



## Library Director’s Report to Tredyffrin Libraries Board of Trustees for September 28, 2017

### Volunteers

Volunteers aid us with daily library operations and services and enable us to continue to provide exemplary service to our community. We are extremely grateful for their hard work and commitment. Comparing January – September 2016 to January – September 2017, total volunteers increased by 18.6% (63 more total volunteers) and total volunteer contributed hours increased by 12.3% (383.25 more volunteer contributed hours).

#### Number of Volunteers

	Tredyffrin Children's	Tredyffrin Circulation	Tredyffrin Friends	Tredyffrin Paoli (All)	2017 TOTAL	2016 YTD	2016 - 2017 YTD Change	2016 - 2017 YTD % Change
January	1	17	10	17	45	38	7	18.4%
February	1	16	10	16	43	35	8	22.9%
March	2	17	15	16	50	35	15	42.9%
April	2	15	16	17	50	38	12	31.6%
May	2	15	10	16	43	35	8	22.9%
June	13	14	16	13	56	46	10	21.7%
July	24	12	16	2	54	58	-4	-6.9%
August	17	16	15	12	60	53	7	13.2%
TOTAL	62	122	108	109	401	338	63	18.6%

#### Number of Volunteer Contributed Hours

	Tredyffrin Children's	Tredyffrin Circulation	Tredyffrin Friends	Tredyffrin Paoli (All)	2017 TOTAL	2016 YTD	Change	% Change
January	3	138.25	167.5	61.25	370	338.25	31.75	9.4%
February	3	120.5	181	60.25	364.75	316.75	48	15.2%
March	17	118.25	267	65.25	467.5	382.25	85.25	22.3%
April	19	92	182.25	63.25	356.5	346.5	10	2.9%
May	9	114.5	186	67	376.5	315	61.5	19.5%
June	47	91.5	302	50.75	491.25	454.5	36.75	8.1%
July	215.25	79.25	185	30	509.5	498.75	10.75	2.2%
August	95.5	136.75	280	47	559.25	460	99.25	21.6%
TOTAL	408.75	891	1750.75	444.75	3495.25	3112	383.25	12.3%

### Building and Facilities

#### LED Lighting Project

I’ve spoken with the representative from the lighting company and have been told that the lights are being ordered.

#### HVAC

A second compressor of the roof was replaced.

#### Stucco Repair

The Assistant Township Manager, Director of Finance, and I reviewed the building plans with an architect and it was recommended that the block in the wall be checked for deterioration prior to fixing the stucco. The Township’s Public Works Department has excavated behind the wall and determined that the block is intact.

Moving forward, the rear of the wall will be excavated, filled with stone, drainage pipes will be checked and replaced if needed, the flagstone capping will be replaced and sealed, and the stucco will be repaired.

### Flag Pole

The rope for the American flag broke and the rope for the Pennsylvania flag was wearing thin. I removed both flags until the ropes could be replaced. The ropes have been replaced and the flags are back up.

### Visitor Count and Circulation

Visitor count for August 2017 totaled 23,358. This is an increase of 1,502 (6.9%) compared to the July 2017 visitor count total and an increase of 352 (1.6%) compared to August 2016. Comparing January - August of 2016 to January - August of 2017, an overall increase in visitor count of 5,832 (3.7%) has been recorded.

		Jan	Feb	Mar	Apr	May	June	July	Aug	Total
Sun	Paoli	290	375	305	276	226	305	432	351	2,560
	Tredyffrin	1,449	1,522	1,634	1,529	1,074	1,446	1,578	1,240	11,472
Mon	Paoli	832	788	870	886	884	941	1,429	1,004	7,634
	Tredyffrin	2,607	2,362	2,570	2,817	2,659	2,707	3,898	3,948	23,568
Tues	Paoli	12	9	29	19	17	8	24	13	131
	Tredyffrin	3,141	2,629	1,850	2,979	4,349	3,059	2,530	3,899	24,436
Wedns	Paoli	975	960	1,003	925	1,188	982	1,185	1,407	8,625
	Tredyffrin	7	265	16	30	65	39	268	189	879
Thurs	Paoli	843	594	974	768	778	1,131	1,045	1,182	7,315
	Tredyffrin	2,444	1,799	3,083	2,425	2,678	3,758	3,323	4,055	23,565
Fri	Paoli	596	729	786	676	806	963	928	818	6,302
	Tredyffrin	1,659	1,809	2,447	1,991	1,896	3,576	2,552	2,474	18,404
Sat	Paoli	575	694	596	726	700	681	695	687	5,354
	Tredyffrin	1,797	2,231	2,482	2,605	1,846	2,746	1,969	2,091	17,767
Total Paoli		4,123	4,149	4,563	4,276	4,599	5,011	5,738	5,462	37,921
Total Tredyffrin		13,104	12,617	14,082	14,376	14,567	17,331	16,118	17,896	120,091
Libraries Combined		17,227	16,766	18,645	18,652	19,166	22,342	21,856	23,358	158,012

	Aug-16	Aug-17	Difference	% Increase or Decrease	2016 YTD	2017 YTD	Difference	% Increase or Decrease
Paoli	5,432	5,738	306	5.6%	38,508	37,921	-587	-1.5%
Tredyffrin	16,072	16,118	46	0.3%	113,672	120,091	6,419	5.3%
Total	21,504	21,856	352	1.6%	152,180	158,012	5,832	3.7%

Circulation for August 2017 totaled 31,246 for print materials and 2,896 for e-materials. This is a decrease of 2,247 (6.7%) in borrowing of print materials and a 191 (6.2%) decrease in borrowing of electronic materials (eBooks) compared to the previous month. Comparing January – August of 2016 to January - August of 2017, total circulation of library materials has increased overall by 3,078 (1.2%).

	Jan	Feb	Mar	Apr	May	June	July	Aug	Jan - Aug 2017	Jan - Aug 2016	Difference	% Change
Paoli												
Print	5,062	4,724	5,062	5,566	4,703	5,697	6,369	5,581	42,764	46,589	-3,825	-8.2%
E-books	693	502	292	749	555	782	795	707	5,075	5,580	-505	-9.1%
Total	5,755	5,226	5,354	6,315	5,258	6,479	7,164	6,288	47,839	52,169	-4,330	-8.3%

Tredyffrin	Jan	Feb	Mar	Apr	May	June	July	Aug	Jan - Aug 2017	Jan - Aug 2016	Difference	% Change
Print	22,906	21,129	22,906	24,302	21,794	25,693	27,124	25,665	191,519	183,400	8,119	4.4%
E-books	2,011	1,466	771	1,834	1,516	1,976	2,292	2,189	14,055	14,766	-711	-4.8%
Total	24,917	22,595	23,677	26,136	23,310	27,669	29,416	27,854	205,574	198,166	7,408	3.7%
Combined	30,672	27,821	29,031	32,451	28,568	34,148	36,580	34,142	253,413	250,335	3,078	1.2%

## Programming

The number of programs for August totaled 143 and attendees totaled 1,983. This is a decrease of 19 (11.7%) programs and a decrease of 1,184 (37.4%) total program attendees compared to July of 2017. Comparing January – August of 2016 to January - August of 2017, there was an overall decrease of 132 (15.4%) in total program offerings and a decrease of 8 (.1%) in total program attendees.

### Number of Programs

Paoli	Jan	Feb	Mar	Apr	May	June	July	Aug	Total
18+	6	5	8	3	1	1	2	9	35
Ages 0-5	18	20	24	10	5	10	16	22	125
Ages 5-11	3	0	0	2	1	10	25	9	50
Ages 12-17	0	0	0	0	1	2	2	0	5
Total	27	25	32	15	8	23	45	40	175

Tredyffrin	Jan	Feb	Mar	Apr	May	June	July	Total
18+	18	14	21	18	21	21	32	162
Ages 0-5	23	33	28	32	33	3	38	210
Ages 5-11	10	16	10	16	17	11	39	172
Ages 12-17	4	3	4	14	14	6	8	66
Total	55	66	63	80	85	41	117	610

Total	82	91	95	95	93	64	162	143	825
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### Number of Attendees

Paoli	Jan	Feb	Mar	Apr	May	June	July	Aug	Total
18+	27	27	27	15	2	5	7	26	136
Ages 0-5	260	310	145	133	91	103	173	293	1,508
Ages 5-11	12	0	0	10	9	93	255	125	504
Ages 12-17	0	0	0	0	0	0	7	0	7
Total	299	337	172	158	102	201	442	444	2,155

Tredyffrin	Jan	Feb	Mar	Apr	May	June	July	Total
18+	245	243	398	416	561	406	552	3,307
Ages 0-5	462	489	739	785	837	90	893	4,411
Ages 5-11	96	282	94	164	170	909	1177	3,726
Ages 12-17	30	105	62	163	250	76	103	892
Total	833	1,119	1,293	1,528	1,818	1,481	2,725	12,336

Total	1,132	1,456	1,465	1,686	1,920	1,682	3,167	1,983	14,491
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#### Number of Programs

	18+	Ages 11 and Under	Ages 12 -17	TOTAL
2016	201	589	67	857
2017	147	501	77	725
Difference Between 2016 & 2017	-54 -26.9%	-88 -14.9%	10 14.9%	-132 -15.4%

#### Number of Attendees

	18+	Ages 11 and Under	Ages 12 -17	TOTAL
2016	3,477	11,209	908	15594
2017	3,470	10,696	1,420	15586
Difference Between 2016 & 2017	-7 -0.2%	-513 -4.6%	512 56.4%	-8 -0.1%

### Teen Notes (Submitted by Laura Doan)

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In August, our book group met twice to discuss the novel *Throne of Glass* by Sarah Maas. In addition to reading, teens met for 2 Journaling Together workshops. We also held a film premiere for *Star Wars Fall of Sister* by Conestoga High School student, Connor Wells. Finally, we had a craft project to take home to make African Dolls.

Our performance art summer camp ran for 2 weeks for over 60 hours with an emphasis on writing, music, and fun! Planning for this camp began the previous December by developing our theme of myths and legends. We explored stories from around the world through daily lessons and workshops. This culminated in a story set in Athena Junior High with characters from fairy tales, holidays, and Greek Mythology. You may see some of the campers wearing their Athena Junior High t-shirts (with a mention of Tredyffrin Public Library on them), Go Hippogriffs!

The camp has really climbed to the next level with our college counselors studying music passing on their knowledge, our senior high counselors, and our junior counselors in training. This group, with 2 at each level, worked together beautifully. Their growth has been remarkable and they have turned this program into a summer opportunity any child would enjoy!

### Reference (Submitted by Kate Boyle)

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We saw an increase for inquiries across the board in August and I expect that much of it is a result of the eclipse. The staff did a wonderful job sharing information with patrons and updating each other with the most current information about the event.

During August, the reference staff (when not fielding questions about eclipse glasses) explored Reference USA to compile data to help the library identify possible fundraising opportunities and community partners.

Samantha Sorensen has departed for her doctoral program and the rest of the staff has stepped up admirably to fill the scheduling gaps, etc.

I'm pleased to announce that Chester County Library is funding a trip to the Pennsylvania Library Association Annual Conference for staff member Zoey Mills. I'm sure she will bring back exciting ideas.

We are in the process of updating our catalog stations and I hope to have them all up and running by the end of 2017.

### Information Transactions

	Ref	Children's	Circ	Total
Jan-17	1374	564	644	2582
Feb-17	1164	480	727	2371
Mar-17	1191	531	680	2402
Apr-17	1097	544	683	2324
May-17	1019	491	707	2217
Jun-17	1201	591	698	2490
Jul-17	1065	668	811	2544
Aug-17	1486	584	759	2829
July - Aug '17 Difference	421	-84	-52	285
July - Aug '17 % Difference	41.3%	-17.1%	-7.4%	12.9%
Aug-16	1039	559	708	2306
Aug-2016 & 2017 % Change	15.6%	5.7%	-1.4%	8.0%
Jan - Aug 2016	7716	4239	5833	17788
Jan - Aug 2017	9597	4453	5709	19759
<b>2016 - 2017 % Difference</b>	<b>24%</b>	<b>5%</b>	<b>-2%</b>	<b>11%</b>

### Computer Users

	Adult	Children's	WiFi	Total
Jan-17	1330	124	2230	3684
Feb-17	1157	123	2116	3396
Mar-17	1252	165	1958	3375
Apr-17	1381	150	1893	3424
May-17	1223	151	2093	3467
Jun-17	1323	177	2105	3605
Jul-17	1427	285	2215	3927
Aug-17	1413	211	1923	3547
July - Aug '17 Difference	-14	-74	-292	-380
July - Aug '17 % Difference	-1.1%	-49.0%	-14.0%	-11.0%
Aug-16	1413	211	1923	3547
Aug-2016 & 2017 % Change	-6.4%	-16.1%	9.5%	1.6%
Jan - Aug 2016	12343	3653	15315	31311
Jan - Aug 2017	10506	1386	16533	28425
<b>2016 - 2017 % Difference</b>	<b>-15%</b>	<b>-62%</b>	<b>8%</b>	<b>-9%</b>

### Information Literacy Classes

	# of Classes	# of Participants	1 on 1 Tutorials	Total
Jan-17	0	0	51	51
Feb-17	0	0	29	29
Mar-17	0	0	44	44
Apr-17	0	0	26	26
May-17	0	0	43	43
Jun-17	1	3	67	71
Jul-17	0	0	47	47
Aug-17	0	0	59	59
July - Aug '17 Difference	0	0	12	12
July - Aug '17 % Difference	0.0%	0.0%	27.9%	27.9%
Aug-16	0	0	31	31
Aug-2016 & 2017 % Change	0.0%	0.0%	116.1%	129.0%
Jan - Aug 2016	3	14	361	378
Jan - Aug 2017	1	3	366	370
<b>2016 - 2017 % Difference</b>	<b>-67%</b>	<b>-79%</b>	<b>1%</b>	<b>-2%</b>

### Website Statistics

	Page Views	Unique Page Views	Users	Total
Jan-17	33760	13433	6574	53767
Feb-17	29741	12102	5908	47751
Mar-17	30782	12408	6041	49231
Apr-17	28184	11512	5735	45431
May-17	29313	11900	5603	46816
Jun-17	33416	13490	6254	53160
Jul-17	35933	14609	7695	58237
Aug-17	37098	14889	6779	58766
July - Aug '17 Difference	1165	280	-916	529
July - Aug '17 % Difference	4.0%	2.4%	-16.3%	1.1%
Aug-16	35038	13887	7389	56314
Aug-2016 & 2017 % Change	-4.6%	-2.9%	-15.4%	-5.6%
Jan - Aug 2016	256551	103555	49240	409346
Jan - Aug 2017	258227	104343	50589	413159
<b>2016 - 2017 % Difference</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>

**Proctoring Statistics**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	July - Aug '17 Difference	July - Aug '17 % Difference
<b># of Sessions</b>	1	4	4	4	6	10	2	16	4	66.7%
<b># of Hours</b>	1	6.5	4	4.3	9.5	16	5	23	6.5	68.4%
<b>Total</b>	2	10.5	8	8.3	15.5	26	7	39	10.5	67.7%

Aug-16	Aug-2016 & 2017 % Change	Jan - Aug 2016	Jan - Aug 2017	<b>TYD 2016 - 2017 % Difference</b>
15	-33.3%	57	47	<b>-18%</b>
27.5	-41.8%	86.5	69.25	<b>-20%</b>
42.5	-38.8%	143.5	116.25	<b>-19%</b>

Respectfully submitted by Christopher Kibler, Director of Libraries