

## **West Branch District Library** **Annual Report FY 2015-2016**

*Statistics from July 1, 2015 through June 30, 2016*

### **Circulation Statistics Snapshot**

- Collection Numbers: 30,478 (print)  
11,938 (electronic)  
2501 (audio-visual)
- Total Circ: 54,109
  - \*Inter-Library Loan Out: 6190 (VLC and Melcat)
  - \*Inter-Library Loan In: 5117 (VLC and Melcat)
- Overdrive Ebook/Downloadable audio circ: 4660 (July 2015-June 2016)
- Active Users: 2434 (16.6% Non-resident)
  - \*Note: There are 6771 (32.5% Non-resident) registered borrowers in the system, however, active users are patrons that have borrowed library materials within the last three years.
- Non-resident fees collected for the year came in well over-budget – nearly 40% higher than budgeted! This stat shows that many outside our five townships and the city that support us through millage value our collection and services as well.
- Internet usage: 17,505 public workstation users, 7068 wireless users (more than double the previous year's wireless users)!
- The library now has more control with purchasing Overdrive (downloadable audio and e-book) content. In the past, titles for the collection were only selected by the co-op director. We are now able to receive site-specific requests (for instance, a West Branch patron may have used the Overdrive app to request a book not currently in the collection and now we can see that request and decide if we'd like to purchase that title for our patrons' use).
- In order to try to address declining circulation, I changed additional ordering of requested items to a lower ratio (3-1) and also increased the total number of DVDs allowed out for each account. The increased hold ratio allowed for shorter holds lists for popular items and circulation did increase from last fiscal year. With computer usage and program attendance continuing to climb annually, it is nice to see some increasing circulation numbers as well.

### **Tech Bright Spots**

- With our high-speed fiber broadband, the library switched its phone system from landline-based to a VOIP (Voice Over Internet Protocol) system. This should save us some money in the long run. This option wouldn't have been feasible had we not switched to the high speed fiber broadband. One drawback with the new system came with our new copier/scanner lease with Xerox. Though we were told otherwise, apparently VOIP doesn't work well with fax lines (one is digital, while the other is analog), so we ended up having to go with an additional service (through Xerox) to

continue offering fax service. Our Xerox reps said everyone that has VOIP has problems with faxing.

-During the year, the library received some illegal downloading warnings. From listserv conversations, this sounds like a fairly common occurrence in other libraries as well. Andrew worked on a fix by blocking some ports where the illegal activity was most likely occurring. Later in the year, we did receive an additional warning, but illegal activity stopped after we gave printed messages to wireless users and increased staff “patrols” amongst wireless users. All in all, patrons and staff are still very pleased with the Merit fiber broadband.

-Our library operated as a test site for a new protocol (NCIP) for Melcat and Horizon (the library’s ILS through VLC). The protocol, once functional, will allow Melcat and Horizon to “talk” talk to each other and eventually reduce the amount of having to check both systems for checkout and renewal purposes for Interlibrary loan items. Many libraries throughout the country are currently having to go back and forth between the systems, so it was an honor to be on the forefront of working toward a more fluid system for ILL items.

-The library also served as a test site for mobile circ (circulation). This tool would allow library staff to be able to help patrons in the stacks. It would allow patrons to check out items where they are standing (instead of having to go to a circulation desk). Additionally, offsite card registration would be enabled which would allow for library card registration at locations such as information fairs or farmer’s market (through a wireless connection).

-This fiscal year, we purchased one refurbished computer to replace a public workstation in the children’s area. Additionally, Andrew recommended replacement of my work laptop (which is accessible to both him and myself for work purposes).

-Andrew also worked on installation of Microsoft Office 16 on all staff computers and half of public computer workstations. No major changes were noticed by public computer users, which can occasionally occur with software updates.

## **Program Milestones**

-This year brought a superheroes-centered theme for the summer reading program (SRP). Brittany Fabbri coordinated action-packed weekly activities featuring make-your-own jetpacks, capes, homemade kryptonite, and more! Participation in the month-long program remained high with 185 kids signing up to read 1192 hours with a 30% completion rate. Though labor and resource-intensive, this tradition keeps kids enthusiastic about reading throughout the summer months.

-Multiple author events were hosted throughout the fiscal year. Some highlights included Saginaw author Teresa Irish who spoke of her father’s World War II letters written home, as well as West Branch author Tom Ebel who shared his latest suspense novel, and Bay City author David Vizard who returned to talk about his newest mystery set on Mackinac Island. Author events continue to bring steady crowds and are a staple of library programming.

-Detroit-area historian Al Eicher and his son, Dave, visited the library to present portions of their video documentary along with their research on “The Orphan Train in Michigan.”

Feedback from attendees was so positive that the duo was booked and invited back for an additional lecture (in August 2016) focused on “When Hollywood Went to War.”

-The library has made a concerted effort to reach out through social media over the last few years. The library’s Pinterest page has an audience of 665 with a reach of 11,557 people, the library’s Twitter account has 55 followers with a reach of 47,025, while our Facebook page has 403 “likes” with a reach of 49,716 people! While some of these posts are simply pro-library services, many of the posts promote library programs. We will continue to monitor this outreach for future year comparisons.

-With continual effort and planning, library programming brings in great numbers of community folks, both registered patrons and otherwise. During this fiscal year, the library offered **222** programs with **5765** total attendance!

## **Facilities Report**

-This fiscal year brought elevator issues and costs beyond the normal annual maintenance and inspection fees. In addition to a couple calls for the doors not opening properly, the elevator was also out of compliance with its emergency phone system (which was not ADA compatible). Working with our company (Schindler) to remedy these issues was a challenge, though some of that may have been due to the technician assigned to us who has since been terminated. We will keep a close eye on maintenance/repair costs for the elevator in the future for comparison and decision-making purposes.

-While undergoing some Book Nook cleaning and organizing efforts, mold and mildew and water damage were discovered on the south side of the library’s 10 year-old addition. Due to the builders cutting corners then, damage and moisture have continued to occur over the years (beyond that which was mitigated by running dehumidifiers). A mold remediator specialist was brought in to repair and prevent future damage and a quote was received and accepted from Zettel Excavating to better seal the foundation to prevent future water leakage.

-With softball-sized hail pelting areas in and around West Branch on August 2<sup>nd</sup>, the library sustained damage to screens, soffit, and the roof. Insurance adjusters assessed repairs that needed to be made, and an entirely new roof was put on by Mike Schorn from Riverside Restoration and Remodeling. Other areas were repaired as necessary and insurance proceeds covered the entire cost of the work.

-Mike Schorn also helped us with repainting the main floor of the library. Many scuffs and marks were erased as the walls received a fresh coat of the same color. The library was closed during the painting while library staff worked to remove all books from shelves and décor along the outside walls before replacing all books in order once the paint was dry. The refreshed look was very much needed.

## **Personnel**

-Jeana Stillwagon resigned from the library due to an out-of-state move. We will miss her database knowledge and technological expertise at the front desk in the library, but wish her the best.

-After assisting the library as a volunteer during the Summer Reading Program, Arianna Franciosi joined the library staff as a library assistant. She has quickly translated her

experience in the school library setting to the public library setting. She is fabulous in working with Andrew on tech assistance and moved in to coordinating and implementing the Summer Reading Program for 2016. We are thrilled to have Arianna on our team!

-Andrew, Trustee Terry Barnhart, and I had the opportunity to attend the Michigan Library Association (MLA) conference in Novi in October. This professional development opportunity always provides great networking opportunities and ideas to implement from libraries both large and small. This annual event offers tracks for technology, administration, trustees, and more. It's always a worthwhile professional development opportunity for staff and board alike.

-Amy, Andrew, and I along with Trustee Terry Barnhart also attended the Rural Libraries Conference on Mackinac Island in May. Andrew was once again a presenter. This semi-annual conference is geared solely for the small libraries throughout our state – small in both populations served and budget. There are always great take-home program applications and ideas.

-The library was proud to again be nominated by an unknown community member for the West Branch Chamber of Commerce Outstanding Business award in the Excellence category. Unlike last year, however, this time we won! Andrew, Trustee Sheldon Justice, and I were able to attend the Chamber Ball. It was such an honor to again be nominated and ultimately recognized. The award stands as a testament to the hard work we as a staff and library board do every day.

## **Financial**

-Unaudited Revenues and Expenditures:

Revenues: \$ 446,824.16

Expenditures: \$ 314,996.19

-The library was an unexpected, though very appreciative, recipient of an amazing gift from the estate of library patron Irene Peterson. Listed as a beneficiary in Irene's will, the library received a gift of \$118,644.79. Irene stated her desire was for the library to place the donation in its endowment fund, if one existed, otherwise to place it in a capital fund. As an endowment fund does not exist for our library at this time, the funds will be set aside for capital needs in the future.

-The Friends of the Library came under new leadership this year as Diana Oberdick moved to Florida and Delores (Dee) Inman took over as President. Dee has experience on various healthcare-focused boards and has been an active member of the Friends for several years. The Friends group raised almost 85% of the budgeted revenue for the year through Book Nook sales, Amazon sales, and Potato Barn sales (of antique/rare books). This group continues to amaze me with their financial contributions and personal dedication to the library.

-The library received its first major taxable value adjustment bill of over \$1000. With fluctuating property values and penal fines (with potential significant decreases due to cutting of the county's road patrol with the defeat of the millage), tax capture, and potential additional tax tribunal decisions that could be detrimental to the library's fund balance, the reserves in our fund carryover (savings) are imperative to have on hand now and into the future.

-Should legislation move in support of DDAs and TIFAs requesting funding from taxing entities (such as the library, schools, etc.) instead of receiving a portion of the millage outright, this will enable us to have a better hold of our own funding (and, thus, decision-making on how those funds should be spent), and contribute to a more accurate budget picture throughout the fiscal year.

Respectfully Submitted,

Emily Boersen, Library Director