



Library Director’s Report to the Tredyffrin Libraries Board of Trustees for December 12, 2019

Building Updates

- The water heater was replaced in the Tyler Hedges Room.
- Still waiting for a quote for water bottle refill stations in the lobby and Children’s Department.
- Cell phone signal booster has been installed.
- Stucco repair continues at the emergency exit.
- Tredyffrin Public Library’s diesel backup generator will be installed by the end of the year. This generator replaces the library’s current UPS backup.

Volunteers

Volunteers aid us with daily library operations and enable us to continue to provide exemplary service to our community. Comparing 2019 to 2018 (through October), total number of volunteers increased by 52 (+11.5%) and volunteer contributed hours increased by 1,172.25 (+31.8%).

Number of Volunteers

	Tredyffrin Children's	Tredyffrin Circulation	Tredyffrin Friends	Paoli (All)	2019 TOTAL	2018 YTD	2018 - 2019 YTD Change	2018 - 2019 YTD % Change
January	3	18	14	17	52	41	11	26.8%
February	3	16	13	15	47	41	6	14.6%
March	2	16	14	15	47	44	3	6.8%
April	1	16	12	15	44	48	-4	-8.3%
May	2	16	13	14	45	40	5	12.5%
June	24	13	13	6	56	73	-17	-23.3%
July	35	17	16	18	86	41	45	109.8%
August	3	16	16	13	48	41	7	17.1%
September	4	18	14	7	43	41	2	4.9%
October	0	19	10	7	36	42	-6	-14.3%
TOTAL	77	165	135	127	504	452	52	11.5%

Number of Volunteer Contributed Hours

	Tredyffrin Children's	Tredyffrin Circulation	Tredyffrin Friends	Paoli (All)	2019 TOTAL	2018 YTD	2018 - 2019 YTD Change	2018 - 2019 YTD % Change
January	12.5	116.25	213.25	58.25	400.25	324.5	75.75	23.3%
February	12	96.25	156.25	52.5	317	374.7	-57.7	-15.4%
March	10	109.25	271.75	44.75	435.75	423.25	12.5	3.0%
April	1.5	112	232	63.75	409.25	391.75	17.5	4.5%
May	11	100.25	229.25	52	392.5	395	-2.5	-0.6%
June	117.25	97.25	339.75	46.25	600.5	312.45	288.05	92.2%
July	462.25	139.5	293.25	51.4	946.4	373.75	572.65	153.2%
August	6.5	102	278	122	508.5	373.75	134.75	36.1%
September	18	120.75	251.25	41.25	431.25	373.75	57.5	15.4%
October	0	133.5	268	15	416.5	342.75	73.75	21.5%
TOTAL	651	1127	2532.75	547.15	4857.9	3685.65	1172.25	31.8%

Visitor Count

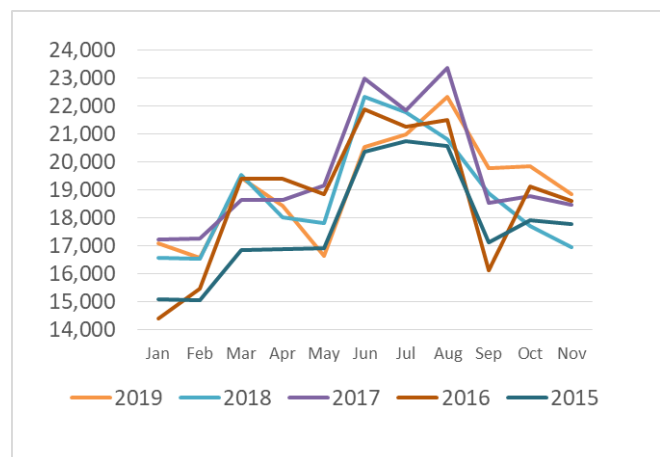
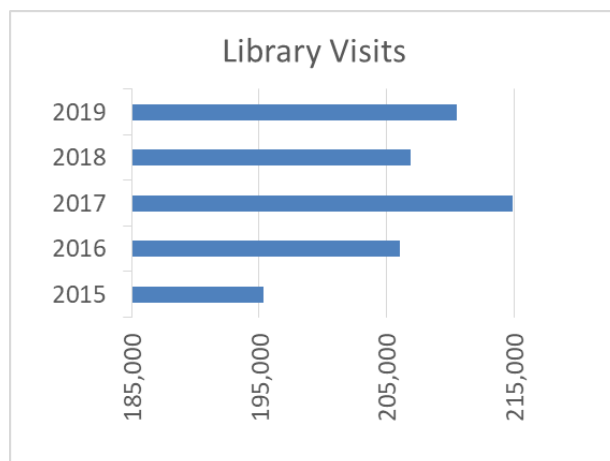
Visitor count for November 2019 totaled 18,829. Total visitor count in 2019 has increased by 3,060 (+1.5%) compared to 2018. Visitor count since 2015 has increased by 8%.

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
Sun	Paoli	281	359	421	253	184	413	337	399	335	273	307	3,562
	Tredyffrin	1,375	1,429	1,974	884	1,005	1,917	1,145	1,424	1,442	1,298	1,574	15,467
Mon	Paoli	703	782	870	1,049	575	933	1,403	977	911	643	906	9,752
	Tredyffrin	1,958	2,201	2,247	3,035	1,583	2,690	3,387	2,638	2,295	1,764	1,891	25,689
Tues	Paoli	132	99	18	27	112	102	56	27	17	29	16	635
	Tredyffrin	2,216	1,999	2,461	3,219	2,967	2,678	3,196	2,625	2,836	3,310	3,028	30,535
Wedns	Paoli	1,093	710	896	1,066	1,170	1,058	1,241	1,045	996	1,168	921	11,364
	Tredyffrin	13	18	39	52	29	142	2,640	1,892	1,833	2,260	1,598	10,516
Thurs	Paoli	926	797	805	911	982	869	712	1,176	789	1,022	554	9,543
	Tredyffrin	2,832	2,324	2,285	2,436	2,755	3,051	1,625	3,233	2,353	2,603	1,575	27,072
Fri	Paoli	738	752	938	799	873	904	953	977	795	719	974	9,422
	Tredyffrin	1,776	1,832	2,639	1,830	2,142	2,420	1,971	2,745	1,885	1,915	1,696	22,851
Sat	Paoli	577	700	766	631	594	704	654	769	579	553	827	7,354
	Tredyffrin	2,469	2,583	3,086	2,239	1,679	2,650	1,664	2,402	2,712	2,300	2,962	26,746
Total Paoli		4,450	4,199	4,714	4,736	4,490	4,983	5,356	5,370	4,422	4,407	4,505	51,632
Total Tredyffrin		12,639	12,386	14,731	13,695	12,160	15,548	15,628	16,959	15,356	15,450	14,324	158,876
Libraries Combined		17,089	16,585	19,445	18,431	16,650	20,531	20,984	22,329	19,778	19,857	18,829	210,508

	Nov-19	Nov-18	Difference	% Increase or Decrease	2019 YTD	2018 YTD	Difference	% Increase or Decrease
Paoli	4,505	4,081	424	10.4%	51,632	49,339	2,293	4.6%
Tredyffrin	14,324	12,876	1,448	11.2%	158,876	158,109	767	0.5%
Total	18,829	16,957	1,872	11.0%	210,508	207,448	3,060	1.5%

A comparison of visitor count data collected by month for the years 2015 – 2019 is provided below to illustrate typical monthly visitor count increases as well as illustrate monthly and yearly changes.

2015	2016	2017	2018	2019
195,355	206,064	214,915	206,907	210,508



Circulation

Circulation for November 2019 totaled 29,979. Compared to the previous November, checkouts of library material increased by 2,272 (+7.8%). Comparing 2019 to 2018, total circulation has increased by 5,413 (+1.6%). Print circulation has decreased by 7,616 (-2.5%) and circulation of electronic materials has increased by 13,029 (+31.6%). Electronic materials circulation statistics for libraries in the Chester County Library System are based on individual library contribution to the collection.

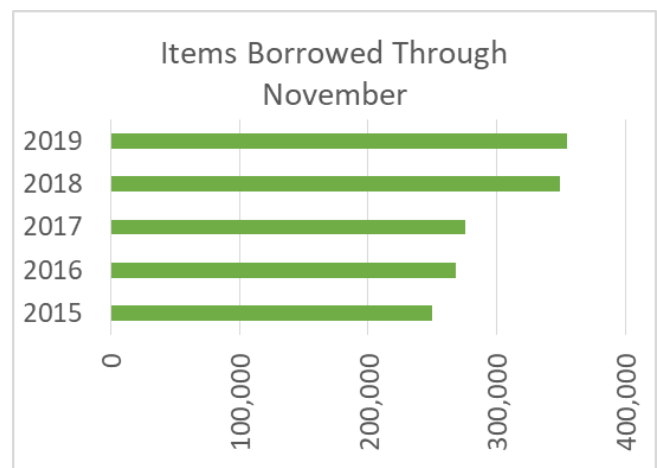
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov
Print	27,621	26,233	28,369	26,674	24,765	27,772	31,099	29,708	26,151	26,602	25,238
Electronic	4,823	4,437	4,851	4,644	4,864	5,127	5,464	5,349	4,942	4,981	4,741
Total	32,444	30,670	33,220	31,318	29,629	32,899	36,563	35,057	31,093	31,583	29,979

Nov 2019 - Oct 2019 Difference	Nov 2019 - Oct 2019 % Difference	Nov-18	Nov 2019 - Nov 2018 Difference	Nov 2019 - Nov 2018 % Difference
-1,364	-5.1%	25,443	-205	-0.8%
-240	-4.8%	3,868	873	22.6%
490	1.7%	29,311	2,272	7.8%

	Print	Electronic	Total
Jan-19	27,621	4,823	32,444
Feb-19	26,233	4,437	30,670
Mar-19	28,369	4,851	33,220
Apr-19	26,674	4,645	31,319
May-19	24,765	4,864	29,629
Jun-19	27,772	5,127	32,899
Jul-19	31,099	5,464	36,563
Aug-19	29,708	5,349	35,057
Sep-19	26,151	4,942	31,093
Oct-19	26,602	4,981	31,583
Nov-19	25,238	4,741	29,979
Nov 2019 - Oct 2019 Difference	-1,364	-240	-1,604
Nov 2019 - Oct 2019 % Difference	-5.1%	-4.8%	-5.1%
Nov-18	25,443	3,868	29,311
Nov 2019 - Nov 2018 Difference	-205	873	668
Nov 2019 - Nov 2018 % Difference	-0.8%	22.6%	2.3%
2019 YTD	300,232	54,224	354,456
2018 YTD	307,848	41,195	349,043
Difference	-7,616	13,029	5,413
% Change	-2.5%	31.6%	1.6%

Items Borrowed Through November

2015	249,824
2016	267,848
2017	275,861
2018	349,043
2019	354,456



Programming

Programs for November 2019 totaled 116 and attendance totaled 1,959. Comparing total program offerings and attendance to 2018, there is an overall increase of 191 (+13.7%) in total program offerings and an increase of 3,551 (+16.2%) in total recorded program attendance.

Number of Programs

Paoli	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Total
Ages 0-5	22	25	26	25	23	18	15	19	20	22	18	233
Ages 0-5 (Outreach)	0	0	0	0	13	7	1	4	5	4	6	40
Ages 5-11	6	7	7	6	5	9	13	12	0	2	7	74
Ages 5-11 (Outreach)	0	0	0	0	0	0	0	0	5	0	0	5
Ages 12-17	3	1	2	8	3	4	3	6	2	2	5	39
18+	19	12	5	11	9	8	5	9	14	13	14	119
Total	50	45	40	50	53	46	37	50	46	43	50	510

Tredyffrin	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Total
Ages 0-5	18	26	18	31	27	16	28	20	22	15	19	240
Ages 0-5 (Outreach)	0	0	0	0	0	10	1	0	0	0	0	11
Ages 5-11	9	23	16	29	25	14	27	25	16	14	14	212
Ages 5-11 (Outreach)	0	0	0	0	0	17	0	0	0	16	0	33
Ages 12-17	18	10	13	13	13	10	19	15	6	8	19	144
18+	31	32	44	46	39	40	25	55	64	75	20	471
Total	76	91	91	119	104	107	100	115	108	128	72	1,111

Total	126	136	131	169	157	153	137	165	154	171	122	1,621
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Number of Attendees

Paoli	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Total
Ages 0-5	371	263	389	324	274	330	243	258	263	377	246	3,338
Ages 0-5 (Outreach)	0	0	0	0	0	0	50	46	21	132	46	295
Ages 5-11	58	59	46	78	29	115	169	92	53	22	73	794
Ages 5-11 (Outreach)	0	0	0	0	374	1,322	0	0	0	0	0	1,696
Ages 12-17	0	5	20	34	8	25	8	40	11	9	29	189
18+	31	22	23	50	33	42	28	61	72	75	69	506
Total	460	349	478	486	718	1,834	498	497	420	615	463	6,818

Tredyffrin	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Total
Ages 0-5	626	606	515	690	633	684	941	1051	670	684	591	7,691
Ages 0-5 (Outreach)	0	0	0	0	0	431	66	0	0	0	0	497
Ages 5-11	227	418	219	216	390	280	306	336	120	476	306	3,294
Ages 5-11 (Outreach)	0	0	0	0	0	1,753	0	0	0	431	0	2,184
Ages 12-17	164	164	181	278	184	137	244	499	122	131	202	2,306
18+	607	436	627	527	495	667	463	847	1002	998	443	7,112
Total	1,624	1,624	1,542	1,711	1,702	3,952	2,020	2,733	1,914	2,720	1,542	23,084

Total	2,084	1,973	2,020	2,197	2,420	5,786	2,518	3,230	2,334	3,335	2,005	29,902
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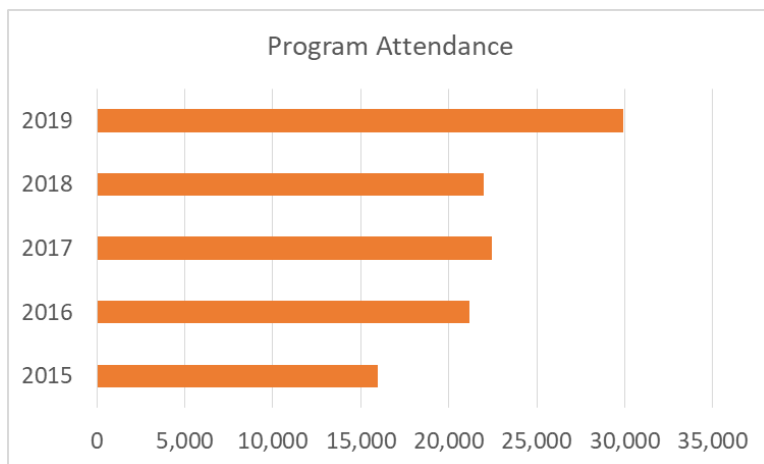
Number of Programs

	18+	Ages 11 and Under	Ages 12 -17	TOTAL
2018	535	729	128	1392
2019	590	810	183	1583
Difference Between 2018 & 2019	55	81	55	191
	10.3%	11.1%	43.0%	13.7%

Number of Attendees

	18+	Ages 11 and Under	Ages 12 -17	TOTAL
2018	6,194	13,764	2,016	21974
2019	7,618	19,789	2,495	29902
Difference Between 2018 & 2019	1424	6025	479	7928
	23.0%	43.8%	23.8%	36.1%

Program Attendance	
2015	15,961
2016	21,148
2017	22,464
2018	21,974
2019	29,902



Children's Notes (Submitted by Angie Andre)

The Children's Department would like to thank the Friends of Tredyffrin Public Library for their donation of greatly needed furniture and carpet replacements. With funds from the Friends we replaced 6 chairs and 2 large carpets. The Friends also had the floors in Tyler Hedges Story Room professionally cleaned.

In November the Children's Department provided 33 programs to 897 patrons. We introduced a new Elementary Age book Club on Wednesdays and a weekend story time for older children. We hosted the 3rd grade class from Hillside Elementary and provided a tour of the department. In partnership with the Tredyffrin Easttown School District we hosted our "Libraries are for Everyone" Art Reception. We provided refreshments and met 95 children and their families as they viewed the puzzle pieces they created to share their love of libraries. This event happened at Paoli Library as well as Easttown Library on the same night, November 7.

Teen Notes (Submitted by Laura Doan)

Teens in October held a "History Roundtable: History Overlooked". Stoga Chamber Music held a benefit concert for the Gwynedd nursing home. We kicked off our Technology Mentoring Series with UIF and our Girls Who Code Club Fall Session. We began rehearsing our "Reading Dickens" play. We continued our weekly Journaling/Reading clubs.

In November, we continued with UIF, Girls Who Code, rehearsals for the play, book and journaling group. I attended the ESL Family Night at CHS where Zoey Mills and I ran a fun photo booth. I also attended high school plays at Radnor (a student volunteer was in the play), Agnes Irwin (another student volunteer was in the play), and, of course, CHS!

In addition to programming, I attended the ARCH meetings and their presentation of "Minding Your Mind: Anxiety & Depression". Speaker Andrew, a MYM speaker spoke to parents about his struggle with anxiety and depression and how he found the help he needed. Andrew spoke to CHS 11th & 12th graders earlier in the day.

Adult Programs and Community Outreach Notes (Submitted by Zoey Mills)

In November, Tredyffrin Public Library provided a total of 20 special programs for 443 patrons, and a total of 49 recurring programs for 467 patrons. In total, we held 69 programs for 910 adult patrons. In November, the library participated in International Games Week by offering special programs, like Life-Size Clue, Stranger Things Escape Room, Rent-One-Get-One special on video games, and continuing our popular Community Puzzle. Our most attended program was the Dilwali Celebration. The library saw over 150 patrons that day. Comments from various program evaluation cards include—“[We] very much enjoyed [the program]. Engaging activity, participants had fun even though most [were] strangers to each other” from a participant during International Games Week: Life-Size Clue; “Yes, [I enjoyed the program]! Great categories and enthusiastic hostess” from a participant during 21+ Trivia Night at La Cabra Brewing.

In addition, we held 2 outreach programs—21+ Trivia Night at La Cabra Brewing for 39 patrons, and “Create a Story” program in partnership with Devereux for 4 patrons. The 21+ Trivia Night at La Cabra will continue in January on a monthly recurring basis. Both La Cabra and the library are happy with the turn out and the patron response to the program. The Adult Programming and Outreach Librarian also met with Director and Director of External Relations, Tom Smarr and Stephanie Kuniholm, at the Jenkins Arboretum to discuss a partnership and outreach opportunities for the new year. In 2020, we will be strengthening our partnership with Devereux to include a monthly book group which will meet off site at the Devon Starbucks, as well as a monthly Autism-Friendly Trivia Night held at the library.

Reference Notes (Submitted by Kate Boyle)

In November, we saw a transition from our old & expensive print software (Papercut) to a Envisionware LPT1. This print software is made to pair with our existing computer management software and is designed specifically for library use. It was a rough beginning, but so far, most patrons are finding the new system easier to use intuitively. With approximately one year left on our printer contract, this system is idea for any transition we might choose to make. I'm currently weighing the options between three companies to replace the printers come next October.

Scott Wilgis from computer services made the annual tech visit and installed some changes on our staff and public PCs. Moving forward, it is CCLS's plan that each staff member or volunteer will personally login to which ever computer they use, including the circ & reference machines. Not sure how this will work, but will update when I speak more to Tony Wagner.

Our upstairs marquee is on the fritz. I believe that the connection to the basement computer has gone bad and I am evaluating options that will make our marquee more up-to-date and easier to update. My hope is that we will not have to replace the Windows 7 machine in our basement.

Please enjoy the updated program videos page on our website. Gene Donahue from the township has been kind enough to videotape and air some of our popular programs, like the visit from John Grogan and Dr. Jim Casey's 'Spooky Shakespeare.'

Our newly revamped AdLib is seeing some impressive numbers, I am thrilled to report. Each week we are seeing an 8 - 10% click rate, sending patrons to register for programs or explore more of what we offer. This is an increase of 2 - 3 % and makes me feel confident that the more streamlined version has found some early success.

Finally, I'd like to take a moment to thank the reference staff for their excellent work this year. From program development, to data entry or display planning, every member of the staff has worked hard to make sure each patron feels enriched by the presence of a professional (or soon-to-be) librarian. Our part-time staff includes Sam Bardarik, Taylor Baugher, Gretchen Chamberlin, Loretta Deierlein, Ann Duffy, Marianne Hooper, Dominique Lewis, Chelsea Post, Alex Srolis, Chris Swisher, and Jonathan Trice.

Information Transactions	Nov-19	YTD	Nov-18	2018 YTD	Difference	YTD Difference
Reference Desk	1232	14402	1148	13624	7%	6%
Children's Desk	593	5534	410	5387	45%	3%
Circulation Desk	662	7493	491	6720	35%	12%

Computer Users	Nov-19	YTD	Nov-18	2018 YTD	Difference	YTD Difference
EnvisionWare Main Level Sessions	1126	13499	1039	14117	8%	-4%
EnvisionWare Children Sessions	78	1142	90	1343	-13%	-15%
Wireless	2578	24109	2062	23882	25%	1%

Information Literacy	Nov-19	YTD	Nov-18	2018 YTD	Difference	YTD Difference
Number of Classes	3	27	1	2	200%	1250%
Number of Participants	25	220	3	11	733%	1900%
One-on-One Sessions	45	530	27	378	67%	40%

Website Statistics	Nov-19	YTD	Nov-18	2018 YTD	Difference	YTD Difference
Page Views	13,102	169714	14,454	160,071	-9%	6%
Users	4,337	55420	4,573	56,288	-5%	-2%

Proctoring Statistics	Nov-19	YTD	Nov-18	2018 YTD	Difference	YTD Difference
# of Proctoring Sessions	8	56	4	89	100%	-37%
# of Proctoring Hours	11.5	95.25	8	136	44%	-30%

Respectfully submitted by Christopher Kibler, Director of Libraries