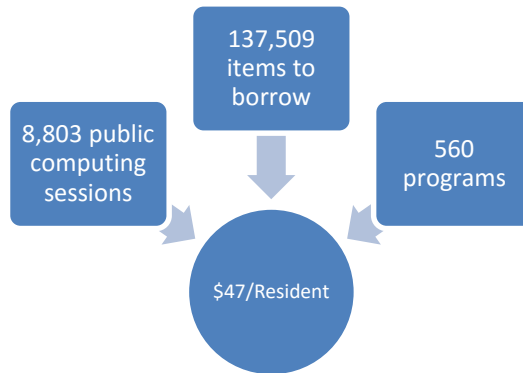


NEILL PUBLIC LIBRARY 2016 ANNUAL REPORT

Submitted by Joanna Bailey, Library Director

Municipal funding:

The library's 2016 budget was \$1,548,814. This translates to a per capita annual cost of \$47. For this amount, residents borrowed from a library collection of 137,509 titles, attended 560 literacy and enrichment programs, and utilized public computing services and research assistance throughout the year.



During the year, Neill Public Library collected an additional \$89,825 in external revenue from library fines, private donations, endowment funds, and funding from Whitman County Library District reimbursing the City for half the salary and benefits costs of our shared library systems administrator.

Supplemental Funding: Friends of Neill Public Library (FNPL) provided \$58,701 for new materials, staff training and community lifelong learning programs. Funding from FNPL comes from membership dues, private donations in memory or honor of loved ones, and donations from service organizations and business merchants.

Site projects:

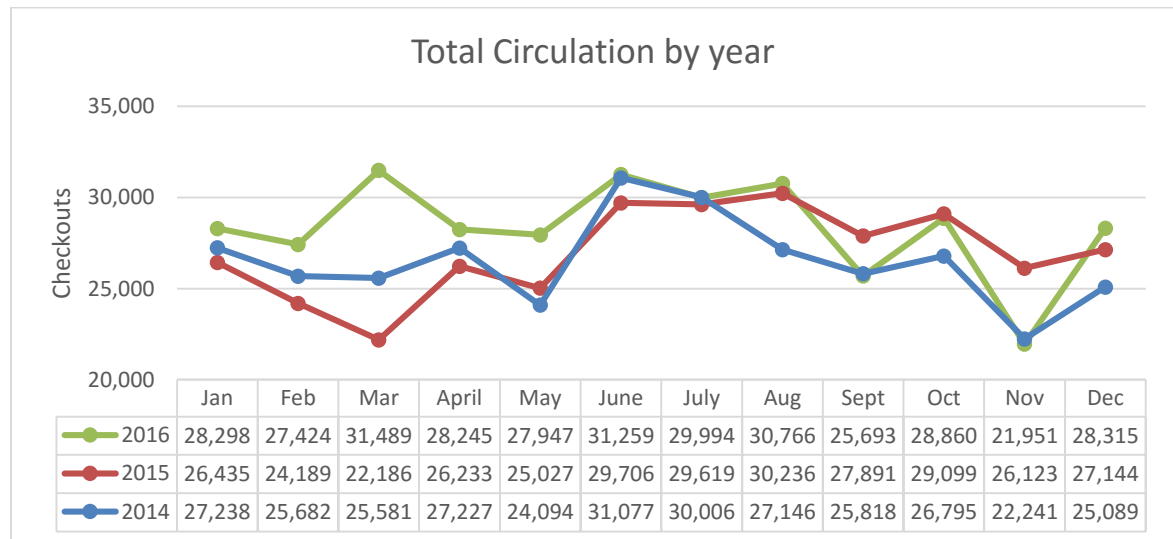
- Stormwater LID project: several LID elements were installed in the parking lot adjacent to the library. The lot was closed from August to October for the retrofit.
- ADA Retrofit: the access ramp to the Hecht Meeting Room and two parking spaces were retrofit to conform to ADA standards.
- Carpet project: the library's carpet was replaced to improve public safety. This project was made possible by funding from CIP and the Shirrod library endowment. We encouraged community engagement, asking the public to help us pick the color and pattern of the carpet. The library was closed for three weeks from late October through middle November. The result is a safer and more durable carpet that is also pleasing to the eye.

Library Service Measures: Use of library services increased across all service points. This is very impressive given access to the facility was limited or restricted for 4 months to accommodate site projects.

Service Measures	2016	2015	% change
Visits	240,003	238,368	1%
Cardholders	16,178	14,645	10%
Circulation	341,063	323,766	5%
Programs	322	288	12%
Reference Transactions	11,710	8,662	35%
Public Computing – hours spent	101	72	40%
Public Computing – print jobs	3,360	3,080	9%

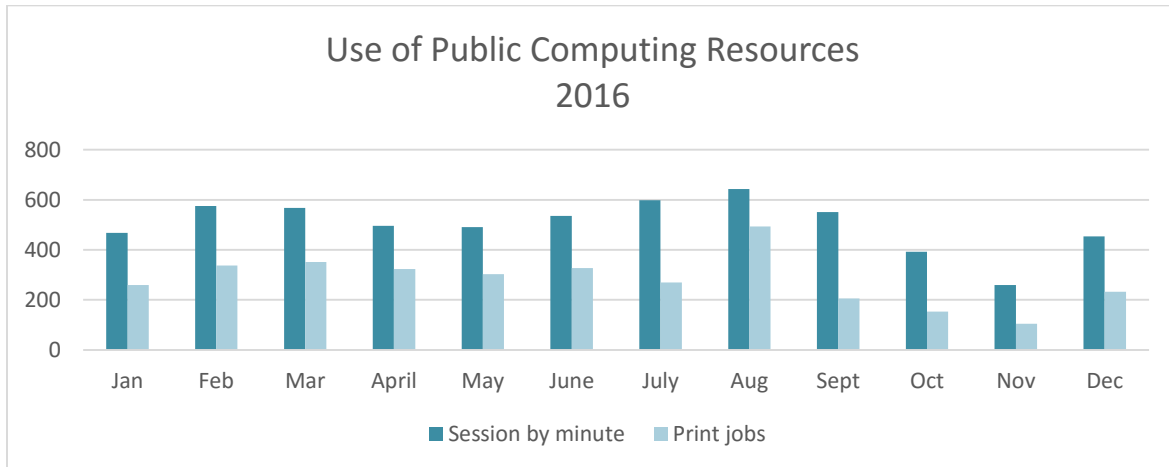
Digital reading of ebooks and eaudios remains very popular and now accounts for an average of 13% of the library’s total circulation. Digital materials were borrowed 43,983 times, an increase of 18% over last year.

Pullman residents account for 68% of the library’s cardholders (11,035/16,178) and 64% of the library’s circulation (217,431/341,063). Total cardholders increased 10% while total circulation from all cardholders increased 5%.

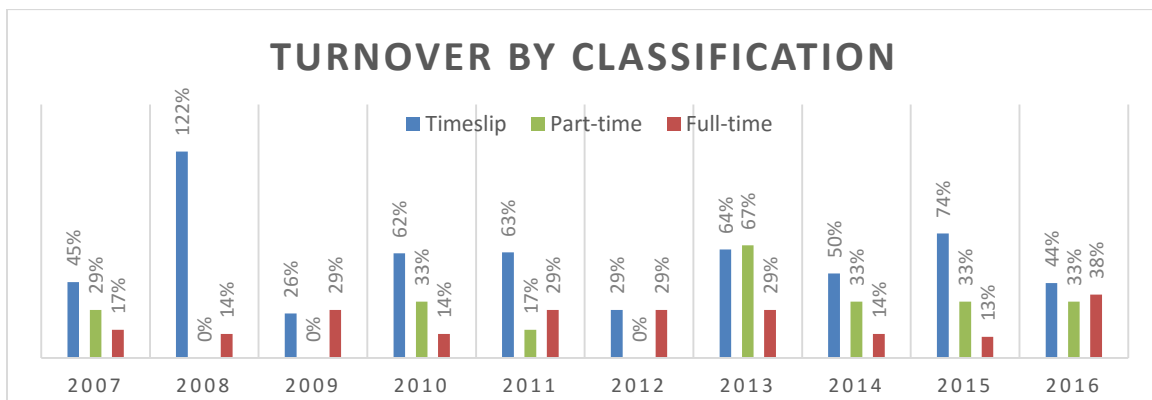


Public computing resources at the library are highly valued by the community and contribute to local economic growth. The public computers were used 101 hours last year with 8,803 sessions with 3,360 print jobs. This is a 40% increase in the amount of time spent computing. This increase is attributed to an internal process improvement whereby extra time is automatically renewed for users within a single session. Renewal of time previously required manual override by staff at the request of the patron.

Patrons use the library’s computer resources to search and apply for jobs, print interview practice tests, and accept job offers. Construction crews submit bids online and print work orders for local jobs. And prospective homeowners use the library’s computers to search for new homes and print out fact sheets for scheduled viewings.



Staffing: Great news! Overall, employee turnover decreased 4% and by classification, turnover among timeslip positions decreased 30 percent points from last year. Staff spent 1,700 hours training replacement employees, a 28% decrease from last year. Less turnover means more time is spent providing direct library service!



Lifelong Learning @ the Library:

Lifelong learning is at the heart of Neill Public Library’s services. The library held 586 educational and recreational programs for 15,631 people. This is a 50% increase in the number of programs and a 12% increase in attendance. Examples of library facilitated learning included computer classes for seniors, internet safety classes, summer reading programs, children’s storytimes, author events, English as a Second Language conversation groups, sewing classes, book club programs, and one-on-one “Book a Librarian” tutorial sessions.

To increase visibility and raise awareness of library services, library staff provided twelve facility tours to daycares and community groups during the year. The library's marketing reach now includes Schweitzer Engineering Laboratories. The library delivers information packets about library services to SEL who, in turn, makes these available to their employees. With offices both national and international, SEL utilizes and values the library's computer instruction curriculum and language learning resources.

The library opens its meeting spaces to the community on a first-come, first-served basis for their educational and recreational needs. These spaces were booked 858 times during the year; an increase of 35%. Typical use of rooms includes academic tutoring for all ages, supervised parent-child visits, and civic engagement events.

Volunteers:

The library is very grateful for its dedicated team of community volunteers. In 2016, volunteers generously donated 2,000 hours of their time and talents to enhance library programs and services.

There are two categories of volunteer services:

1. Special Projects:

- Summer reading program help desk
- Tuesday Teen volunteer reading program projects
- Newborn literacy packets for Pullman Regional Hospital
- Kindergarten Registration event for Pullman School District
- Neill Library History project

2. Sustained Contributions:

- Library Board of Trustees
- Homebound Book Delivery
- Friends of Neill Public Library
- ESL Conversation Classes

ACTIVITY BY DEPARTMENT

Administration

Community Outreach/Partnerships

- 4/20: Rotary Club presentation: Bookclub Kits
- 4/08: "Celebrity" judge for WSU Edible Book Contest
- 5/07: Bridges out of Poverty Seminar
- 5/09: Pitch meeting with SEL to market library
- 5/11: WSU Campus Community Forum: 1912 Center, regional partnerships
- 5/12 – 14: Liaison for Pullman Art Commission, Art Walk, Utility Box Wrap
- 6/10: Affecting Positive Change in Whitman County: PRH, poverty/community needs workshop
- 6/28: Community Blood Drive - Inland NW Blood Center – 11 donors
- 8/8 – 13: Pullman Kiwanis: Stuff the Bus drop-off location
- 8/20: Lentil Festival – library float entry

Adult Services

Adult Programs:

- 261 programs with 1,826 in attendance
 - Computer instruction
 - Author events
 - Film screenings based on popular books
 - Humanities Washington speaker events
 - Grand Avenue Book Club
 - Sew Happy
 - Good Yarns
 - ESL Conversation Club

Material collections:

- CD Audiobook circulation increased 12%
- Print nonfiction circulation increased 8%
- Print fiction increased 14%
- DVD circulation increased 22%

Adult Service staff purchased 410 items out of the 645 adult materials requested by patrons (~ 65% purchase rate). Additionally, the Library Technician interlibrary loaned nearly 400 items in 2016 from other libraries to fill patron requests, and we lent 84 NPL owned items to other libraries.

Washington Anytime Library:

The Washington Anytime Library saw another sustained increase in borrowing, with overall checkouts rising 18%, to 43,983 items. Format distribution among checkouts remained relatively constant, consisting of 43% audiobooks and 57% ebooks. Additionally, 635 NPL patrons created new Overdrive accounts, a 6% increase over 2015.

Youth Services

Programs and Outreach:

- 321 programs with 13,705 in attendance
 - Donations of \$2000 donation from Pullman Child Welfare and \$800 from Campbell Scientific, Inc. helped support programming for youth.
 - 216 programs were offered onsite with 7,690 in attendance
 - weekly elementary programs
 - 9 “Book at Librarian” sessions with patrons, providing one-on-one instruction on a variety of topics including early literacy, reader’s advisory and library databases
 - 54 Summer Reading Programs were offered with 3, 367 attendance
 - 51 programs were offered offsite with 2,603 attendance

Youth Services cont.

Material collection usage: highlights

- Picture books increased 19%
- Juvenile fiction increased 15%
- Juvenile nonfiction increased 12%
- Juvenile magazines increased 34%
- Preschool DVDs decreased by 24%
- LOCKER boxes increased by 51%
- Young adult fiction books decreased 26%
- Young adult non-fiction increased 45%
- Young adult magazines decreased by 40%

Systems

Software Improvements:

- Horizon ILS, Sip server, IPAC, Envisionware LTP1 and PCRES were updated to the most current versions.

Hardware Improvements:

- Wiring – The original network wiring in the library installed 25 years ago was not up to today's standards. IT and buildings staff replaced 50% of the wiring runs and added to them in the following departments: Technical Services, Youth Services, Circulation.
- Hardware Upgrade improvements – Three staff workstations were replaced in 2016.
- Laptop Lab Software Upgrade – Cleared and reloaded all the laptops and re-installed the OS, including installing Office 2013. The new configuration made them more reliable in a lab setting to support computer instruction classes.
- Network Migration – moved servers connected to the Internet and other Library assets to a separate network with its own Internet connection. This was a major project which heavily involved city IT staff and external consultants.

Technical Services

Material Processing:

- Processed 8,885 items, a decrease of 7.7% over 2015; 1,337 of the items added were donations, not original purchases
- Downloaded into catalog and edited 4,318 bib records for eAudios and eBooks to support public discovery and reading of digital books

Process Improvements:

- Streamlined cataloging and processing to shorten production time, increase accuracy, and decrease public wait time for new books and materials
- Rearranged workspaces for increased usability/productivity