



Library Director's Report to Tredyffrin Libraries Board of Trustees for January 25, 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 – December 2016 to January – December 2017, total volunteers increased by 85 (17.9% more total volunteers) and total volunteer contributed hours increased by 542.25 (12.2% 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%
September	0	20	13	14	47	36	11	30.6%
October	0	20	10	8	38	36	2	5.6%
November	0	19	11	7	37	32	5	15.6%
December	0	19	10	7	36	32	4	12.5%
TOTAL	62	200	152	145	559	474	85	17.9%

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%
September	0	108	252.5	61	421.5	330	91.5	27.7%
October	0	143.75	184.5	33.5	361.75	331	30.75	9.3%
November	0	117.75	216.25	37	371	345	26	7.5%
December	0	101.25	166.5	54.5	322.25	311.5	10.75	3.5%
TOTAL	408.75	1361.75	2570.5	630.75	4971.75	4429.5	542.25	12.2%

Building and Facilities

LED Lighting Project

To date, about half of the new LED fixtures have been installed in the Children's Department. I am awaiting a call from the installer to schedule dates for the remainder of the installation.

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. Public Works is obtaining additional quotes for the stucco wall repair.

Visitor Count and Circulation

Visitor count for December 2017 totaled 15,696. This is a decrease of 2,776 (15%) compared to November 2017 and a decrease of 1,045 (6.2%) compared to December 2016. However, comparing total visits in 2016 to total visits in 2017, an overall increase of 4,407 (1.9%) was recorded.

		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Sun	Paoli	290	375	305	276	226	305	432	351	270	416	298	273	3,817
	Tredyffrin	1,449	1,522	1,634	1,529	1,074	1,446	1,578	1,240	1,171	2,028	1,445	1,279	17,395
Mon	Paoli	832	788	870	886	884	941	1,429	1,004	640	976	868	559	10,677
	Tredyffrin	2,607	2,362	2,570	2,817	2,659	2,707	3,898	3,948	1,861	2,726	2,300	1,699	32,154
Tues	Paoli	12	9	29	19	17	8	24	13	30	10	13	14	198
	Tredyffrin	3,141	2,629	1,850	2,979	4,349	3,059	2,530	3,899	2,818	3,480	3,157	1,743	35,634
Wedns	Paoli	975	960	1,003	925	1,188	982	1,185	1,407	937	902	1,137	846	12,447
	Tredyffrin	7	265	16	30	65	39	268	189	73	1	118	112	1,183
Thurs	Paoli	843	594	974	768	778	1,131	1,045	1,182	822	768	811	672	10,388
	Tredyffrin	2,444	1,799	3,083	2,425	2,678	3,758	3,323	4,055	2,670	2,454	2,650	2,454	33,793
Fri	Paoli	596	729	786	676	806	963	928	189	909	701	679	899	8,861
	Tredyffrin	1,659	1,809	2,447	1,991	1,896	3,576	2,552	818	2,562	1,653	2,166	2,217	25,346
Sat	Paoli	575	694	596	726	700	681	695	687	825	703	611	727	8,220
	Tredyffrin	1,797	2,231	2,482	2,605	1,846	2,746	1,969	2,091	2,957	1,954	2,219	2,202	27,099
Total Paoli		4,123	4,149	4,563	4,276	4,599	5,011	5,738	4,833	4,433	4,476	4,417	3,990	54,608
Total Tredyffrin		13,104	12,617	14,082	14,376	14,567	17,331	16,118	16,240	14,112	14,296	14,055	11,706	172,604
Libraries Combined		17,227	16,766	18,645	18,652	19,166	22,342	21,856	21,073	18,545	18,772	18,472	15,696	227,212

	Dec-16	Dec-17	Difference	% Increase or Decrease	2016 YTD	2017 YTD	Difference	% Increase or Decrease
Paoli	4,302	3,990	-312	-7.3%	56,784	54,608	-2,176	-4.0%
Tredyffrin	12,439	11,706	-733	-5.9%	166,021	172,604	6,583	3.8%
Total	16,741	15,696	-1,045	-6.2%	222,805	227,212	4,407	1.9%

Circulation for December 2017 totaled 23,776 for print materials and 2,936 for e-materials. This is a decrease of 2,154 (8%) in borrowing of print materials and an increase of 142 (5.1%) in borrowing of electronic materials (eBooks) compared to the previous month. Comparing all checkouts from 2016 to all checkouts from 2017, total circulation of library materials increased by 944 (.3%).

Paoli Check Outs

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan - Dec '17	Jan - Dec '16	Diff- erenc	% Change
Print	5,062	4,724	5,062	5,566	4,703	5,697	6,369	5,581	4,662	4,779	4,918	4,611	61,734	67,759	-6,025	-8.9%
Ebooks	693	502	292	749	555	782	795	707	723	726	764	799	8,087	7,996	91	1.1%
Total	5,755	5,226	5,354	6,315	5,258	6,479	7,164	6,288	5,385	5,505	5,682	5,410	69,821	75,755	-5,934	-7.8%

Tredyffrin Check Outs

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan - Dec '17	Jan - Nov '16	Diff- erenc	% Change
Print	22,906	21,129	22,906	24,302	21,794	25,693	27,124	25,665	21,202	21,957	21,012	19,165	274,855	268,722	6,133	2.3%
Ebooks	2,011	1,466	771	1,834	1,516	1,976	2,292	2,189	2,040	2,046	2,030	2,137	22,308	21,563	745	3.5%
Total	24,917	22,595	23,677	26,136	23,310	27,669	29,416	27,854	23,242	24,003	23,042	21,302	297,163	290,285	6,878	2.4%
Combined	30,672	27,821	29,031	32,451	28,568	34,148	36,580	34,142	28,627	29,508	28,724	26,712	366,984	366,040	944	0.3%

Programming

The 2017 statistics for programming were found to have errors that resulted in under-reporting of actual program offerings and attendance for adult programming. The monthly recorded results were re-checked against the original written records and verified and corrected. The following chart contains the monthly adjusted totals for 2017 reflecting accurate programming counts. The number of programs for December 2017 totaled 121 and attendees totaled 1,505. Comparing total program offerings and attendance data from 2016 to 2017, there was an overall increase of 152 (12.3%) in total program offerings and an increase of 1,004 (4.4%) in total program attendees.

Number of Programs

Paoli	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
18+	6	7	9	6	7	10	11	9	11	9	10	22	117
Ages 0-5	18	20	24	20	20	19	16	22	21	21	23	21	245
Ages 5-11	3	2	3	1	3	6	25	9	6	4	7	10	79
Ages 12-17	0	0	0	0		0	2	2	0	0	0	0	4
Total	27	29	36	27	30	35	54	42	38	34	40	53	445

Tredyffrin	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
18+	34	26	30	26	27	26	20	33	33	38	33	35	361
Ages 0-5	21	19	16	23	26	21	25	38	14	16	16	16	251
Ages 5-11	17	17	9	17	18	15	44	24	8	26	10	8	213
Ages 12-17	4	10	4	14	14	10	17	16	5	7	7	9	117
Total	76	72	59	80	85	72	106	111	60	87	66	68	942

Total	103	101	95	107	115	107	160	153	98	121	106	121	1,387
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Number of Attendees

Paoli	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
18+	27	33	34	19	31	34	19	26	51	30	44	41	389
Ages 0-5	260	310	145	186	252	321	173	293	281	278	279	218	2,996
Ages 5-11	12	22	0	0	17	83	255	125	38	19	53	49	673
Ages 12-17	0	0	0	0		0	7	0	0	0	0	0	7
Total	299	365	179	205	300	438	454	444	370	327	376	308	4,065

Tredyffrin	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
18+	461	398	387	549	463	494	295	475	481	633	443	388	5,467
Ages 0-5	593	424	454	593	750	818	740	1080	446	760	484	474	7,616
Ages 5-11	301	288	104	219	355	536	1175	1004	94	168	162	145	4,551
Ages 12-17	25	397	62	163	296	202	268	448	107	41	71	190	2,270
Total	1,380	1,507	1,007	1,524	1,864	2,050	2,478	3,007	1,128	1,602	1,160	1,197	19,904

Total	1,679	1,872	1,186	1,729	2,164	2,488	2,932	3,451	1,498	1,929	1,536	1,505	23,969
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Number of Programs

	18+	Ages 11 and Under	Ages 12 -17	TOTAL
2016	338	812	85	1235
2017	478	788	121	1387
Difference Between	140	-24	36	152
2016 & 2017	41.4%	-3.0%	42.4%	12.3%

Number of Attendees

	18+	Ages 11 and Under	Ages 12 -17	TOTAL
2016	5,588	16,150	1,227	22965
2017	5,856	15,836	2,277	23969
Difference Between	268	-314	1050	1004
2016 & 2017	4.8%	-1.9%	85.6%	4.4%

Children's Notes (Submitted by Angie Andre)

Looking back we had a very successful 2017 with a diverse collection of educational, fun and interactive programs. Our focus this past year has been to offer STEAM inspired programs and fill in the gaps for services and resources that local school districts do not provide. We offered a Back to Basics series where we highlighted skills such as cooking and sewing that many children ages 8-12 had not had hands-on experience with. We also focused on getting young children ready for school and our preschool storytimes have continued to be well attended. We have partnered with Lingo Language Learning in Wayne to offer Bilingual Spanish Storytimes to preschool families with great success.

Teen Notes (Submitted by Laura Doan)

Students from Katherine Mallon-Day Voice Studio held a Duet-a-Thon for the library. It was a great opportunity for friends and neighbors to experience quality music in our own Strafford Park. No need to pay for parking, take the train, or purchase tickets!

Another wonderful music event was the Sound of the Season with Surrey concert which the teen department is happy to help host annually. Anne Sprissler, who directs the Surrey Chime Choir, has been a dedicated supporter of the teen program at the library for many years.

We also held our monthly journaling workshops, coding club, book club, a Compositions for a Cause concert, A Junior Classical League Saturnalia event, rehearsals for The Little Match Girl, and our annual Reunion Dinner for college students.

The Teen Advisory Board met to plan for the Winter Ball Semi-Formal on February 9th.

Reference (Submitted by Kate Boyle)

We are excited that part-time reference librarian Jonathan Trice is going to be hosting TPL's newest book club in 2018. The Mixed Media Book Club will look at a book and a film adaptation tied to that book each month. The first selection for Sunday, January 28 is Neil Gaiman's Stardust. Jonathan is also putting together film viewings and other programs with arts & culture as a theme.

Katie Yu will be leaving the library as of Friday, January 19. We wish her well as she begins a new exciting chapter outside of libraries.

The reference department in partnership with Chester County Library System's Electronic Resource Committee will be highlighting a database each month. January is Learning Express Library where patrons can take practice tests and study to advance their schooling and/or careers.

Information transactions for 2017 increased by 2,211 (8%) compared to 2016. Computer use shows a decrease of 10,834 (24%), however, the computer use data for 2017 is being compared to the 2016 data which was collected prior to the Libraries installing software to track usage (previous usage was recorded by headcount) which has resulted in a discrepancy in comparing the data between the two years. Beginning in 2018, we will be comparing use data against 2017, which does use the software to track usage, and will result in a more accurate representation of actual desktop use in the Libraries. Information literacy sessions (1 on 1 instruction) for 2017 increased by 83 (22%) compared to 2016 and proctoring sessions increased by 53 (48%). Website usage continues to decline and we will be looking in to ways to increase our online presence in 2018.

Information Transactions

Computer Users

	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
Sep-17	1177	465	672	2314
Oct-17	1207	541	843	2591
Nov-17	1060	466	504	2030
Dec-17	1131	438	554	2123
Nov - Dec '17 Difference	71	-28	50	93
Nov - Dec '17 % Difference	6.7%	-6.0%	9.9%	4.6%
Dec-16	1329	532	587	2448
Dec-2016 & 2017 % Change	-14.9%	-17.7%	-5.6%	-13.3%
Jan - Dec 2016	12269	6216	8121	26606
Jan - Dec 2017	14172	6363	8282	28817
2016 - 2017 % Difference	16%	2%	2%	8%

	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
Sep-17	1166	144	1835	3145
Oct-17	1350	151	2126	3627
Nov-17	1199	137	2368	3704
Dec-17	1324	112	2117	3553
Nov - Dec '17 Difference	184	7	291	482
Nov - Dec '17 % Difference	13.6%	4.6%	13.7%	13.3%
Dec-16	1646	338	1926	3910
Dec-2016 & 2017 % Change	-18.0%	-55.3%	10.4%	-7.2%
Jan - Dec 2016	18462	4930	22639	46031
Jan - Dec 2017	15545	1930	24979	35197
2016 - 2017 % Difference	-16%	-61%	10%	-24%

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
Sep-17	0	0	42	42
Oct-17	0	0	44	44
Nov-17	0	0	30	30
Dec-17	0	0	47	47
Nov - Dec '17	0	0	2	2
Difference				
Nov - Dec '17 % Difference	0.0%	0.0%	4.5%	4.5%
Dec-16	0	0	36	36
Dec-2016 & 2017 % Change	0.0%	0.0%	22.2%	22.2%
Jan - Dec 2016	4	14	355	373
Jan - Dec 2017	1	3	529	456
2016 - 2017 % Difference	-75%	-79%	49%	22%

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
Sep-17	28711	11695	5463	45869
Oct-17	27519	11112	5220	43851
Nov-17	26466	10500	4811	41777
Dec-17	13920	10275	4777	28972
Nov - Dec '17	-1192	-583	-243	-2018
Difference				
Nov - Dec '17 % Difference	-4.3%	-5.2%	-4.7%	-4.6%
Dec-16	27921	11326	6190	45437
Dec-2016 & 2017 % Change	-1.4%	-1.9%	-15.7%	-3.5%
Jan - Dec 2016	392684	158049	83562	634295
Jan - Dec 2017	354843	147925	70860	502879
2016 - 2017 % Difference	-10%	-6%	-15%	-21%

Proctoring Statistics

	Number of Sessions	Number of Hours	Total
Jan-17	1	1	2
Feb-17	4	6.5	10.5
Mar-17	4	4	8
Apr-17	4	4.25	8.25
May-17	6	9.5	15.5
Jun-17	10	16	26
Jul-17	12	22.25	34.25
Aug-17	16	23	39
Sep-17	2	4	6
Oct-17	5	9.5	14.5
Nov-17	2	3.5	5.5
Dec-17	5	12	17
Nov - Dec '17	3	5.5	8.5
Difference			
Nov - Dec '17 % Difference	60.0%	57.9%	58.6%
Dec-16	1	1	2
Dec-2016 & 2017 % Change	400.0%	850.0%	625.0%
Jan - Dec 2016	40	71	111
Jan - Dec 2017	64	100	164
2016 - 2017 % Difference	60%	41%	48%