

**Sherwood Public Library**  
**Quarterly Management Report**  
**FY18-19 Quarter 2: October, November, December 2018**



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**Statistics**



The Library welcomed **320 new library card holders** this quarter, **13% more cards** than the same quarter last FY. We welcomed nearly **60,000 visits** this quarter, an average of 688 per day and an **increase of 6%** compared to last year.

Monthly Patrons	Oct-18	Nov-18	Dec-18	Qtr 1	Qtr 2
<b>Total registered patrons</b>	<b>11,730</b>	<b>11,838</b>	<b>11,707</b>	<b>11,608</b>	<b>11,707</b>
Total registered last year	11,661	11,769	11,850	11,555	11,850
% change	0.6%	0.6%	-1.2%	0.5%	-1.2%
Accounts active this mo.	2,958	2,960	2,817	3,125	2,912
% of accounts active	25%	25%	24%	27%	27%
<b>New library cards</b>	<b>122</b>	<b>104</b>	<b>94</b>	<b>451</b>	<b>320</b>
New library cards last year	109	103	72	382	284
% change	11.9%	1.0%	30.6%	18.1%	12.7%

*1350 Cards inactive for 3 years were deleted 6/17/2018; During December, an address change report prompted out of state accounts with 4 months of inactivity and accounts outside of general service area, still in Oregon, with 12 months of inactivity to be deleted.*

Visits & Hours	Oct-18	Nov-18	Dec-18	Qtr 1	Qtr 2	Jul-Dec
<b>Door count</b>	<b>21,663</b>	<b>19,231</b>	<b>18,978</b>	<b>64,178</b>	<b>59,872</b>	<b>124,050</b>
Door count last year	21,243	17,702	17,533	63,417	56,478	119,895
% change	2%	8%	8%	1%	6%	3%
Open hours	260	228	243	764	731	1,495
Open days	30	27	30	90	87	177
People/hour	83	84	78	84	82	83
People/day	722	712	63	713	688	701
People/day last year	708	681	605	714	665	689
Total cko & renewals / hour	122	132	118	127	124	125
Visits per capita	0.89	0.79	0.78	2.65	2.47	5.12

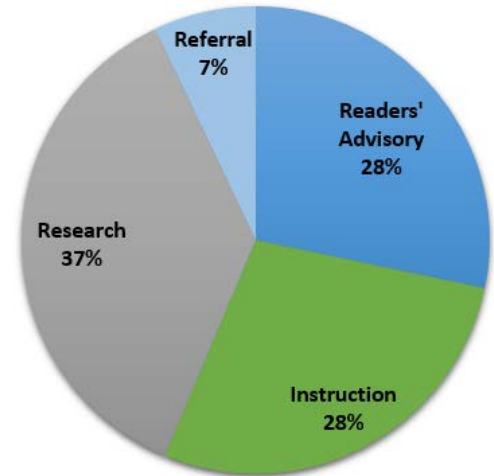
**Service Story:** “What a wonderful library you have! I marvel every time I come in here!”  
*–A patron’s compliment shared by Annette Steury, Library Assistant.*



**Library staff answered 1014 reference and readers' advisory questions this quarter.** This quarter Washington County

Cooperative Library Services launched a new countywide catalog, BiblioCommons, and local staff provided additional patron assistance through the WCCLS-coordinated support team.

By type of interaction, YTD



Reference & Reader's Advisory	Oct-18	Nov-18	Dec-18	Qtr 1	Qtr 2	Jul-Dec
<b>Total staff interactions</b>	377	386	251	962	1,014	1,976

**Service Story: On placing holds in the catalog**

A patron who comes in weekly and has several children of varying ages (& orders lots of books) said how much she loves the library. She said of ordering books online: "I feel it's like shopping online only it's free."—Submitted by Annette Steury, Library Assistant.



**Libraries help bridge the digital divide. Our public computers were used nearly 3,500 times this quarter. Total number of sessions increased 15% this quarter compared to last year and the total time our public computers were used went up 22%. Nearly 6 out of every 100 visitors used a public computer this year to date.**

Public computer usage	Oct-18	Nov-18	Dec-18	Qtr 1	Qtr 2	Jul-Dec
<b>Uses</b>	<b>1,312</b>	<b>1,136</b>	<b>1,013</b>	<b>3,583</b>	<b>3,461</b>	<b>7,044</b>
Uses last year	1,141	969	890	3,352	3,000	6,352
% change	15.0%	17.2%	13.8%	6.9%	15.4%	10.9%
Uses per 100 visits	6.1	5.9	5.3	5.6	5.8	5.7
<b>Hours</b>	<b>970</b>	<b>838</b>	<b>694</b>	<b>2,511</b>	<b>2,502</b>	<b>5,013</b>
Hours last year	748	704	603	2,028	2,055	4,083
% change	29.7%	19.0%	15.1%	23.8%	21.8%	22.8%



**Total local collection size is 51,547**—including books, periodicals, movies, music and more. Library patrons have access to 1.6 million items countywide. **Total items added to the collection this year to date is 3,745.** This includes our newest collections: Library of Things and electronic games.

Collection Development	Oct-18	Nov-18	Dec-18	Qtr 1	Qtr 2	Jul-Dec
<b>Count of items added</b>	<b>723</b>	<b>485</b>	<b>565</b>	<b>1,972</b>	<b>1,773</b>	<b>3,745</b>
Items added last year	489	488	728	1,777	1,705	3,482
Count of items withdrawn	973	468	580	1,571	2,021	3,592
Items withdrawn last year	373	750	1,148	1,250	2,271	3,521
Total collection size	51,276	51,378	51,547	51,406	51,547	51,547

**Total circulation increased 7.4% this quarter compared to last year, at 90,465 total checkouts this quarter, with an estimated value of nearly \$2,000,000.**

Digital checkouts rose 56% and account for 14% of all checkouts. This year to date, physical checkouts rose 2.5% and total circulation is up nearly 7%.

Monthly Circulation	Oct-18	Nov-18	Dec-18	Qtr 1	Qtr 2	Jul-Dec
<b>Total check outs (includes digital)</b>	<b>31,810</b>	<b>30,009</b>	<b>28,646</b>	<b>96,681</b>	<b>90,465</b>	<b>187,146</b>
Total check outs prev. year	28,450	28,449	27,308	90,984	84,207	175,191
% change	11.8%	5.5%	4.9%	6.3%	7.4%	6.8%
<b>Physical check outs &amp; renewals</b>	<b>27,616</b>	<b>25,991</b>	<b>24,290</b>	<b>84,654</b>	<b>77,897</b>	<b>162,551</b>
Total physical previous year	25,882	25,733	24,535	82,493	76,150	158,643
% change	6.7%	1.0%	-1.0%	2.6%	2.3%	2.5%
Self-checkouts only	11,152	10,410	9,599	34,571	31,161	65,732
% @ self-check	40.4%	40.1%	39.5%	40.8%	40.0%	40%
<b>Digital check outs (Overdrive)</b>	<b>4,194</b>	<b>4,018</b>	<b>4,356</b>	<b>12,027</b>	<b>12,568</b>	<b>24,595</b>
% of checkouts that are digital	13.2%	13.4%	15.2%	12.4%	13.9%	13.1%
Total digital check outs prev. year	2,568	2,716	2,773	8,491	8,057.0	16,548
% change	63.3%	47.9%	57.1%	42%	56%	48.6%
Held items in Co. owned by SPL	5,569	5,387	5,489	15,891	16,445	32,336
Held items @ SPL	8,078	7,364	7,370	22,412	15,448	37,860
% of total physical checkouts	29%	28%	30%	26%	20%	23%
Checkouts per capita	1.3	1.2	1.2	4.0	3.7	7.7
Checkouts per card holder	2.7	2.6	2.5	8.3	7.2	14.9
Checkouts per FTE	2,871	2,708	2,585	8,726	8,165	16,890
Value of checkouts (estimated)	\$685,506	\$646,694	\$617,321	\$2.1M	\$1.95M	\$4.03M

### Service Story: On our new wayfinding signage in Adult Non-Fiction

“I just love those [signs]. They are so helpful! They are so great!”—*Patron compliment shared by Joy Redington, Library Assistant.*

## Programs, Events & Outreach



We presented **133 events this quarter with 5,638 participants**—all part of our mission to inspire discovery, enrich lives and building community through equitable access to life-long learning. Library events are always open to the public and free of charge.

Programs & outreach	Oct-18	Nov-18	Dec-18	Qtr 1	Qtr 2	Jul-Dec
<b>TOTAL # of Events</b>	<b>51</b>	<b>41</b>	<b>41</b>	<b>142</b>	<b>133</b>	<b>275</b>
Total # last year	55	52	49	135	156	291
% change	-7%	-21%	-16%	5%	-15%	-5%
<b>Total Participation</b>	<b>2,662</b>	<b>1,536</b>	<b>1,440</b>	<b>9,062</b>	<b>5,638</b>	<b>14,700</b>
Total participation last year	3,238	2,015	2,322	9,022	7,575	16,597
% change	-18%	-24%	-38%	0%	-26%	-11%
<b># of Adult Programs/Outreach</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>12</b>	<b>27</b>	<b>39</b>
# of Adult prog last year	10	12	8	16	30	46
Participation: adult programs	142	96	177	662	415	1,077
Participation last year	159	166	596	1,125	921	2,046
% change	-11%	-42%	-70%	-41%	-55%	-47%
<b># of Teen Programs/Outreach</b>	<b>9</b>	<b>4</b>	<b>1</b>	<b>22</b>	<b>14</b>	<b>36</b>
# of Teen prog last year	6	5	5	10	16	26
Participation: teen programs	43	36	5	2,479	84	2,563
Participation last year	47	35	27	403	109	512
% change	-9%	3%	-81%	515%	-23%	401%
<b># of Youth Programs/Outreach</b>	<b>36</b>	<b>29</b>	<b>52</b>	<b>99</b>	<b>117</b>	<b>216</b>
# of Youth prog last year	38	35	35	94	108	202
Participation: youth programs	775	702	561	5,361	2,038	7,399
Participation last year	966	1,263	783	4,367	3,012	7,379
% change	-20%	-44%	-28%	23%	-32%	0%
<b># of Programs/Outreach for All Ages</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>20</b>	<b>7</b>	<b>27</b>
# of All Ages prog last year	3	2	3	18	8	26
Participation: all age programs	1,717	96	697	2,918	2,510	5,428
Participation last year	2,088	568	930	3,622	3,586	7,208
% change	-18%	-83%	-25%	-19%	-30%	-25%
Participation per FTE	240	139	130	818	475	
Participation per capita	0.11	0.06	0.06	0.37	0.00	

*Note some large events in 2017 were not scheduled this year. E.g. Casper Baby pants concert, Library User Survey, Harvest Festival at YMCA (no library participation), Onion Festival, Voices for the Performing Arts Youth Orchestra. Food for Fines had less participation, perhaps due to no longer charging overdue fines for children's materials. Homework Help changed from 3x/week to 1x/week.*

**Service Story: On Zero Waste Living program--** Several attendees [at this event] learned about new environmentally friendly products that they are excited to either purchase or make themselves. -Submitted by Crystal Garcia, Librarian II (Adult Services)

## What we did and who came to local programs & events

Adult programs & events	# of participants
Adult Writing Workshop	67
Book Discussion: Kiss Carlo	9
Book Discussion: My Italian Bulldozer	7
Book Discussion: Riddle of the Labyrinth	11
Citizen's University	15
DIY Craftshop: Branch Weaving	11
DIY Craftshop: Peg Doll Gnomes	22
DIY Craftshop: Rubber Stamp Carving	20
Food for Fines	52
Library Trivia @ 503 Uncorked	22
Library Trivia Night @ 503 Uncorked	78
Men's Coffee Group Meeting (Senior Center closed for remodel)	40
One-on-one Tech Help	2
Parent Workshop -- Space Camp	6
Parent Workshop--Screen Time: What's Good? Bad? Too Much?	27
Tour to English Language Learners	12
Zero Waste Living	14
<b>Grand Total</b>	<b>415</b>

Teen programs & events	# of participants
D&D for Teens	10
DIY Craftshop: Branch Weaving	11
Fiction Friends	16
Homework Help	4
Kids Create: Envelope Books	19
TeenLAB	24
<b>Grand Total</b>	<b>84</b>

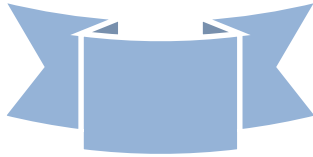
All ages programs & events	# of participants
Art Walk: Chayag with Alex LLumiquinga & I have a dream mobiles craft with Rotary	322
Guessing jars	977
Halloween Trick-or-Treat	1473
International Games Day	313
Jr. Green Team Crafternoon	50
<b>Grand Total</b>	<b>3135</b>

### Service Story: On the Fantasy Headbands program

It was great to see the kids empowered to make decisions about how they wanted to construct their horns - sewing, hot glue, or both. One of the volunteers was especially patient and sweet with a young girl learning to sew. He was super encouraging and never took over for her, and she was so proud of herself and kept saying things like "I did such a good job sewing, right? And this was my first time." –Submitted by Amanda Woods, Librarian I (Youth Services)

Youth programs & events	# of participants
Baby Storytime	278
Book Buddies	27
Family Inclusive Storytime	214
Fantasy Headbands	19
Fiction Friends	10
Fun for Ones	439
Holiday Storytime at the Sherwood Center for the Arts	34
Homework Help	5
Jr. Green Team Crafternoon	26
Kids Create: Envelope Books	19
Kids Create: Little Illuminated Houses	27
Paperback Pals	45
Play & Learn Family Storytime	31
Preschool Storytime	410
Squish Mush and Play	30
Tape Town	21
TeenLAB	4
Twos Together	399
<b>Grand Total</b>	<b>2038</b>

**Volunteers assisted with events, materials handling, and more for 1,100 hours this year so far, giving staff more time to provide library services.**



Volunteers	Oct-18	Nov-18	Dec-18	Jul-Dec
<b>Hours</b>	193.50	191.25	161.75	1101
Equivalent FTE	1.12	1.10	0.96	1.06
# of volunteers	33	33	34	31
Hours last year	189.67	201.75	172.25	1215
% change	2%	-5%	-6%	-9%

## Other Activities

- Grant success--We were awarded a grant through the Cultural Coalition of Washington County for \$1190. Cultural Coalition of Washington County is funded by the Oregon Trust and donations. Crystal Garcia, Librarian II (Adult Services) wrote this grant request and made arrangements with our presenters. This grant will pay for:
  - Two ukulele workshops in 2019—one for adults and teens, and another for families. The latter will be a first for us and something we frequently have been asked to provide.
  - Two tenor ukuleles to be added to our Library of Things collection. We currently have soprano ukuleles, which are best for beginners and those with smaller hands.
- Staffing changes--Four part-time Library Assistant positions were made benefitted and union-represented, now at 20-hours each. Our new Librarian I for Adult Services, Adam Lewkowsky, started in November.
- Training--We had a staff in-service day in October and appreciated the time to focus on professional development as a full team. Session topics included our new catalog, pop-up displays, services for the blind, library of things, and more.
- Community--We brought in nearly 600 donated food items from over 50 participants for the three food pantries in Sherwood during our 16<sup>th</sup> Annual Food for Fines.

Respectfully submitted,  
*Adrienne Doman Calkins*