

Sherwood Public Library
Quarterly Management Report
FY18-19 Quarter 4: April, May, June 2019



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Statistics



The Library welcomed **367 new library card holders** this quarter, **19% more cards** than the same quarter last FY. We welcomed over **64,000 visits** this quarter, an average of 711 per day.

Monthly Patrons	Apr-19	May-19	Jun-19	Qtr 4	FY totals
Total registered patrons	11,764	11,855	12,041	12,041	12,041
Total registered last year	12,256	12,334	11,152	11,152	11,152
% change	-4.0%	-3.9%	8.0%	8.0%	8.0%
Accounts active this mo.	2,913	2,948	3,231	3,031	3,017
% of accounts active	25%	25%	27%	27%	25%
New library cards	92	89	186	367	1,469
New library cards last year	79	78	152	309	1,293
% change	16.5%	14.1%	22.4%	19%	13.6%
<i>Cards inactive for 3 years are deleted annually; New this year, December, 2018, an address change report from USPS prompted additional accounts to be deleted.</i>					

Visits & Hours	Apr-19	May-19	Jun-19	Qtr 4	FY totals
Door count	20,763	20,860	22,422	64,045	251,335
Door count last year	20,485	21,127	22,795	64,407	243,727
% change	1%	-1%	-2%	-1%	3%
Open hours	260	258	252	770	3,012
Open days	30	30	30	90	355
People/hour	79.9	80.9	89.0	83.2	83.4
People/day	692.1	695.3	747.4	711.6	708.2
People/day last year	683	704	760	716	692.2
Total cko & renewals / hour	117.3	118.1	127.5	120.9	124.1
Visits per capita	0.86	0.86	0.93	2.64	10.38

Service Story: *“This library is so beautiful! It is amazing.”—Patron compliment from a 6 or 7 year old boy, shared by Joy Redington, Library Assistant.*



Library staff answered 1,011 reference and readers' advisory questions this quarter. This is the first year we tracked ongoing daily statistics, rather than snapshot statistics.

Reference & Reader's Advisory	Apr-19	May-19	Jun-19	Qtr 4	FY total
Total staff interactions	205	318	488	1,011	3,568



Libraries help bridge the digital divide. Our public computers were used nearly 3,500 times this quarter. Total **number of sessions increased 4.3%** this quarter compared to last year and the **total time our public computers were used went up 3%.** **More than 5 out of every 100 visitors used a public computer this year.**

Public computer usage	Apr-19	May-19	Jun-19	Qtr 4	FY totals
Sessions	1,199	1,157	1,119	3,475	13,948
Sessions last year	1,157	1,073	1,103	3,333	12,905
% change	3.6%	7.8%	1.5%	4.3%	8.1%
Sessions per 100 visits	5.8	5.5	5.0	5.4	5.5
Hours	844	780	764	2,388	9,957
Hours last year	787	769	766	2,322	8,600
% change	7.2%	1.4%	-0.3%	2.8%	15.8%



Total local collection size is 52,690—including books, periodicals, movies, music, electronic games, Library of Things, and more. An average of 71% of the collection is in and available at any given time. Library patrons have access to 1.7 million items countywide. **Nearly 9,000 new items were added to the local collection this year.**

Collection Development	Apr-19	May-19	Jun-19	Qtr 4	FY Totals
Count of items added	970	979	609	2,558	8,899
Items added last year	780	907	146	1,833	7,925
Count of items withdrawn	460	1,367	727	2,554	7,794
Items withdrawn last year	514	587	917	2,018	6,593
Total collection size	52,657	52,846	52,690	52,690	52,690

Total circulation increased 2.4% this quarter compared to last year, at over 93,000 total checkouts this quarter, with an estimated value of over \$2,000,000. Digital checkouts rose 42% and account for 16% of all checkouts. **This year, total circulation is up nearly 5%**, totaling nearly 374,000 checkouts. **Community members checked out an average of 15.4 library items this year, with a total value of over \$8,000,000.**

Monthly Circulation	Apr-19	May-19	Jun-19	Qtr 4	FY Totals
Total checkouts (includes digital)	30,492	30,480	32,122	93,094	373,844
Total checkouts prev. year	29,644	29,425	31,806	90,875	356,782
% change	2.9%	3.6%	1.0%	2.4%	4.8%
Physical checkouts & renewals	25,941	25,530	27,110	78,581	321,138
Total physical previous year	26,399	25,982	28,239	80,620	320,718
% change	-1.7%	-1.7%	-4.0%	-2.5%	0.1%
Self-checkouts only	10,746	10,944	12,234	33,924	134,565
% @ self-check	41.4%	42.9%	45.1%	43.2%	41.9%
Digital checkouts (Overdrive)	4,551	4,950	5,012	14,513	52,706
% of checkouts that are digital	14.9%	16.2%	15.6%	15.6%	14.1%
Total digital checkouts prev. year	3,245	3,443	3,567	10,255	36,064
% change	40.2%	43.8%	40.5%	42%	46%
Held items in Co. owned by SPL	6,264	5,728	5,879	17,871	68,530
Held items @ SPL	7,889	7,924	8,187	24,000	93,412
% of total physical checkouts	30%	31%	30%	31%	29%
Checkouts per capita	1.3	1.3	1.3	3.8	15.4
Checkouts per card holder	2.6	2.5	2.7	7.7	32.2
Checkouts per FTE	2,752	2,751	2,899	7,836	31,468
Value of checkouts (estimated)	\$657,103	\$656,844	\$692,229	\$2,006,176	\$8,056,338

Service Story: On our Hip Hop Appreciation Week display

“I had a patron come in today who seemed to be spending a lot of time looking at the current display by the [front] desk. She came up to me and asked me if the hip-hop display was a ‘thing’ in all libraries or just ours. **She said it was very cool and she ‘loved it’.** She headed over to one of the tables to work on her computer but she said she was going to check out some of the books before she left today. —*Shared by Becky Gray, Library Assistant.*

[To answer this question, a hip-hop display is not a requirement or “thing” for all libraries. Ours is Crystal Garcia’s brainchild. The only other one I’ve personally seen was in Chicago, but I’m sure there are others nearby.—Adrienne Doman Calkins]

Programs, Events & Outreach



We **presented 155 events this quarter** with nearly **7,200 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. Nearly **600 events were presented this year**, with **26,400 attendees**.

Programs & outreach	Apr-19	May-19	Jun-19	Qtr 4	FY Totals
TOTAL # of Events	60	48	47	155	594
Total # last year	43	51	45	139	581
% change	40%	-6%	4%	12%	2%
Total Participation	2,081	1,760	3,333	7,174	26,398
Total participation last year	1,710	2,103	3,753	7,566	29,000
% change	22%	-16%	-11%	-5%	-9%
<u># of Adult Programs/Outreach</u>	7	5	5	17	90
# of Adult prog last year	4	7	8	19	91
Participation: adult programs	90	94	533	717	2,208
Participation last year	94	450	615	1,159	3,504
% change	-4%	-79%	-13%	-38%	-37%
<u># of Teen Programs/Outreach</u>	10	5	3	18	79
# of Teen prog last year	3	7	4		63
Participation: teen programs	51	16	201	268	1,934
Participation last year	39	27	88	154	824
% change	31%	-41%	128%	74%	135%
<u># of Youth Programs/Outreach</u>	45	36	36	117	441
# of Youth prog last year	33	37	31		411
Participation: youth programs	1,206	825	2,159	4,190	14,253
Participation last year	797	1,032	2,335	4,164	14,454
% change	51%	-20%	-8%	1%	-1%
<u># of Programs/Outreach for All Ages</u>	3	5	3	11	43
# of All Ages prog last year	3	4	4	11	42
Participation: all age programs	739	828	440	2,007	8,626
Participation last year	789	641	777	2,207	10,969
% change	-6%	29%	-43%	-9%	-21%
Participation per FTE	188	159	301	604	2,222
Participation per capita	0.09	0.07	0.07	0.30	1.09

Note some large events in 2017-2018 were not scheduled this year. E.g. Casper Babypants 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. Forest fires during summer 2018 likely kept attendance lower for some events.

What we did and who came to local programs & events

Adult programs & events	# of participants
Adult Book Discussion: Color of Water	13
Adult Book Discussion: News of the World	13
Adult Book Discussion: The Little Paris Bookshop	15
Adult Summer Reading registrations for June	471
Art of the Story: Jasmin Cardenas	27
One-on-one Tech Help	5
Oregon Conversation Project: Can we get along?	10
Trivia Night @ 503 Uncorked	119
Writing Workshop	44
Grand Total	717

Teen programs & events	# of participants
After Hours for Teens: Comic Fan Art	7
Class Visit -- Doug Luthie	13
Fiction Friends	6
Game Truck	40
Homework Help	8
Stuffed Friend Sleepover, The Magic	10
Summer Reading registrations for June	155
Teen Book Club	6
TeenLAB	23
Grand Total	268

All ages programs & events	# of participants
Art Walk	68
Chinese Lion Dance	50
Community Services Fair	225
Guessing jar	670
Library of Things voting display	318
Maid Marian Coronation	59
NW Regional Family Picnic	6
Saturday Market Summer Reading Promo Outreach	177
Tuesday @ 2:00 Angel Ocasio	169
Tuesday @ 2:00 Mad Science Up Up & Away	265
Grand Total	2007

Service Story: On engaging new families

“A woman came by with her 3 or 4 children and said **‘this place is great – it’s our first time here and we can’t believe how cool it is’**. I believe they had just attended the story time. I asked if they were new to the area and she said yes and they plan to spend more time here. – *Shared by Becky Gray, Library Assistant.*

Service Story: On games and crafts in the libr:

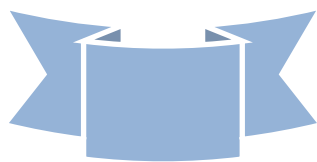
“Today, three young ladies were ... **trying to understand how to play Mancala and one was trying to figure out how to make the pompom using one of the new pompom makers.** While I was helping the one with the pompom maker, I instructed the other two how to play Mancala... when the pompom was ready to be released from the maker, and I pulled the thing apart to reveal the fully-formed pompom, **all three emitted a tiny awe-tinged puff of a sigh when they saw the perfect pompom spring forth from the pompom maker.** One them, still a little impressed from seeing the perfect pompom, followed a sigh with a **“That was really satisfying.”** –*Submitted by Jaime Thoreson, Librarian II (Youth Services)*

Youth programs & events	# of participants
1st Grade Charter School Class Tour	26
After Hours: May the Fourth be with you Nerf War	12
Alphabet Party Storytime	130
Baby Storytime	231
Bilingual Storytime in the Park	75
Book Buddies	35
Cardboard Box Car Drive In	37
Cuentos y canciones	63
Family Inclusive Storytime	327
Family Ukulele Workshop	43
Fiction Friends	8
Fun for Ones	496
Healthy Kids Day	136
Homework Help	8
Kids Building Challenge	175
LIGHT Homeschool group library tour	54
Nature Ambassadors: Kalapuya	16
Open Play for Little People	28
Paperback Pals	26
Peace Village: Media Literacy	84
Pete the Cat Party	71
Play & Learn Family Storytime	19
Preschool Storytime	497
Read to the Dogs	6
Read to the Dogs: Jake	2
Stuffed Friend Sleepover	42
Summer Reading registrations for June	1223
Twos Together	320
Grand Total	2664

Service Story: On our volunteer-led bulletin boards

“Your boards are always such a delight to see. They really are welcoming.” We also received some passing compliments on how festive they are. —*Patron compliments shared by Joy Redington, Library Assistant.*

Volunteers assisted with events, materials handling, and more, helping 625 hours this quarter, 2,400 hours this year, giving staff more time to provide library services.



Volunteers	Apr-19	May-19	Jun-19
Hours	209.5	221.5	194.7
Equivalent FTE	1.21	1.28	1.12
# of volunteers	35	37	37
Hours last year	173.8	132.9	181.5
% change	21%	67%	7%

Other Activities

- **New Resources & Services:**
 - **Test proctoring** services added. We are now one of three libraries in the county that offer test proctoring.
 - **Simplified Chinese board books** added to the collection. Expanded French & Japanese offerings to picture books, as well as board books.
 - New **magnifying lamp** added in newspaper reading room.
 - Purchased a new **3D printer**. Programming will start in October.

- **Training:**
 - Several librarian staff attended the joint Oregon Library Association / Washington Library Association **conference** in Vancouver, WA.
 - Many staff attended a **Homeless Training Institute** session by Ryan Dowd, author of *The Librarian's Guide to Homelessness*.
 - Conducted a listening session with the Sherwood School District SHARE Center Director about **servicing Latino families** in Sherwood.

- **Management:**
 - **Strategic Plan** for 2017-2019 is at 80% completion.
 - A new **Facility Master Plan** by Hacker Architects is being funded by the Friends of the Library. A presentation about options was given to the Library Advisory Board and Friends board members in June.
 - Completed the **Edge Assessment 2.0** with a score of 739/1000. We are above the national average in all four categories of the assessment.

Respectfully submitted,
Adrienne Doman Calkins