Operational Updates:

New Services: WRL Outreach Services is planning a pilot program on Mondays at the Abram Frink Jr. Community Center. The program will support early literacy and adult programming.

Technology Updates

- **LibCal Collection Reservations:** This system is now available for reserving *Explore Virginia* items (museum passes) and *Gab Bags* (multiple copies of a book for book clubs).
- **LibCal Room Reservations:** Library staff are configuring this system to manage meeting room reservations and event calendars. This new tool will enhance user experience and integration. LibCal room reservations are expected to go live in April.
- **Koha (Integrated Library System) & Aspen (Public Catalog):** Staff are working with the vendor to implement these systems. All staff will receive training in September. These updates will modernize functionality, improve accessibility, enhance the public catalog, and reduce long-term costs. The systems are expected to go live on October 13.
- **CivicPlus:** The library is transitioning to the CivicPlus platform for its website. This update will improve ADA compliance and reduce annual service costs. The new webpage is expected to launch in August.

Engagements & Meeting Highlights

Public Engagements & Meetings:

- February 26: WRL Board of Trustees meeting
- February 27: WRL Youth Art Show Reception
- March 5-6: Participate in Voices for Libraries U.S. Congress Legislative Action Day (Washington, DC) with Chief Officers of State Agencies (COSLA) delegation
- March 11: Meeting with JCC Parks & Recreation director Arlana Fauntleroy and other staff to discuss usage of Abram Frink Jr. Community Center for early literacy and adult programming on Mondays, 9 am – 2 pm.
- March 17: Legislative Day Debriefing with COSLA directors and state delegation
- March 18: Kiwanis meeting with presentation in the Kiwanis Kids Idea Studio (JCCL)
- March 19: Virginia Library Director virtual meeting
- March 20: FWRLF Governance meeting
- March 21: Stand Up Storytime with guest reader Andrew Trivette
- March 24: FWRLF Finance Committee meeting
- March 24: Virginia Treasury Unclaimed Property Program meeting
- March 25: FWRLF Board meeting
- March 26: WRL Board of Trustees meeting

Jurisdictional Meetings:

- February 25: JCC Board of Supervisors Business Meeting
- February 27: JCC Executive Leadership Team meeting

- February 27: JCC Supervisor Jim Icenhour Town Hall meeting
- February 28: YC discussion – Mark Bellamy, YC Administrator; Brian Fuller and Susan Goodwin, YC Assistant Administrators; Carrie Binsfeld
- March 4: Williamsburg Library Building Evaluation Committee meeting
- March 13: JCC Executive Leadership Team meeting
- March 13: Williamsburg City Council meeting
- March 19: JCC Government Center Library meeting
- March 25: JCC Board of Supervisors Business meeting

Upcoming Engagements & Meetings:

- March 27 – 28: Virginia Public Library Directors Association Spring meeting (Harrisonburg, VA)
- April 3: WRL Volunteer Breakfast
- April 8: Library Week staff luncheon
- April 10: JCC Executive Leadership Team meeting
- April 18: JCC Staff Service Awards
- April 21: Virginia Library Director Virtual meeting

Board of Trustees of the Williamsburg Regional Library

Minutes of Board Meeting February 26, 2025
Stryker Center, Meeting Room 128

Attending: Nina Simone, Feather Foster, Grace Boone, Gene Bruss, Christopher Gareis, Theresa Owens, John Parman, Sam Sadler, Toni Sturdivant, Nicole Trifone, and Andrew Trivette.

Library Director Sandy Towers; library staff members Carrie Binsfeld, Benjamin Goldberg, Lisa Hilleary, Desiree Parker, Melissa Simpson, and Katherine Wilkins.

Absent: Friends of WRL Foundation (FWRLF) President Randy Casey-Rutland

Call to Order: Chair Simone called the meeting to order at 3:00 p.m.

Public Comment: None.

Mission Moment: Ms. Simone appreciated having WRL Learning to Go kits available for her family during the recent school closures due to snow. She highlighted this collection is a great resource for entertainment and education. Mr. Bruss shared a conversation at a local shelter he had with four people accessing library services. The appreciation for the services the library provided was heartfelt. Additionally, Mr. Bruss shared the February Beyond the Shelves program guide with volunteers at FISH.

Consent Agenda: Ms. Simone asked for any additions, corrections, or deletions to the consent agenda. The February 26, 2025 consent agenda was accepted as written.

Chair's Report:

Committee Updates: Ms. Simone shared updates of the three committees listed below.

Library Building Liaison Committee: Mr. Trivette informed the Board the Library Evaluation Committee will be meeting in early March to formalize its recommendation to City Council. Mr. Gareis added his appreciation for the opportunity over the year for library representatives to provide input on the project. Mr. Gareis emphasized there will be opportunities for the community to comment and share ideas to generate interest within the community.

Library Director Evaluation Committee: Ms. Simone appointed Mr. Parman, Mr. Sadler, and Ms. Sturdivant to the Library Director Evaluation Committee.

Nominating Committee: Ms. Simone appointed Mr. Bruss, Ms. Boone, and Ms. Trifone to the Nominating Committee.

Library Director's Report:

A. **FY 2026 Proposed Budget Update:** Ms. Towers shared the Proposed FY 2026 Budget is awaiting final compensation guidance from James City County later in March. The current State Aid projection is $499,190; $10,825 less than last year. State Aid funds are used to fund the library's collection budget.

B. **CIP Updates:** Ms. Towers shared updates regarding the Capitol Improvement Projects (CIP) submitted to James City County. At the February 7, 2025 JCC Board of Supervisors retreat, Ms. Towers presented the library CIP project requests including:
    a. New James City County library building, this will be removed from the CIP plan if it is included in the proposed Government Center
    b. Maintenance project to renovate the JCCL adult area
    c. Maintenance project to renovate the JCCL staff spaces
    d. A Grove Area library, proposed 10,000 square foot space
    Ms. Towers announced James City County is reviewing 2 bids for the JCCL playground.

C. **System Technology Updates:** Ms. Hilleary, Technical Services Director, provided a demonstration of the LibCal reservation system. This new reservation system will launch March 3 providing WRL users the opportunity to reserve gabbags (libcal.wrl.org/reserve/gabbags) and museums passes (libcal.wrl.org/passes). Ms. Hilleary has been working with the 12 museums in the Explore Virginia collection to provide digital passes. Ms. Towers thanked Ms. Hilleary and the WRL Leadership team for their work in transitioning to LibCal.

D. **Solicitating & Petitioning Policy Discussion:** Ms. Towers presented and discussed the current WRL Solicitating & Petitioning Policy and draft changes to the policy as recommended by the City of Williamsburg and James City County attorneys. Additionally, maps of both buildings illustrate authorized solicitation and petition zones.

Ms. Towers reported on February 16 the James City County Library (JCCL) closed due to an electrical outage. All library services were closed due to inclement weather on February 19-20. Ms. Towers shared in early March she will be in Washington D.C. for the Chief Officers of State Libraries Voices for Libraries. Ms. Towers will join 11 Virginia representatives at this annual event advocating for libraries in meetings with United States Senators and Representatives. One of the key talking points illustrates the importance of various library services in Virginia communities.

The March Program Guide, Beyond the Shelves features One Book One Community programs including an author talk with Ashley Blooms on her novel *Where I Can't Follow*.

At the March board meeting a request for Fund Balance Appropriation for Technology Upgrades for approximately $350,000 will be submitted for Board consideration. The upgrades will include:
*   Network wiring for JCCL (supported by E-rate funding)
*   Switching and firewall replacement (supported by E-rate funding)
*   Data center technology replacement
E-rate funding will pay a portion (60%) of the network wiring and switching and firewall replacement.

Friends of WRL Foundation Updates: no update.

City of Williamsburg Update: Mr. Trivette reported the City is reviewing the FY 2026 Budget.

James City County Update: Ms. Boone reported James City County Supervisor Hipple announced he will not run for reelection. James City County is reviewing CIP requests and making FY 2026 Budget considerations.

York County Update: Ms. Owens reported York County is reviewing CIP requests and making FY 2026 Budget considerations. The York County FY 2026 Budget will be presented March 18. Construction has begun on the Dockmaster building.

Other Business: None.

Adjournment: Ms. Simone moved to adjourn at 3:53 p.m. All agreed.

Respectfully submitted,   Approved by,

_____   _____
Katherine Wilkins   Nina Simone, Chair

March 12, 2025

To: WRL Board of Trustees

From: Carrie L. Binsfeld, Assistant Library Director

Subject: **February Financial Statement Analysis**

Account Name	Budget	Spent	Encumbered	Explanation
Computer Software & Supplies	$75,000	$74,761	99.7%	Microsoft Licensing Increase no longer receiving school discounts. Year-end budget transfer will be needed.
Library Board Expenses	$7,500	$8,036	107.1%	Reception for Former Library Director and Staff Day recognition events
Library Catalog & Website Services	$170,000	$153,905	90.5%	Annual Sirsi contract paid

Percentage of year passed 66.67%

The Williamsburg Regional Library
FY 2025 - Monthly Financial Statement
For the period ending February 28, 2025

EXPENDITURES **Compensation**	**Amended Budget**	**FY 2025 Actual**	**Encumber**	**FY 2025 Total**	**% Spent & Encumbered**
Salaries	4,183,290	2,502,344		2,502,344	59.8%
Wages	895,649	563,583		563,583	62.9%
FICA	388,539	226,331		226,331	58.3%
Virginia Retirement Systems	616,147	364,630		364,630	59.2%
Health Insurance	740,940	424,991		424,991	57.4%
Workers Comp Insurance & Unemply	15,022	11,267		11,267	75.0%
VRS Group Life Insurance	57,724	29,101		29,101	50.4%
Fringe Benefits	14,387	8,160		8,160	56.7%
Tuition Assistance	0	0		0	N/A
Benefits Total	1,832,759	1,064,480	0	1,064,480	58.1%
Subtotal	6,911,698	4,130,407	0	4,130,407	59.8%
Collection Materials					
Collection Materials	660,000	445,703	49,760	495,463	75.1%
Subtotal	660,000	445,703	49,760	495,463	75.1%
Operations					
Advertising	10,000	3,832		3,832	38.3%
Bank Fees	9,500	5,402		5,402	56.9%
Bindery	0	0		0	N/A
Building Maintenance	55,000	18,746	4,561	23,307	42.4%
Communications	40,000	20,790		20,790	52.0%
Computer Replacement	45,000	3,958		3,958	8.8%
Computer Software & Supplies	75,000	74,761		74,761	99.7%
Contractual Services	180,000	156,934		156,934	87.2%
Equipment - General	1,000	0		0	0.0%
Financial Services	28,371			0	0.0%
Fund Balance Appropriations	360,820	162,851	76,132	238,983	66.2%
Human Resource Services	95,963	55,977		55,977	58.3%
Insurance	42,000	34,205		34,205	81.4%
Leases	40,000	33,385		33,385	83.5%
Legal/ Recovery Services	7,500	1,645		1,645	21.9%
Library Board Expenses	7,500	8,036		8,036	107.1%
Library Catalog & Website Services	170,000	153,905		153,905	90.5%
Library Programs	25,000	14,129		14,129	56.5%
Local Mileage	4,000	1,534		1,534	38.4%
Maintenance Supplies	18,000	11,467	1,370	12,837	71.3%
Memberships	9,000	7,783		7,783	86.5%
Miscellaneous	2,000	616		616	30.8%
Postage	17,000	9,737		9,737	57.3%
Printing	5,000	1,987		1,987	39.7%
Professional Services	16,000	14,400		14,400	90.0%
Software Maintenance	15,000	9,445		9,445	63.0%
Supplies	70,000	38,886	1,558	40,444	57.8%
Travel & Training	25,000	4,651		4,651	18.6%
User Refunds	0	174		174	N/A
Utilities	230,000	147,323		147,323	64.1%
Vehicle Services	20,000	10,382		10,382	51.9%
Subtotal	1,623,654	1,006,942	83,622	1,090,564	67.2%
TOTAL	9,195,352	5,583,052	133,381	5,716,433	62.2%

The Williamsburg Regional Library
FY 2025 - Monthly Financial Statement
For the period ending February 28, 2025

REVENUE	Amended Budget	FY 2025 Received	Total Received	% Received
City of Williamsburg	1,085,316	723,544	723,544	66.7%
James City County	6,223,211	4,148,807	4,148,807	66.7%
York County	826,845	551,230	551,230	66.7%
State Aid	510,015	382,511	382,511	75.0%
Fund Balance	56,145	0	0	N/A
Lost Books	10,000	4,725	4,725	47.3%
Interest	45,000	54,585	54,585	121.3%
Copy Machines	35,000	24,030	24,030	68.7%
Other Library Revenue	10,000	9,103	9,103	91.0%
Meeting Room Use	33,000	19,785	19,785	60.0%
TOTAL	8,834,532	5,918,320	5,918,320	67.0%

NON-BUDGETED OPERATING REPORT

Program	Revenue	Spent	Encumber	Total Spent & Encumber
Gifts & Memorials	57,137	34,496		34,496
Friends of WRL Foundation	100,814	73,517	6,000	79,517
Library Grants	4,500	14,379		14,379
Program Services	3,727	3,483		3,483
Subtotal	166,177	125,874	6,000	131,874

Percentage of year past	66.67%
Payroll % of year past	66.67%

Board of Trustees of the Williamsburg Regional Library

March 26, 2025 | Stryker Center, Meeting Room 128

Agenda Item Summary
7.D. Action Item: Fund Balance Appropriation

Project Title: WRL – Network & Data Center Updates

Amount: $325,000 *Note: $500,000 has been set aside as assigned Fund Balance in the audit report for these updates.

Project Summary: WRL's critical network and data center technology are vital to daily operations. The following updates are needed due to ending service agreements, limited functionality, high costs, and obsolete and outdated hardware.

Two of the projects will utilize funding from the Universal Services Administrative Company (USAC) Federal Communications Commission (FCC) E-Rate Funding - Ensuring that schools and libraries across the U.S. are connected to information and resources through the internet

- **Network Wiring:** The James City County Library urgently requires a complete network cabling replacement. The current cabling, installed in 1996, is significantly outdated and does not meet modern standards for network transmission and speed. Many connections have deteriorated to the point of failure, requiring temporary switching devices to maintain user connectivity. Without an upgrade, ongoing network issues will continue to impact library operations and services. To ensure the most cost-effective solution, the library conducted a competitive bid process utilizing E-Rate Category II funding. Funding is requested to be allocated by July 1, 2025. The total project cost is $98,000, with E-Rate funding covering 60% ($58,800) upon fund release in July 2025. <u>WRL's final share of the cost will be 40% ($39,200).</u> This investment is critical to restoring and future-proofing the library's network infrastructure, ensuring reliable and high-speed connectivity for staff and users.

- **Switching and Firewalls:** The Data Center's switching and firewall equipment, originally installed in 2018, was scheduled for replacement in 2023 but was extended due to continued functionality. While the infrastructure remains operational, funding is requested by July 1, 2025, to proactively upgrade firewalls, network backbone, and distribution and access layers, ensuring uninterrupted library services. Through a competitive bid process utilizing E-Rate Category II funding, we secured the best pricing for this project, which totals $182,000. USAC FCC E-Rate program will reimburse 60% ($109,200) upon fund release in July 2025, <u>WRL's final share of the costs will be 40% ($72,800).</u> This investment is critical to prevent service disruptions, maintain network reliability, and support future technological demands.

The Data Center Technology project would use assigned Fund Balance to fully fund the replacement project.

- **Data Center Technology:** The existing datacenter infrastructure (Dell VXRails) was implemented in late 2018 as part of a planned five-year replacement cycle to modernize outdated server technology. Due to its continued reliability, WRL extended its use to nearly seven years. However, several factors now necessitate an upgrade, including increased server power demands and the recent sale of VMWare, which has significantly raised costs while reducing the long-term viability of our current infrastructure. After conducting extensive evaluations and cost-benefit analyses, WRL IT has identified the most effective path forward for server replacement. To ensure uninterrupted operations and avoid running beyond the end of support in September 2025, <u>the library is requesting $200,000 in funding to implement the necessary upgrade.</u> This investment will provide WRL with a more efficient, scalable, and cost-effective infrastructure, ensuring continued reliability and performance for library operations.

Adopted by the WRL Board of Trustees on March 26, 2025.

Board of Trustees of the Williamsburg Regional Library

March 26, 2025 | Stryker Center, Meeting Room 128

Agenda Item Summary
Item: 7.E. – Action Item: Policy Review Solicitating & Petitioning

SOLICITATION & PETITIONING

Williamsburg Regional Library seeks to permit expressive activities by members of the public to the extent compatible with the primary mission and purpose of the library.

1. Solicitation for contributions:

   a. No solicitation will be permitted in library facilities, except for the following:

      i. Organizations or individuals may solicit the attendees of their meetings, but only within the confines of their reserved meeting room.
      ii. The Friends of Williamsburg Regional Library Foundation may solicit in library facilities.

   b. Solicitation shall mean the request or appeal, directly or indirectly, oral or written, for any contribution, whether such contribution is intended to be charitable, for profit, or in exchange for the provision of a good or service. Furthermore, solicitation shall be deemed to occur when the request is made, at the place the request is received, whether or not the person making the same actually receives any contribution.

   c. Solicitation outside the library buildings is subject to the jurisdictional solicitation ordinances.

2. Petitioning and similar activities:

   a) Picketing, conducting surveys, distributing pamphlets, leafleting, petition circulation, carrying or erecting signs or banners, and similar expressive activities are prohibited inside library facilities. This prohibition does not prevent political or religious activities conducted within a meeting room or the theatre by the group or organization that has reserved the space in accordance with the library's meeting room policy. Only the reserving group may engage in such activities within the space they have reserved.

   b) ~~No petitions may be presented for signature within library facilities.~~

   b) Individuals conforming to local ordinances have the right to ~~solicit signatures for petitions~~ engage in the above activities in designated areas outside of the library facilities~~,~~ so long as they do not hinder library users in any form or fashion.

(Approved as amended by WRL Board of Trustees December 7, 2011. Reaffirmed by WRL Board of Trustees May 27, 2015, Approved as amended June 27, 2018, Reaffirmed September 22, 2021.)

Approved as amended by the WRL Board of Trustees on March 26, 2025.

Williamsburg Regional Library
February 2025 Snapshot

Library Visits

Williamsburg Library	25,697
James City County Library	12,942
Stryker Center	897
Total Visits	**39,536**

Williamsburg Library Circulation

Jurisdiction	WL Circulation	Percent of Total
City of Williamsburg	6,506	17%
James City County	24,988	65%
York County	6,398	17%
Other	406	1%
Total	**38,298**	

James City County Library Circulation

Jurisdiction	JCCL Circulation	Percent of Total
City of Williamsburg	1,117	4%
James City County	20,765	82%
York County	3,108	12%
Other	229	1%
Total	**25,219**	

Total Physical Circulation by Jurisdiction

Jurisdiction	Total Circulation	Percent of Total
City of Williamsburg	8,090	12%
James City County	47,640	72%
York County	9,593	15%
Other	571	1%
Total	**65,894**	

Digital Circulation

Jurisdiction	Digital Circulation	Percent of Total
City of Williamsburg	3,784	14%
James City County	19,756	71%
York County	3,669	13%
Other	462	2%
Total	**27,671**	

Williamsburg Regional Library Statistical Report — FY 2025 ~ February 2025

CIRCULATION by Locality	WMSB	JCC	YORK	OTHER	Monthly	YTD	%Change FY24
Williamsburg Library	6,506	24,988	6,398	283	38,175	335,641	**10.9%**
James City County Library	1,117	20,765	3,108	229	25,219	230,634	**14.4%**
Bookmobile*	148	811	61	16	1,036	9,825	**22.6%**
Adult - MLS*	319	1,076	26	43	1,464	11,052	**19.3%**
Digital Collection	3,784	19,756	3,669	462	27,671	218,479	**10.5%**
Monthly Total	**11,874**	**67,396**	**13,262**	**1,033**	**93,565**	**805,631**	**12.0%**
Percent of Monthly Total	**12.69%**	**72.03%**	**14.17%**	**1.10%**			

Previously combined

CIRCULATION by Audience**	Adult	Youth	Young Adult	Monthly	YTD	%Change FY24
Williamsburg Library	22,117	14,966	1,407	38,490	336,882	**11.0%**
James City County Library	12,005	12,611	789	25,405	231,697	**14.5%**
Bookmobile*	144	842	50	1,036	9,841	**22.0%**
Adult - MLS*	1,336	18	1	1,355	10,933	**18.0%**
Monthly Total	**35,602**	**28,437**	**2,247**	**66,286**	**589,353**	**12.6%**

** *Does not include Digital Circulation*

CIRCULATION by Type	Print	Non-Print	Monthly	YTD	%Change FY24
Williamsburg Library	31,310	7,017	38,327	335,625	**11.0%**
James City County Library	19,773	5,446	25,219	230,500	**14.3%**
Bookmobile*	866	170	1,036	9,822	**22.0%**
Adult - MLS*	996	361	1,357	10,929	**18.1%**
Digital Collection	N/A	29,428	29,428	235,130	**11.1%**
Monthly Total	**52,945**	**42,422**	**95,367**	**822,006**	**12.1%**

COLLECTION	Print	Non-Print	Total	%Change FY24
Williamsburg Library	108,839	13,940	122,779	**0.2%**
James City County Library	73,873	13,147	87,020	**-1.3%**
Bookmobile*	4,209	944	5,153	**-5.4%**
Adult - MLS*	1,335	1,679	3,014	**0.7%**
Digital Collection***	0	43,322	43,322	**5.9%**
Total	**188,256**	**73,032**	**261,288**	**0.5%**

*** *Digital Collection includes e-books and audio-books*

HOLDS FILLED	Monthly	YTD	%Change FY24
Williamsburg Library	9,477	80,287	**-1.4%**
James City County Library	6,343	52,752	**-0.8%**
Bookmobile*	61	860	**-25.9%**
Adult - MLS*	736	6,641	**17.2%**
Total	**16,617**	**140,540**	**-0.6%**

USER CARDS	Number	%Change FY24	
Williamsburg	7,782	**-8.5%**	
James City County	36,628	**-8.9%**	
York County	7,289	**-0.5%**	
Other ^	293	**0.3%**	^ *Non residents with special recognition cards*
Total	**51,992**	**-7.7%**	

Williamsburg Regional Library Statistical Report — FY 2025 ~ February 2025

USER QUESTIONS	Adult	Youth	Monthly	YTD	%Change FY24
Williamsburg Library	3,259	835	4,094	32,712	**-7.9%**
James City County Library	1,678	723	2,401	17,953	**-12.1%**
Stryker Center	66	0	66	1,482	**-40.9%**
Bookmobile	511	743	1,254	15,324	**116.2%**
Adult - MLS	801	N/A	801	7,093	**-0.4%**
Via Electronic	336	0	336	2,660	**-36.8%**
Monthly Total	**6,651**	**2,301**	**8,952**	**77,224**	**0.5%**

PC & Wi-Fi USE	PC Use	YTD	%Change FY24	Wi-Fi Use	YTD	%Change FY24
Williamsburg Library	2,498	26,449	**-0.3%**	11,309	101,478	**-8.1%**
James City County Library	2,763	28,479	**3.7%**	10,275	90,828	**-20.0%**
Bookmobile	277	3,742	**18.7%**	138	2,944	**7.9%**
Abram Frink	N/A	N/A	**N/A**	935	7,326	**-19.4%**
Total	**5,538**	**58,669**	**2.7%**	**22,657**	**202,576**	**-14.1%**

PROGRAM ATTENDANCE	Adult	Youth	Monthly	YTD	%Change FY24
Williamsburg Library	3,571	763	4,334	22,040	**-12.9%**
James City County Library	628	639	1,267	13,535	**-14.3%**
Stryker Center	168	256	424	4,011	**56.9%**
Bookmobile	51	6,126	6,177	22,827	**29.2%**
Adult MLS	323	0	323	2,998	**42.4%**
Outreach	0	259	259	3,540	**-20.9%**
Virtual Programming	233	0	233	1,259	**6.9%**
Monthly Total	**4,974**	**8,043**	**13,017**	**70,210**	**1.6%**

MEETING ROOM USE	Monthly	YTD	%Change FY24
Williamsburg Library	631	6,908	**14.0%**
James City County Library	416	4,152	**35.5%**
Stryker Center	266	1,287	**75.1%**
Total	**1,313**	**12,347**	**25.2%**

VISITS	Monthly	YTD	%Change FY24
Williamsburg Library	25,697	210,122	**-3.7%**
James City County Library	12,942	116,323	**-8.2%**
Stryker Center	897	6,391	**1.9%**
Total	**39,536**	**332,836**	**-5.2%**

MEDIA	Monthly	YTD	%Change FY24
Website Visits	33,913	268,387	**-7.6%**
Mobile App	12,676	95,407	**34.7%**
Total	**46,589**	**363,794**	**0.7%**