

## 2018 LIBRARY DETAIL

### Financial Data

- Base Budget: 1,726,735
  - 100% of library budget comes from General Fund
  - Library budget represents 7.6% of the city's General Fund budget
- Supplemental Funding: Friends of Neill Public Library
  - \$54,843 for community programs, library collections, User Experience, PRH literacy packets, public printing, staff professional development

### Personnel: 6 resignations, 4 hires

The library's rate of turnover has decreased 3.3 percent points since 2015. In 2015 the overall turnover was 52% but in 2018 this had dropped to 19%. As a result, staff had more time to focus on service deliverables and making innovative improvements.

<u>2018 Resignations</u>	<u># of resignations</u>	<u>Position Hrs.</u>
Library Division Manager – Info Services	1	40
Circulation Support Assistant	1	16
Shelver	1	16
Reference Assistant	2	16
Technical Support Assistant	1	16

<u>2018 Hires</u>	<u>Timeslip</u>	<u>Part-time</u>
Circulation Support Assistant	1	
Reference Assistant	2	
Library Technician		1

### Whole team Continuous Improvement Projects: User Experience, Lean

**User Experience:** 6 focus areas: signage, material collections, self-service holds, space layout, service point evaluation and organizational identity.

Summary by focus area:

- Signage: Library signage is important, but too much of a good thing created unnecessary clutter. To determine which signs were most effective, we wiped the proverbial slate clean by removing nearly everything. If it wasn't glued or nailed down, it came down. Patron questions and comments informed which signs were restored. The result of fewer signs is that patrons felt the library's overall space seemed bigger and brighter. A larger community bulletin board was installed along with a streamlined posting process offering a convenient way for patrons to stay up to date on community happenings.
- Material Collections: Juvenile books with CD were alphabetized to make selection easier, children's board books are browse-able in a bin, and options were explored for making movies easier to browse and identify. Roll out Enterprise online catalog discovery tool.
- Self-service holds: No more waiting in line to pick up your library items! Titles are stored on self-service shelves for convenient access right next to the self-checkout machine for independent check out. Staff assisted service is still available.

- **Space layout:** Understanding how library spaces are used informed decision making. Focusing on actual versus theoretical use revealed areas for improvement. While young adult books are borrowed, the space for teens is underutilized. Computing areas need improvement to address acoustic levels and better support mixed use. Lounge and task seating is too limited and power outlets are in high demand but always short supply. To our pleasant surprise, many patrons brought their own items to the library to enjoy in our spaces (computers, books, games, music devices). Patrons reported the library environment provides them a way to be surrounded by community in a passive or engaged way, within a beautiful inviting space which has valuable resources for their work.
- **Service Point Evaluation:** Last year, we transitioned away from age segregated reference service to embrace a single desk reference service for all ages. That move streamlined our service points from three to two: reference and circulation. To understand the usefulness of this change, we kept a two-week tally of the types of questions and referrals received at both service points. Results showed questions were being appropriately directed to and handled by staff at each desk and the flow between desks was good. A refresher training helped strengthen staff skills for stronger cross coverage to shorten wait times.
- **Organizational identity:** created service pledge, logo and tagline to better tell our story, cultivate and communicate the library's positive vibe, and help the community more easily recognize and connect with the library.

**Lean with WA Center for Government Innovation (SAO):**

Project: "Lean" the materials process from wanting an item to receiving an item

Targets (Goals):

- Increase understanding of process and clearly define/delineate steps
- All departments/staff are involved and knowledgeable of the process
- Shorten overall materials process from 3 to 4 weeks to 2 weeks
- Materials are ordered on a consistent basis at least monthly to avoid feast/famine workload for others

Kaizen team: Cheryl, Suzie, Mia, Minh, Destiny, Carly with facilitator Debra Hentz

Summary by proposal:

Proposal	Departments involved	Outcomes
Evaluate order timing: librarians discuss ordering procedures to avoid large impacts to tech staff	Adult/Youth/Admin/Circ	Everyone gained a better understanding of the impact the ordering cycle (\$ and # of items) has on tech workflow. A spreadsheet was created to track ordering and departments will transition to more evenly metered ordering.
Visual tool for incoming orders: create a simple visual tool to show larger orders and arrival dates so tech staff can be prepared	Admin/Adult/Youth	Tried a white board system to track incoming orders. This tool was not as effective as originally hoped. Affected employees no longer needed to track shipments as the metering of orders by librarians had fixed the issues.
Youth processing: change "special" slipping when reviewing at intake to speed up process and handle items fewer times. This could free up space and use fewer carts.	Adult/Tech	Eliminated placing red flagged holds on items for patrons which have not been requested by patrons in advance, and committed to unpack boxes within 2 days of arrival onto the J acquisition cart only. A new white flag process signals secondary prioritization with no white flag sitting on shelf longer than 1 month. More efficient, more flexibility and gained space from use of fewer carts.

Consolidate processing of red flag items: All red flags would be processed by Diane and the final check would be skipped	Tech	Evaluation showed red flags were not slowing down the process. Following this approach would create weakness in the process and sacrifice quality which could make it harder for patrons to find items.
Change "Bookmark" slip: less info, separate red slip, shorten & simplify	Tech	"JDI" Just Do It proposal was finished in April. Very successful by all accounts!
Cross Train Shelters to help with weeding	Circ/Admin	More proactive weeding year round is a better approach; cross training for special projects.
Space/Cart evaluation: manage flow of new items, relocate audio book cart, load carts at check in, rearrange sorting area for to create more space.	Circ/Admin/Youth	Modified LOCKER boxes for a more standardized size. Back room corridor will be kept clear. Established priority processing order. Audio books sorted directly to shelves eliminating need for bookcart.
Cross Train for final cataloging check: handle items less	Tech	Training manuals need to be updated first. Cross training in 2019 once training content is current.

#### **Infrastructure/Facility/Other:**

- Instituted a 3 free page limit for public printing
- Sited bench honoring Judy Busch (Tim) and her numerous contributions to the library
- November 9: partnered with PPD to hold active shooter preparedness training for staff – 17 attended

#### **Meeting Room Use:** used 1,147 times during the year (35% by public, 65% by library)

- Hecht Room – 689 (26% by public)
  - Public use (programs/personal) – 183
  - Library-affiliated programs – 506
- Young Room – 458 (49% by public)
  - Public use (programs/personal) – 224
  - Library-affiliated programs – 234

#### **Volunteer Activity:** Total hours in service = 2,276

- 212.25 hours – library trustees
- 1,134.25 hours – library volunteers
- 929.5 hours – Friends of NPL board and volunteers

#### *Library Board of Trustees:*

- 5 volunteers, 1 city councilor as non-voting liaison: administer board operations, strategic planning, policy making, financial review, and advocacy efforts on behalf of the library, its staff, and the City of Pullman.

#### *Library Volunteers:*

- Tech Elves: 3 volunteers, 200 hours to mend over 2,500 items
- Good Yarns Program: 3 volunteers, 151 hours
- Grand Avenue Book Club: 1 volunteer, 54 hours
- ESL Conversation Program: 2 volunteers, 412.25 hours
- Homebound: 5 volunteers, 150 hours

- Sew Happy Program: 1 volunteer, 52 hours
- Teen Summer Reading Program Volunteers - 28 volunteers, 115 hours

*Friends of Neill Public Library:*

- FNPL Board meetings: 9 members, 354.5 hours
- Summer Reading Community Literacy Program: 9 volunteers, 48 hours
- Kindergarten Registration: 4 volunteers, 10 hours
- Literacy Packets for Pullman Regional Hospital: 13 volunteers; 30 hours
- Book Sale: 8 volunteers, 278 hours
- Crazy Days Book Sale: 5 volunteers, 12 hours
- Lentil Festival: various board, 12 hours
- Membership Mailing: 11 volunteers, 9 hours

**LIBRARY HIGHLIGHTS BY DEPARTMENT**  
**ADMINISTRATION**

**Programming:**

- 1/26: UX Workshop w/Aaron Schmidt 24 attendees
- 4/26: INCOL Workshop: Meetings that Work 67 attendees
- 6/29: Ukulele workshop 35 attendees
- 7/18: LWV Candidate forum (state representative, county judge) 92 attendees
- 5/02: Design West community forum: new city hall ideas 6 attendees

**Community Outreach/Partnerships**

- 5/17: Joanna gave Arts presentation to Pullman 2040/State Legislators 19 attendees

**Community Displays**

- January: Whitman County Historical Society
- February: Fall in Love with a Good Book!
- March: A Different Kind of Junk Yard by David Coyle
- April: National Library Week/Pullman Art Walk
- May/June: Henry Stinson art
- Sept: Great American Read; WCHS: Railroad display
- Oct/Nov: Barn art by Ken Carper
- October: WSU Cougars/College Game Day
- Nov/Dec: PSD STEAM display

**Professional Development**

- Lori attended Government Surplus training and Board Docs Training
- Joanna participated in first cohort of NW Women’s Leadership Academy

**CIRCULATION & SHELVING**

Programs: Grand Avenue Book Club: 12 programs, attendance 203, a 42% increase

New Patrons added: 14% increase since 2014

Year	# accounts created
2018	1830
2017	1531

2016	1218
2015	1695
2014	1,599

**Professional Development:**

Ashley and Minh went to Yakima WLA Oct 2018 – gave report at Dec all staff  
 Rezina attended INCOL Spring Workshop on “Meetings that Work” by Guila Muir

**TECHNICAL SERVICES**

**Collections**

- Processed total of 12,270 items, including both physical and electronic items, with physical items valued at approximately \$2,100
- Processed 7,738 physical items, a decrease of 14% over 2017; 812 of the items added were donations
- Downloaded into catalog and edited 4,532 records for eAudios and eBooks

**Projects**

- Supervisor updated item circulation types.
- Staff participated in LEAN and UX projects
  - Staff engaged in editing tech procedures manual
  - Staff implemented revised processing slip process.
  - Supervisor participated in implementation of new online catalog (Enterprise)
- Supervisor participated in pilot weeding project for Washington Anytime Library consortium and took on greater role in Horizon system administration.
- Staff revised method of displaying new items in online catalog, including changes to cataloging and changes to Enterprise.

**Professional Development**

- Staff participated in active shooter training and city ladder safety training, wellness activities and completed the health questionnaire
- Supervisor attended PNLA conference in Post Falls in August, WDLC User Group meeting in Blaine in September, INCOL training in Lewiston in October, city training for supervisors, attended/viewed 6 Sirsi-Dynix Horizon webinars

**YOUTH SERVICES**

**STAFFING AND TRAINING**

- Participated in 2 Overdrive webinars: Marketing to Kids and Teens; Libby App
- Attended City Supervisory Training (3 days), Sexual Harassment in the Work Place Training, Palouse STEAM Coalition meetings and first Summit; presented “Growing Nonfiction Readers” at WLA Conference with children’s author Annette Pimentel
- Rachael attended Providing Excellent Customer Service Training

**PROGRAMMING HIGHLIGHTS**

- Re-instituted weekly Family Storytimes on (2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> weeks) starting in October
- Intergenerational programming with Pullman Senior Center with “Lots of Love” program
- Reinstated monthly Outreach to Head Start and Community Action Center Preschool classes starting in October

- Guest reader at Building Blocks Childcare for National Week of the Young Child and at Jefferson Elementary
- Participated in Sunnyside's "Family Literacy Night" and "Career Day"
- Attended homeschooling celebration of *Alice in Wonderland*
- Conducted the first "Ozobots" program for children from Pullman Christian School
- Participated with FNPL at Family Fair, Kindergarten Registration and Pullman Regional Hospital Literacy Packet Project
- Offered 6 weeks of STEM programs for ages 5-17; 2 WSU volunteer interns planned and delivered these programs
- Continued to provide YS services at the request of parents of youth who have moved from Pullman. Services have included reader's advisory for both children and parents as well as information about literacy development and support.
- **Programming Statistics**  
259 YS Programs with 10,102 in attendance  
Breakdown:
  - 180 programs were offered at Neill with 7,226 in attendance
  - 37 programs were offered outside of Neill with 1,175 attendance
  - 42 SRP programs were offered with 1,701 attendance
    - Overall SRP attendance was down across all programs/events
    - Two teen programs (outside of the volunteer program) were offered
    - 28 teens were trained as volunteers. They collectively donated 115.5 hours for SRP. Of the 115.5 hours, 42 hours were from attending training.
    - The SRP finale was held again at Reaney Park with 10 carnival-style stations. Additional highlights:
      - Book characters Paddington Bear and Llama Llama
      - Pullman Police officers and quad car
      - Pullman Firefighters with fire engine

#### **COLLECTIONS and SERVICE DELIVERY HIGHLIGHTS**

- Conducted 5 YS tours for various childcare and homeschooling groups
- Conducted 4 "Book at Librarian" sessions with patrons on a variety of topics including early literacy, YS reader's advisory and library databases
- Initiated a comprehensive weeding picture book weeding project. It will be completed in early 2019.
- TumbleBookCloud: Teens 536 uses (average of 45/month)
  - This compares to 25 uses (for 4 months – Sept was first month it was available) in 2017
- TumbleLibraryBooks: 3054 (average of 255/mo.)
  - 2017 statistics: 3580 (average of 298/month)\_Note: There were many times there were issues with the TumbleLibraryBooks computer in the library. This likely contributed to the slight decrease when comparing 2017 and 2018.

#### **OTHER**

- Met with Middle and High School Librarians to introduce TeenBookCloud.Com from Tumblebooks
- Worked with Palouse Prairie Charter School staff to display 5<sup>th</sup> grade students' essays on "Reading in the Wild"
- Continued work with Peggy Jenkins at Palouse Pathways to provide information and resources about college prep to patrons

#### **COLLECTION STATISTICS: Total YS Count: 43,071**

- 3,891 items were added to the various YS collections and 3,049 items were withdrawn
- **Circulation of select YS collections: 2018 compared to 2017**

○ Picture books – flat (no increase or decrease)	10,413 items in this collection
○ Juvenile Fiction – 3% decrease	8,307 items in this collection
○ Juvenile Nonfiction – 12% decrease	13,888 items in this collection
○ Young Adult Fiction – 8% increase	3,191 items in this collection
○ Young Adult Nonfiction – 3% decrease	1,345 items in this collection
○ Juvenile Magazines – 6% decrease:	154 items in this collection
○ Young Adult Magazines – 30% decrease:	70 items in this collection
○ Preschool DVDs - 3% increase:	712 items in this collection
○ Locker Boxes – 29% increase:	27 items in this collection
○ Lego Boxes – 24% decrease:	4 items in this collection

### ADULT SERVICES DEPARTMENT

**Collections & Circulation:** the following items were added to adult collections

- 289 books on CD
- 866 DVDs
- 1006 print fiction titles
- 1299 print nonfiction titles
- 647 periodicals
- 9 ESL titles

Overall, patrons submitted approximately 1,202 requests for adult materials in 2018, not including items requested in 2018 that were filled in 2019. Approximately 57% were purchased, 38% were obtained through interlibrary loan, and 5% were either unavailable via interlibrary loan or not selected for purchase.

In total, Adult Services staff purchased approximately 677 adult items suggested by patrons, a 7% increase over 2017.

In 2018, Adult Services staff also began to more closely follow and track requests on items, including maintaining holds ratios, replacement materials, overdue materials with requests, etc. Overall, 170 items were purchased as a result of this process improvement, with 62% purchased to maintain our holds ratio. Currently, additional print/audiobook copies are purchased when the holds ratio reaches 3:1 and additional DVDs are purchased at 6:1.

The Adult Services department thanks the Technical Services Department for their flexibility and initiative in getting materials to the shelves as quickly as possible. Adult Services staff voluntarily weeded 1,446 items in 2017.

#### **Circulation highlights and challenges:**

Overall, excluding Washington Anytime Library materials, adult materials circulation increased 3.5% in 2018.

Adult nonfiction (new, regular, and large print) increased 10.4% in 2018. This reflects particularly well on our large weeding nonfiction project in 2017, when we withdrew approximately 15% of our adult nonfiction titles.

Adult fiction (same categories plus book club kits) posted a tiny decrease (-.6%). Drilling down, new adult fiction actually went up 12% while not-new fiction titles decreased 7%.

Adult DVDs increased 2.6% with new entertainment, entertainment, and nonfiction DVDs posting increases of 2.5-2.7%. New nonfiction DVDs dropped 15%. Our tiny but mighty star collection was foreign films, which increased almost 53%.

Adult CD audiobook circulation dropped 6.6% in 2018, and magazines decreased 16%.

Additionally, the Adult Services Library Technician borrowed nearly 695 youth and adult items from other libraries in 2018, a 6% increase over 2017, and lent 183 NPL items to other libraries, a 31% increase.

### *Washington Anytime Library:*

The Washington Anytime Library saw another sustained increase in borrowing, with overall checkouts rising 15%, to 61,148 items. The percentage of audiobooks increased slightly, with 48% of checkouts in audiobook format, and 52% as ebooks (in 2017, those numbers were 45% and 55%). Total ebook circulation increased 8.6% while eaudio increased 27.6%.

Additionally, 783 NPL patrons created new Washington Anytime Library accounts, a 23% increase over 2017.

For 2018, patrons placed 5,212 requests on “on-the-shelf” checked in items, with 5,104 of those requests filled on the same day (97.9%). The number of requests on checked in items increased 41% over 2017.

### **Community Programs:**

<b>Date</b>	<b>Name</b>	<b>Location</b>	<b>Attendance</b>
1/27/18	Slovenia: Culture, Sports, Food	Hecht Room	27
2/17/18	Stephen Pitters	Hecht Room	5
4/28/18	A Quick Visit to Wales	Hecht Room	19
5/31/18	World Travels: China	Hecht Room	9
9/5/18	2001: A Space Odyssey (Lance Rhoades)	Hecht Room	14
9/15/18	Joy Passanante Reading	Hecht Room	38
9/22/18	Ex Libris Documentary Screening	Cordova Theater	24
11/8/18	Everybody Reads: Emily Ruskovich	Heritage Addition	30
Weekly	Good Yarns	Hecht Room	403
2x week	ESL	Hecht Room	1130
Weekly	Sew Happy	Hecht Room	350
Monthly	Grand Ave Book Club	Hecht Room	203
		<u>Total Participants</u>	<u>2252</u>

### **Outreach:**

Adult Services staff and volunteers (along with the assistance of many other staff) continued their strong outreach to Pullman resident centers. Bishop Place, Avalon, and Pioneer Square were visited by volunteers and/or staff biweekly throughout the year.

Late in 2018, Adult Services, Circulation, and Technical Services staff collaborated to create processes and procedures for an individualized homebound delivery service, which began in early 2019.

### **Other notes:**

Thanks to funding from the Friends of Neill Public Library, the Adult Services technician was able to attend the Pacific Northwest Library Association conference and Adult Services Library Assistant was able to attend the Washington Library Association annual conference.

Adult Services staff continued their e-newsletter efforts in 2018 and readership grew substantially. At the end of 2018, the e-newsletter had 8,316 subscribers, a 20% increase compared to the end of 2017.

Adult services staff also planned and implemented a Facebook and Instagram presence in early 2018.

With vital assistance from circulation and technical services staff, the adult services librarian oversaw the planning and implementation of the library’s new online catalog in mid-2018.