ESL classes are going very well. They are meeting every Monday at 7:00 p.m. in the library conference room. There are also 12 volunteers who will be starting to do one-on-one tutoring with students.
- There was a general staff meeting recently that featured safety tours of the library building for staff. They also received a folder with information on general safety tips and how to fill out incident reports.
- The Director informed the Board that the back door call/intercom box that Jamal mentioned has been installed. The intercom is linked to 3 phones in the building, and they will ring when the intercom button is pushed. Whoever answers the phone first is responsible for answering the door. However, generally Monday through Friday Technical Services staff is responsible for answering the door and at night and on weekends, Reference and Circulation staff will be responsible for responding.
- The Director said that the library will get 4 security cameras. One will be downstairs and 3 upstairs. They will be funded with the Police seized asset monies since it is security related.
- The City employee picnic will be on Friday, June 17th. The library will be open that day from 9:00 a.m. until noon. The Director invited the Board to attend the picnic. She will send some information about it later.
- Staff is gearing up for the Summer Reading Programs for children, teens and adults. This will officially start on June 20th but patrons can begin registering at the beginning of June (a "soft" start). The Director thanked the Foundation for providing money for the prizes. The prizes are: Kindle Fires, a Kindle Paperwhite, gift cards for One More Page bookstore, some library book bags and a coupon good for one free book from the ongoing book sale if they complete reading five books.
- The Director informed the Board that more eMagazine titles were added to the Zinio collection.
- The Director told the Board that Prince William County Public Library System has been told by the County's Board of Supervisors to do an RFP to solicit quotes to outsource the running of the library system. A company, Library Systems and Services (LSSI), has told at least one supervisor that the County will save \$3M if the running of the library system is outsourced to them. The RFP will be issued in August and responses due by late September or early October. The savings LSSI projects are due to the fact that if they win the bid, they fire all library staff and then rehire a few people back at much lower salaries. The Director said that the interesting thing is that library system employees could submit a proposal as well and act as contractors to run the library system. Studies have shown that outsourcing the running of a library system does not save money at all and usually creates a lot of

problems and disruption with the collection, programming, and staff. A Board member asked if this was happening in library systems around the country, and the Director said that in 2005 it happened a number of times, but by 2010 the trend had died out and no new systems were outsourced. About 37 libraries in the United States have used LSSI, but some jurisdictions went back to running their own libraries again. Another Board member asked if they were considered public or private libraries. The Director said that there is a question about that, and whether they are eligible to receive State Aid. It depends on what the State wording is. Brad Gernand said that it has been done like this for a long time in some of the federal government libraries, such as the Department of State, Labor, and Armed Services. He also said that it is profit driven for the company, which usually tries to do more with less, but eventually it falls apart. The Director will send the Board Members a link about outsourcing for libraries if they are interested in reading more about it.

16. BUSINESS NOT ON THE AGENDA

Brad wanted to discuss with the Board his perspective about the potential library referendum. He said that in July all the paperwork has to be done for the library project, and he thinks that instead of going to referendum for the library's expansion and renovation, the Board should revisit the idea of moving the library into one of the city's new developments. His reasons include: during the last City election, it was clear the electorate favored pro-growth; he thinks that the citizens do not care whether the library remains at its current location or not; that this project, according to Architect David Moore from McMillan Pazdan Smith, will only buy the library 15 to 20 more years with this approach and location. Brad feels that if the library has a bigger space in a new development in the city center, it will last at least 50 years for the future generations which will not happen with the current library renovation project. He also does not believe that the City will be successful in negotiating leased parking spaces from the 313 Park Avenue Medical Building owners. He feels that the rent of \$1.00/day per parking space is too low an estimate, and that the real cost will not be affordable to the City.

Don Camp asked Brad what would happen to the current library building if this plan were adopted. Brad said that in a previous Council session it seemed that Council Member Dan Sze was taking the lead on trying to move the library building somewhere else and only leaving the Local History in the current library building in order to meet the intent of the covenant and thus keep the current building. Don also asked Brad if that would meet the covenant requirements, and Brad said that nobody knows for sure. Brad said that the current library reading room could be used to host library public events. Brad noted several new developments that might be used: the site where the Stratford Hotel is currently or the project scheduled for Spring Street. He said that if the Board can get a commitment from Council to have 32,000 sq. ft. reserved in a new development that will be an option for the library. Chet DeLong said that the high cost (approximately \$12M) of this plan would be a problem. Brad said that perhaps this plan that he is sharing with the Board could be considered as a plan B if the current plan A, that costs \$8.4M in this location, is not approved in a referendum. Brad also said that in the May Town Hall meeting his reading about what people said was that they want the library project to go to referendum. Two other Board members also agreed that they had heard the same comments. Councilwoman Karen Oliver commented that that Council always seeks public input. Don Camp said that if the Board switched to this new idea, it would set back the library project many years until the new development is ready to go. Don Camp is optimistic about going to referendum. He thinks that the library is a popular institution, and people will vote for it. Jeff Peterson said that considering moving the library from its current location would set the project back, take years, and would not be financially affordable.

He also pointed out that the library would not get the funding it needs in the future because of the schools and other big CIP projects the City has. Chet DeLong said that he does not think that this new plan is a good option. He also said that so far all that has been done for the library's renovation project would be wasted, and it would look like the Board is not serious about this project. Stephanie Oppenheimer commented that people do care about the current library location. Young families care about being close to the Cherry Hill Park, and it is a high priority for them and their children. The final decision by the Board was that they would not change the direction or scope of the currently proposed expansion and renovation library project that has been approved in the FY17 CIP for \$8.4M.

Terry Zawacki asked the Director about the library poetry contest. The Director said that there was a fairly good turnout with around 15 to 20 people and that at least one teacher was there.

Jeff Peterson asked if Cindy would be able to show some progress on the negotiations with the 313 Park Avenue Medical Building. The Director said that she will ask her to come and inform the Board about it the same day of the BKV Group presentation. Jeff also asked the Director to attach a copy of the letter sent by the Board to Council when she sends the reminder for the Council meeting on June 6th. He also asked the Director to see if it is possible to include it into the Council's packet. He wants to make sure Council does not forget about it.

Jeff also said that if the library's renovation expansion project is accepted after the referendum is completed, the Board will need to decide what design they want. The Director said they can go either with BKV Group or Studio 27, which are the two firms vetted by the City. Both firms have library experience, or they can write their own RFP and look out for another architectural firm to do the project. He wondered if there were any financial benefits by going with one of the vetted architectural firms. The Director mentioned that the start date of the project will depend on the referendum passage, and when the money is available to begin the design. She also said that she will contact James Mak, Senior Engineer, in Public Works to ask him who will be in charge of the library's project.

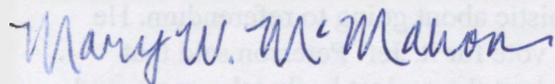
Don Camp said that he talked to the Principal Planner of the Development Services about the bike share program. He wants to make sure to put in a marker that one of the stations will be in front of the library. The Director said that she talked to the Director about it, too.

Councilwoman Karen said that the City has bike racks available for locations that are interested in having one. They just have to request them.

17. ADJOURNMENT

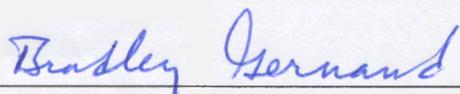
There being no further business, upon a motion duly made and seconded, the Board of Trustees voted unanimously to adjourn the meeting at 8:25 p.m.

Respectfully submitted,



Mary W. McMahon
Library Director

Approved:



Bradley E. Gernand, Chair

Copies: Board of Trustees, City Manager, Library Reference Desk, Staff Bulletin Board, City Clerk,
Library Web Page

The City of Falls Church is committed to the letter and spirit of the Americans with Disabilities Act. To request a reasonable accommodation for any type of disability, call 703-248-5032, TTY 711.

IT Services & Support (ITS) Library Staffing Model

The integrated team support approach allows the key senior team member and the IT Manager to have direct exposure to the core Library support requirements covered by the 60% FTE shared salary provision (96^I hrs/mo, **82 hrs/mo actual** after reserved time accounting). This support model also provides full continuity of operations by ITS staff coverage of all services provided at a priority service level.

Primary and secondary are the subject matter experts (SMEs) responsible for verifying proper documentation and training are made available for the rest of the team to be able to functionally support the specific aspects:

#	Library IT Support & Management Tasks	Primary	Secondary
1	Library Systems & Operations Centric Project Management	Mike	Gennadii
2	Library Monthly Status Report	Mike	Gennadii
3	Library ILS System (Millennium/Encore) Support & Vendor Management	Mike	VACANT
4	Public Self-Checkout (3M) System Support & Vendor Management	Mike	Greg
5	Library Local History Database (In Magic) Support & Vendor Management	Mike	VACANT
6	Public Wi-Fi Web Content Filter (OpenDNS) System Support	Mike	Greg
7	Library Management Meeting (weekly: 0.5 - 1hr max)	Gennadii & Mike *	Jamal
8	Public Wi-Fi Infrastructure Support & Vendor Management	Nate	Mike
9	Public LAN Server Infrastructure Support & Vendor Management	VACANT	Mike
10	Public LAN Domain Management (AD)	VACANT	Mike
11	Public LAN PCs Web Content Filter (WebSense) System Support	Greg	Mike
12	Library eBook (OverDrive) Support & Vendor Management	Kevin	Mike
13	Library Music Content (Freegal) Support & Vendor Management	Kevin	Mike
14	Library CoG Meetings	Gennadii	Mike
15	Public LAN Network Infrastructure Support & Vendor Management	Nate	Jamal
16	Public LAN Backup Management & Vendor Management	VACANT	Kevin
17	Public LAN PC Image Maintenance	Kevin	Greg
18	Public LAN PC System State Management (Clean Slate) Support & Vendor	Kevin	Greg
19	Public LAN PC Support	Kevin	Charlie
20	Public LAN Printer Support & Vendor Management	Greg	Charlie
21	Public Print Payment (Jamex) System Support & Vendor Management	Charlie	Greg
22	Public PC Time Management (Pharos) Support & Vendor Management	Greg	Kevin
23	Library Materials Manager (Bookwhere & Marc Edit) Support & Vendor	VACANT	Charlie
24	Public LAN Cabling Infrastructure Support & Vendor Management	Ivan	Greg
25	Library Main ISP Vendor Management	Ivan	Nate
26	Public Wi-Fi ISP Vendor Management	Ivan	Nate
27	Public LAN Copier Support & Vendor Management	Charlie	Greg
28	Public Wi-Fi Base Connectivity Support	Charlie	Ivan
29	Library Inventory Control/Asset Management	Charlie	Gennadii
30	Library Monthly Maintenance (Infrastructure)	Team	Team
31	Library Monthly Maintenance (Public PCs)	Team	Team
32	Library Morning Report	Team	Team
33	Library Conferences	Varies **	Varies **

^I Total time accounts for all paid time (vacation, sick, comp, etc.) that is reserved and not actually worked.

* Time at the weekly management meeting will be limited to the first 30 min to 1 hour, and will include both the IT Manager and lead position attending weekly. This would keep the FTE usage allocation to 4 – 8 hours a month out of the 82 hours available. The CTO will also attend at least one meeting as well.

** The “Varies” indicates the staff attending would vary depending on the conference and which is the most appropriate IT staff person(s) to attend based on the conference and associated role or task impacted / covered. Certain conferences may have more than IT staff. Conference time is part of the 60% FTE time.

Library Staff Split Calculation

Base Total Hours / Year **2080**

Holidays -84

Vacation/Comp -160

Sick -80

1756

Actual Annual Working Hours Available

Tech/Personal Development -56

8 hours x 12 months + 8 hours

Vendor Development -24

2 hours x 12 months

Peer Development -12

2 hours x 6 months

City Development -8

City Activities / Meetings -16

picnic, holiday, budget, etc.

1640

Base Annual Available Production Hours

136.67

Base Total Avg Hrs/Mo Available

Library Percentage Base Hours

984

Base LY Hrs/Yr Available @ 60%

82

Base LY Avg Hrs/Mo Available @ 60% *

Library Core Monthly Requirements

Library Management -4

1 hrs/ wk - CTO & Mgr time not counted

Library Public Maintenance -4

Library Staff Maintenance -2

(4 hrs/mo split @ 50%)

ITS Meetings -8

(16 hrs/mo split @ 50%)

CMRB/PSR -2

(4 hrs/mo split @ 50%)

62

Avg Remaining LY Support Hr/Mo

Library Based Support @ 100%

Prioritized

Public Infrastructure -8 **Est**

estimated monthly hours

Public servers & network

Public Access PCs -16 **Est**

Public Wi-Fi -4 **Est**

Library Systems & App Support -24 **Est**

see integrated team support model for list

10

Avg Remaining LY Hrs/Mo

!!!

Calculations are assuming 100% efficiency

Library Based Management Activities

Library Project Management **TBD**

Library CoG Meetings **TBD**

Library Conferences **TBD**

Library Projects & Major Task Review – thru Q3 FY2016

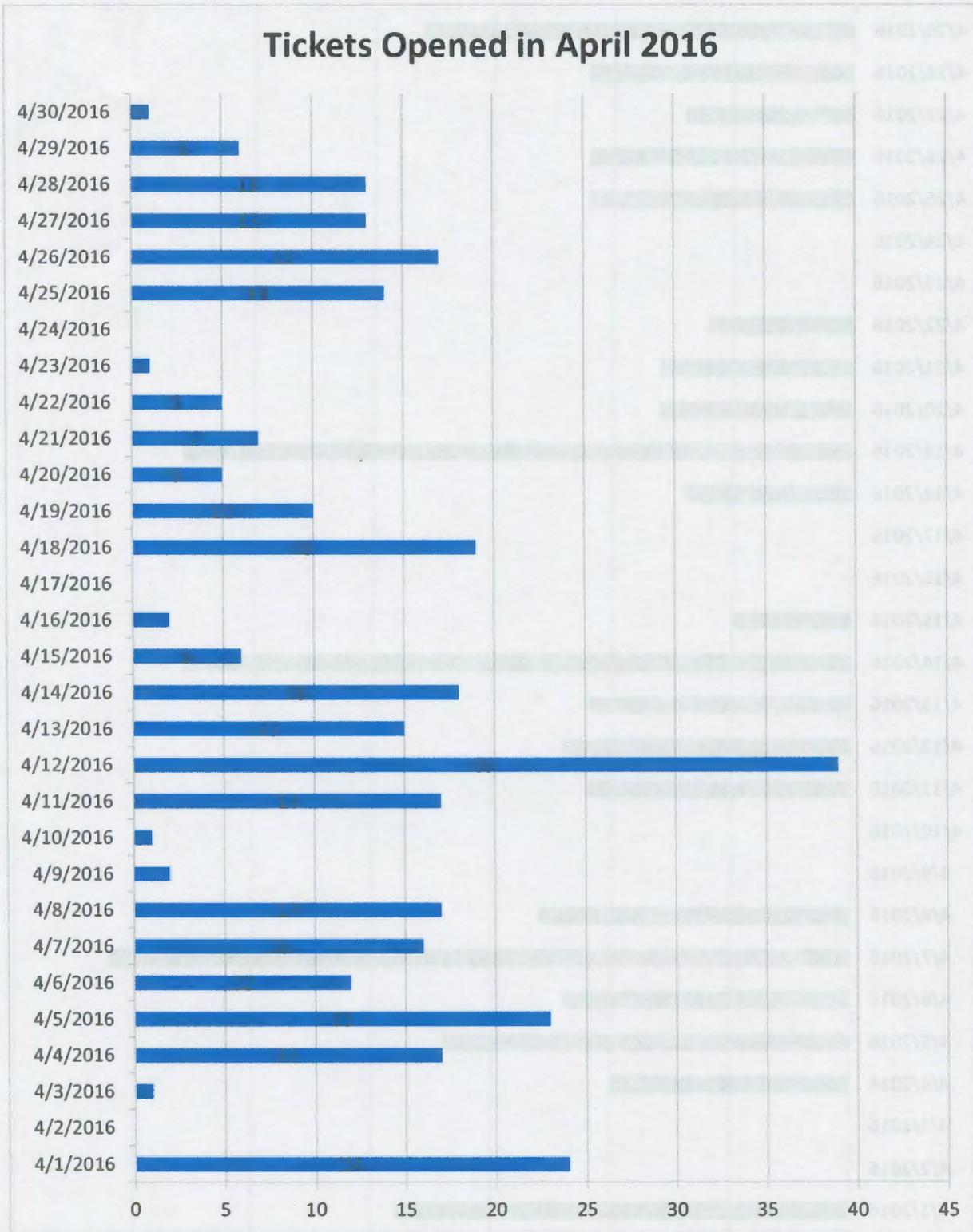
Completed Projects & Major Operations Tasks:

- Library Staff Account Integration
- Library Staff Data Migration to NetApp
- Staff LAN Switch Expansion
- Public LAN Switch Expansion
- Library Windows 2003 Server Retirement
- Library Centralized Patch Management Setup
- Extended LIB Domain Redundancy to City Hall
- Public LAN Server Virtualization (first phase host migration)
- Public LAN Server Redundancy
- Staff Image Updating
- Public System Image Updating
- Pilot Surface Tablet Deployment
- Public LAN Port Security Setup
- Microsoft License Renewal
- Public LAN Domain Structure Upgrade
- Local History Scanning System Upgrade
- Back Door Callbox Phone Installation

In-Progress / Upcoming Projects & Major Operations Tasks:

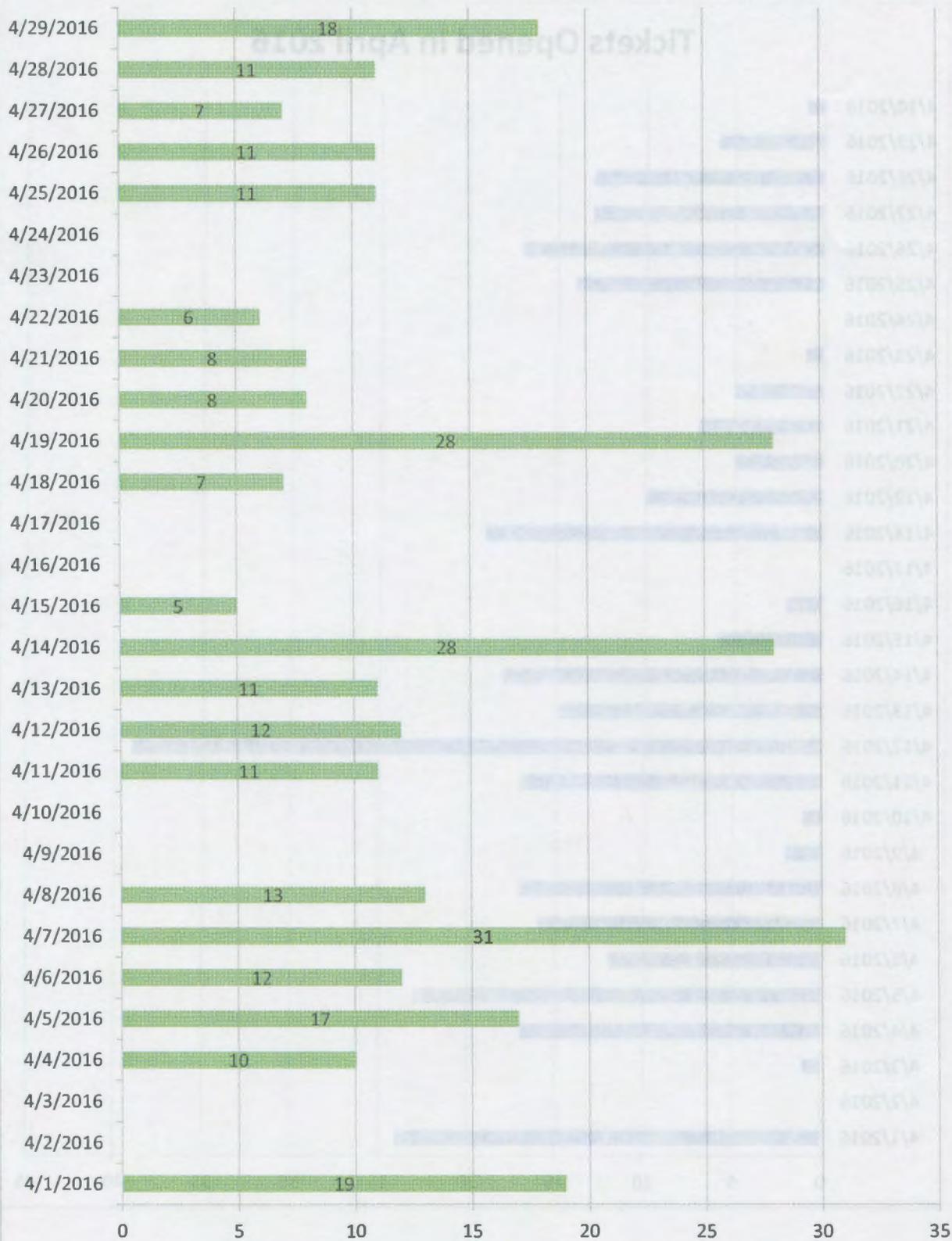
- Verizon Network Transformation Planning (citywide)
- Phone System Upgrade – PBX (citywide)
- Millennium & Encore ILS System Troubleshooting (multiple system & support issues)
- InMagic – Local History Database System Upgrade (ITS portion completed)
- Library Security Card Access System Installation (reviewing phase)
- Library Security Camera Installation (reviewing phase)
- Library Technology Budget Review & Planning
- Public LAN Domain Controller Server Upgrade
- Public LAN Server Upgrades
- Public LAN Server Virtualization Expansion
- Public LAN Server Backup Reconfiguration
- RCN Cable Franchise Renewal (goal to expand bandwidth)
- Envisionware Self-Check Replacement Review
- Wi-Fi Printing
- Wi-Fi System Enhancements
- ILS System Upgrade Planning
- Library Video Information Board Support Restructure

ITS Service Requests Report



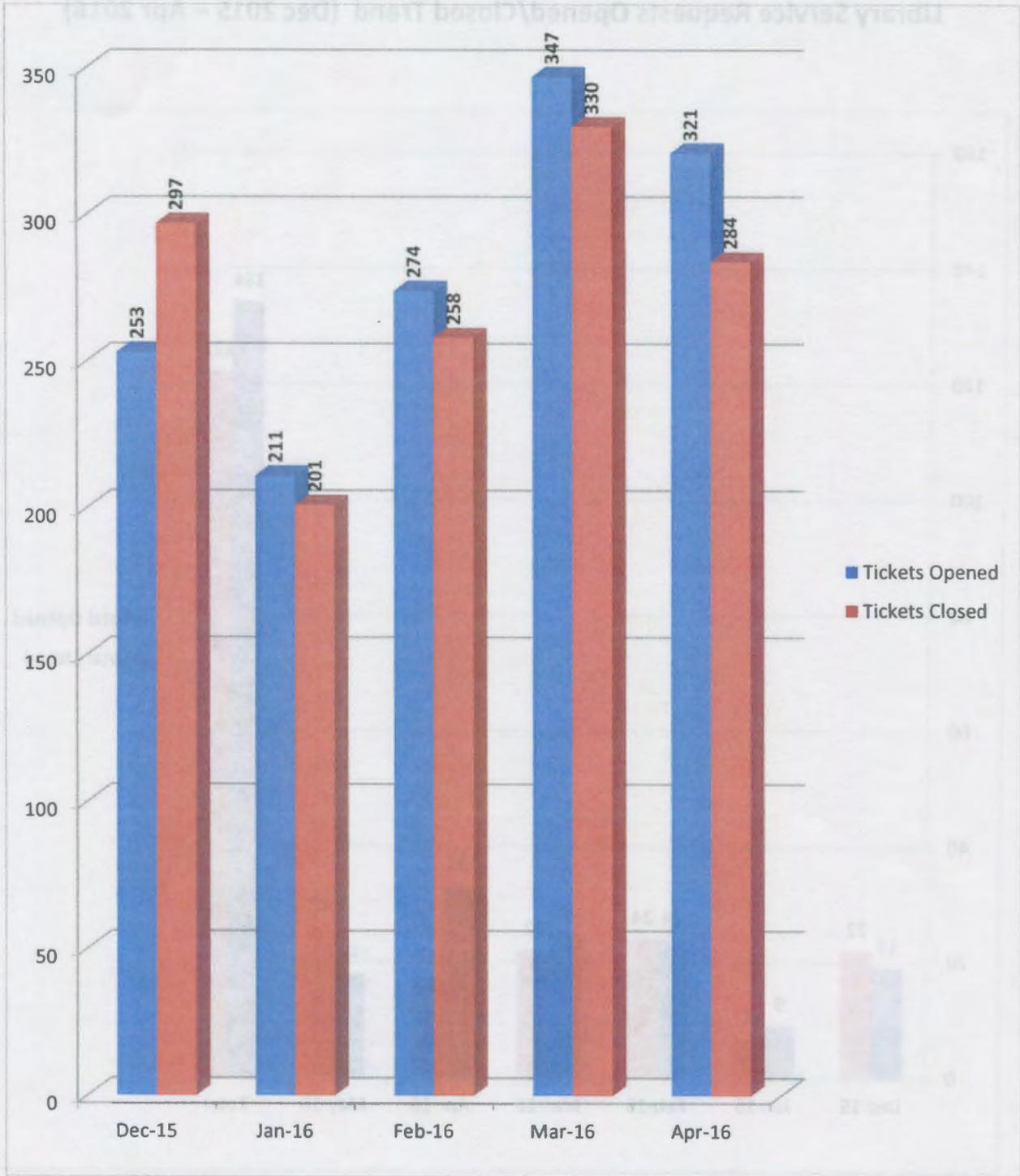
Total Tickets Opened in April 2016: 321

Tickets Closed in April 2016

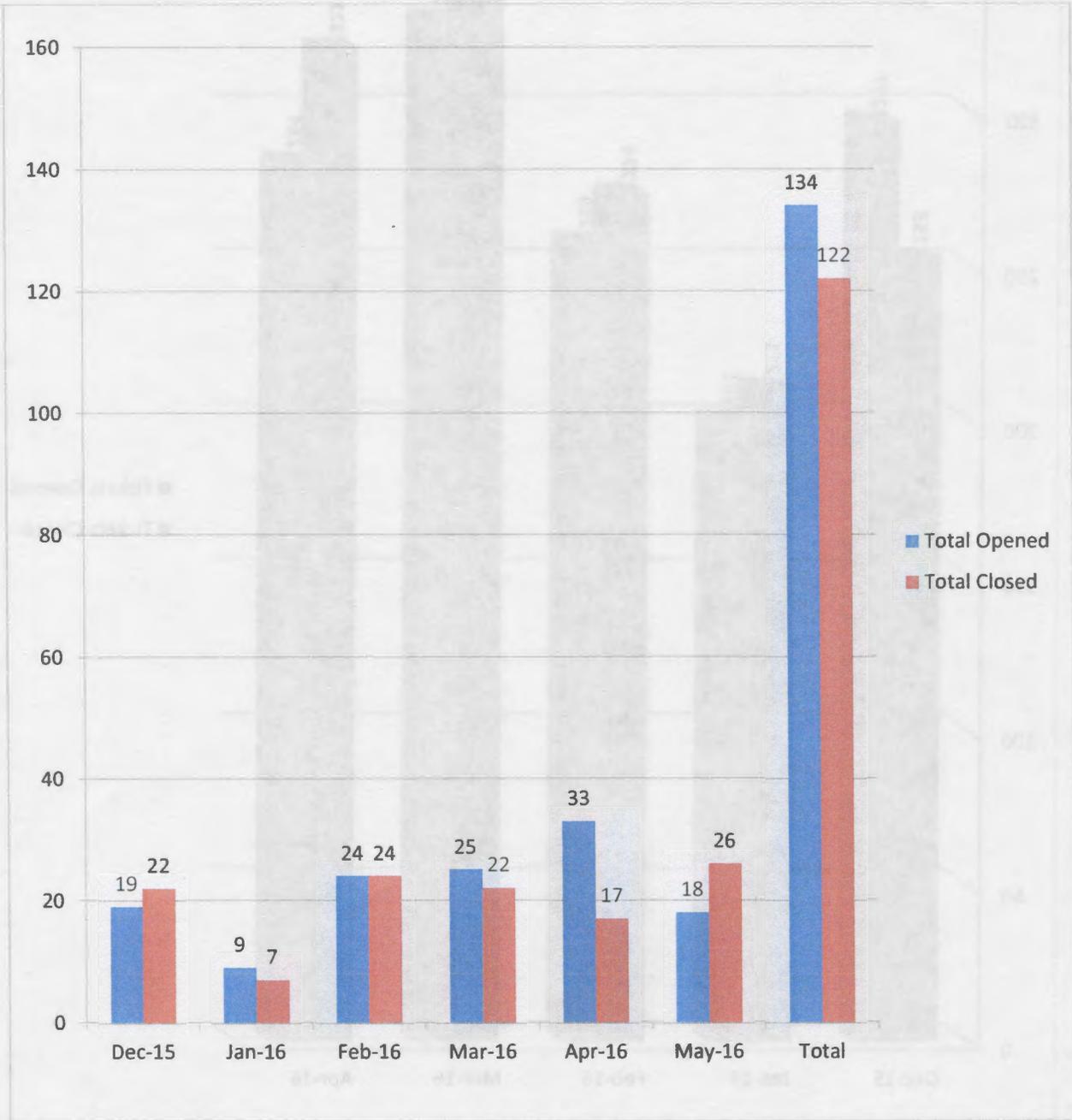


Total Tickets Closed in April: 284

Citywide Service Requests Opened/Closed Trend (Dec 2015 – Apr 2016)



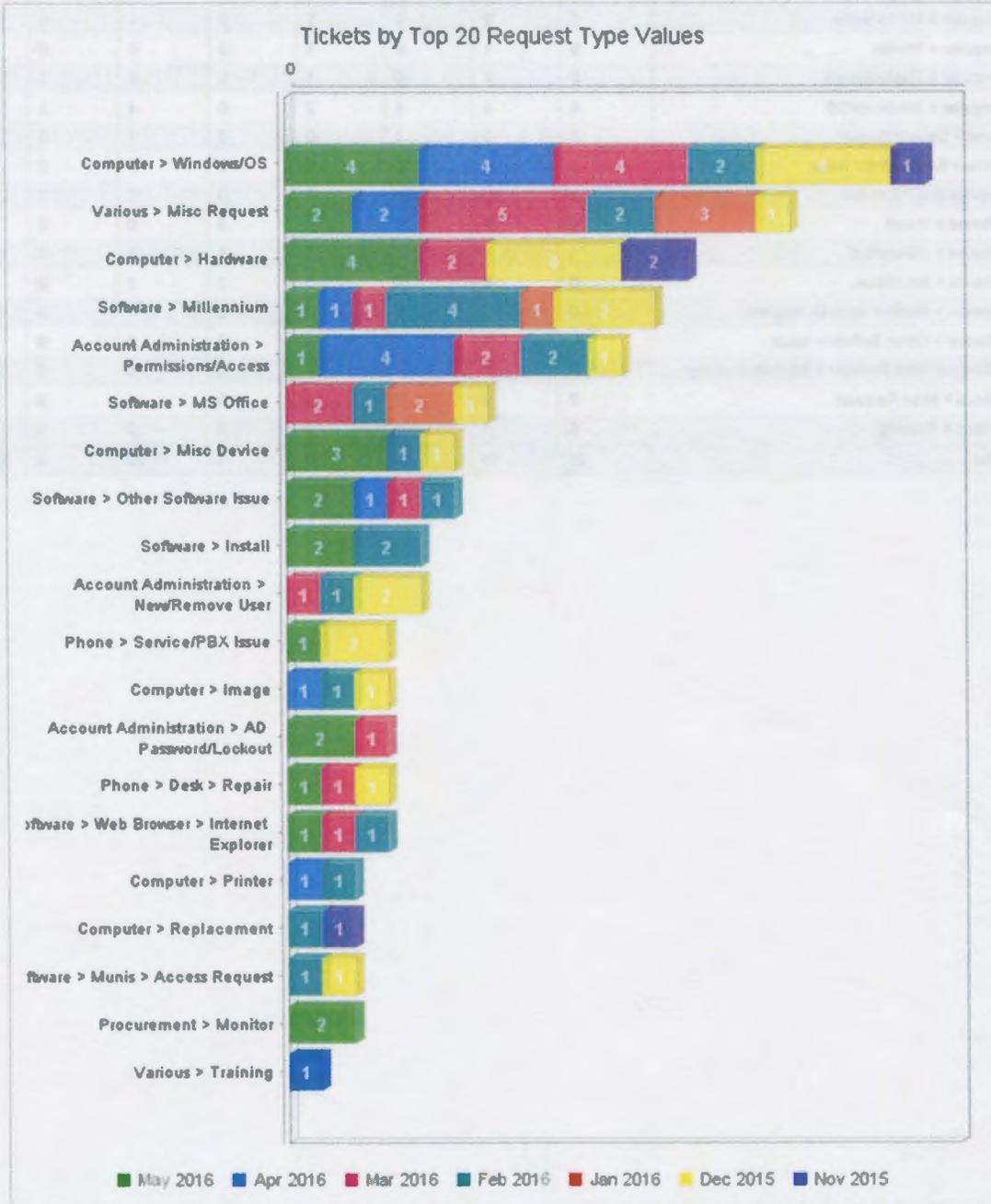
Library Service Requests Opened/Closed Trend (Dec 2015 – Apr 2016)



Library Top 20 Request Type Values (Dec 2015 – Apr 2016)

Open tickets by request type

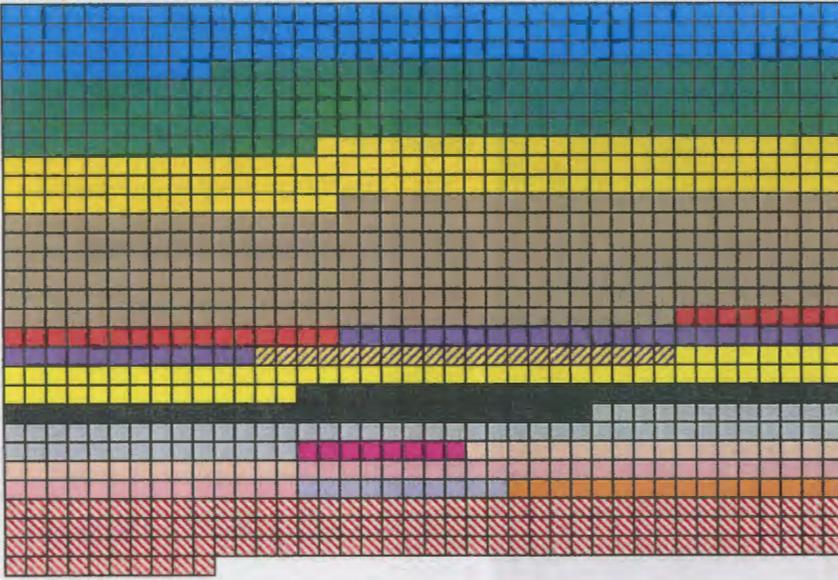
Tickets closed between 11/18/2015 14:56:47 and 05/18/2016 14:56:47



Library Top 50 Request Types (Dec 2015 - Apr 2016) Tickets

	May 2016	Apr 2016	Mar 2016	Feb 2016	Jan 2016	Dec 2015	Nov 2015	Total
Account Administration > AD Password/Lockout	2	0	1	0	0	0	0	3
Account Administration > New/Remove User	0	0	1	1	0	2	0	4
Account Administration > Permissions/Access	1	4	2	2	0	1	0	10
Computer > Hardware	4	0	2	0	0	4	2	12
Computer > Image	0	1	0	1	0	1	0	3
Computer > Misc Device	3	0	0	1	0	1	0	5
Computer > Printer	0	1	0	1	0	0	0	2
Computer > Replacement	0	0	0	1	0	0	1	2
Computer > Windows/OS	4	4	4	2	0	4	1	19
Phone > Desk > Repair	1	0	1	0	0	1	0	3
Phone > Service/PBX Issue	1	0	0	0	0	2	0	3
Procurement > Monitor	2	0	0	0	0	0	0	2
Software > Install	2	0	0	2	0	0	0	4
Software > Millennium	1	1	1	4	1	3	0	11
Software > MS Office	0	0	2	1	2	1	0	6
Software > Munis > Access Request	0	0	0	1	0	1	0	2
Software > Other Software Issue	2	1	1	1	0	0	0	5
Software > Web Browser > Internet Explorer	1	0	1	1	0	0	0	3
Various > Misc Request	2	2	6	2	3	1	0	15
Various > Training	0	1	0	0	0	0	0	1
Total	26	15	21	21	6	22	4	115

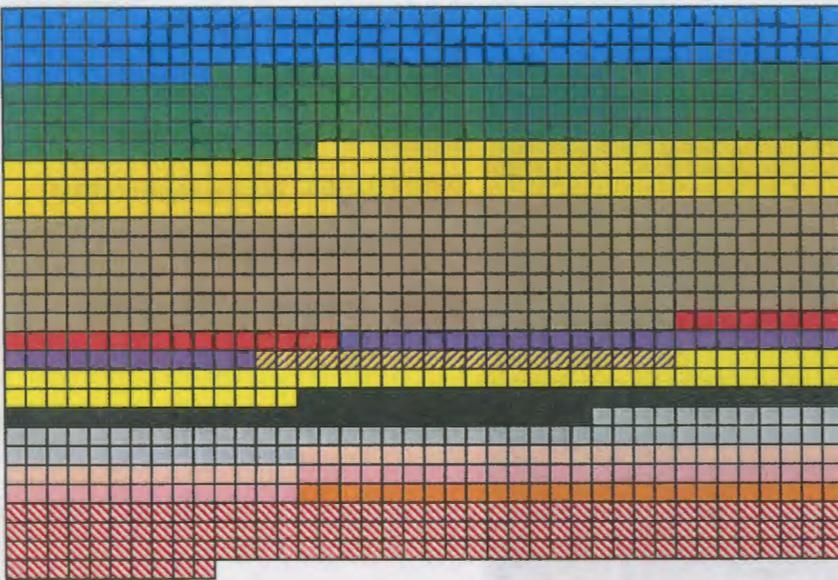
May 2016



General Resource Hours Legend

- 130** General Systems Operations
- 165** Operational Projects
- 121** Ops/COOP/DR Documentation
- 256** Administrative & Planning
- 24** Emergency Operations
- 36** Reserved Maintenance Tasks
- 82** Library Support Reserved (FTE%)
- 54** Min Ticket/Support Reserved
- 66** Additional Min Ticket/Support
- ~ 236** Organizational Projects & Tickets *

June 2016



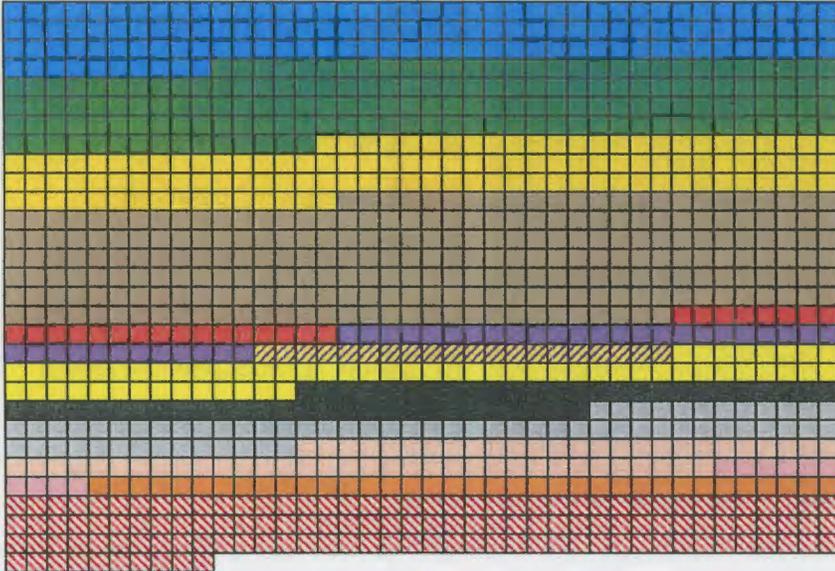
Key Prioritized Projects:

- ~ XXX Phone System Upgrade
- ~ XXX Rec Center Temp Wi-Fi
- ~ XXX Mobile Device Mgmt (MDM)
- ~ XXX Tablet Integration
- ~ XXX Arlington Co RMS Access
- ~ XXX Library Public Server Upgrade
- ~ XXX Library In-Magic Database Upgrade

130 hr/mo avg
 x 9 staff
 1170 total hrs

130 Staff Shortage - Lost Hours

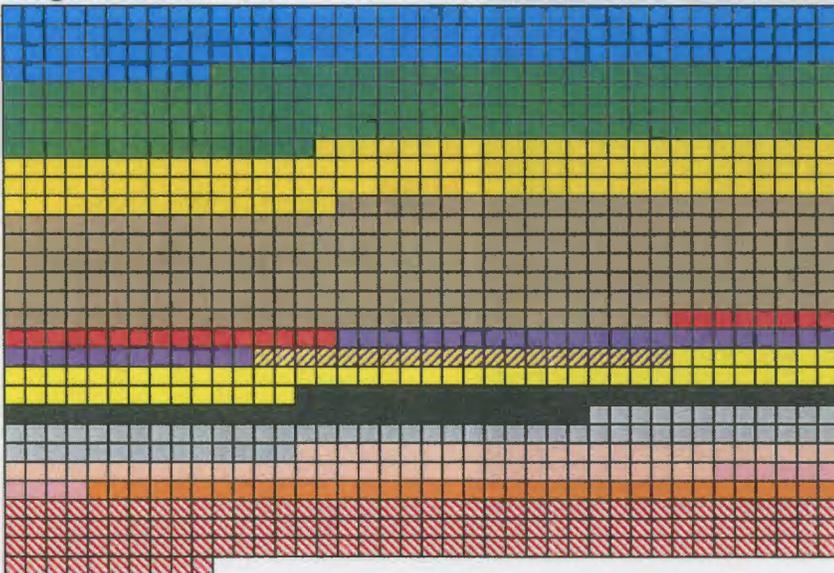
July 2016



General Resource Hours Legend

- 130 General Systems Operations
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August 2016



Key Prioritized Projects:

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- ~ XXX Arlington Co RMS Access
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130 Staff Shortage - Lost Hours

