

July 12, 2017

The Honorable Alan P. Krasnoff and  
Members of the City Council  
City of Chesapeake  
City Hall – 6<sup>th</sup> Floor  
Chesapeake, Virginia 23322

Dear Mayor Krasnoff and Members of the City Council,

We have completed our review of the City of Chesapeake (City) Public Library for the period September 1, 2016 to June 30, 2017. Our review was conducted for the purpose of evaluating whether the Chesapeake Public Library (CPL) was providing services in an economical, efficient, and effective manner, whether its goals and objectives were being achieved, and whether it was complying with applicable City, State and Federal procedures. All divisions of CPL, including programs such as Library, Book Purchases, State Aid, and Law Library, were evaluated. We also attempted to identify and address any additional problem areas as requested by CPL or determined from the audit itself. The audit included review and evaluation of procedures, practices, and controls of the various divisions of CPL on a selective basis. Samples were taken as appropriate to assist with our evaluation.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusion based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

CPL employed a work force of approximately 125 Full Time Equivalent (FTE) employees. Its budget for Fiscal Year 2017 exceeded \$8.85 million dollars, and accounted for .91% of the City's FY 2017 budget. Areas of operational responsibility included Public Library, Book Purchases, State Aid, and Law Library. The Chesapeake Public Library served more than 235,000<sup>1</sup> citizens within the City's 353 square miles.

Based on our review, we determined that CPL had accomplished its overall mission including:

- Providing outreach services for educational support, reading, learning, programs, meetings, cultural events and community gathering spaces
  - Developing early childhood literacy areas and services to help children acquire the skills necessary to be able to learn to read, and teaching caretakers how to practice activities so that children solidified skills necessary to succeed in school and life.
  - Providing materials and programs to support families and teens
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- Providing citizens access to legal information and research resources
- Expanding technology and access to the digital world, including virtual library services, e-collections, and self-help features for patrons
- Developing a consistent early literacy curriculum, expanding adult education and embedding cultural components within educational classes and entertainment programs
- Strengthening existing partnerships and seeking out new partnership opportunities
- Increasing the visibility of CPL, branding CPL, and telling CPL's story as a community asset and educational resource

However, we did identify several significant operational challenges. These challenges included management issues related to the Chesapeake Public Library Foundation's (CPLF's) copier program, staffing, physical security, backup, cash handling, facility maintenance issues, and utilization at one library.

This report, in draft, was provided to CPL officials for review and response, and their comments have been considered in the preparation of this report. These comments have been included in the Managerial Summary, the Audit Report, and Appendix A. CPL's management, supervisors, and staff were very helpful throughout the course of this audit. We appreciated their courtesy and cooperation on this assignment.

Sincerely

Jay Poole  
City Auditor  
City of Chesapeake, Virginia

C: James E, Baker, City Manager  
Dr. Wanda Barnard Bailey, Deputy City Manager  
Victoria Strickland Cordial, Library Director