



## Performance Report for 2018- Q1

### Purpose:

To summarize activities in the reporting period, and document progress made by the library to meet the plan of service commitments in the first quarter.

### Structure and Measures:

Each Service Point will be reviewed with notes on what activities took place and how they fit in to our plan of service. A broad statistical summary will be provided on the last page on general library statistics.



## Service Point #17

All residents will experience an accessible and welcoming environment that supports the ability to meet and interact with others, or to sit quietly and read.

How we met this goal in the reporting period	
<p>Programs</p> <ul style="list-style-type: none"><li>• Artist of the month series</li><li>• Community Club Displays</li><li>• Duplo creation</li><li>• Race of Vermilion</li><li>• Allied Arts Prize Draws</li></ul>	<p>Services</p> <ul style="list-style-type: none"><li>• Wifi and Public Access Computers</li><li>• User Seating Space and Facility Bookings</li><li>• Puzzles</li><li>• Coffee and Refreshments</li></ul>



## Service Point #17

Challenges in the reporting period:

- Wifi is cumbersome and hard to use
- Need to strike a balance between welcoming, but not overwhelming
- We either need more chairs for the basement, or to consider reducing how many people we want in the basement at once.

What needs to happen next:

- Collect data more often on user walk in traffic (once per quarter)
- Collect more anecdotal stories as they speak louder than stats
- Goal is met for the most part, but we could concentrate on collecting outcome measurements to prove it, like asking for feedback from users



## Service Point #14

All residents will have access to resources that excite their imagination, residents will be able to find the resources they want for their leisure time.

How we met this goal in the reporting period	
<p>Programs</p> <ul style="list-style-type: none"><li>• Winter Reading Program</li><li>• Reading Without Walls Challenge</li><li>• Blind Date with a Book</li></ul>	<p>Services</p> <ul style="list-style-type: none"><li>• Book Club Book Ordering</li><li>• Interlibrary Loan Service</li><li>• Off Site Service</li><li>• Book Merchandizing</li></ul>



## Service Point #14

Challenges in the reporting period:

- We have very little control over wait times for books ordered in
- Book Club members complain about not being able to renew material
- Lackluster response on Reading Without Walls campaign without significant prompting

What needs to happen next:

- Lobby NLLS to continue to support platforms that provide content immediately
- Identify a new solution for book club members
- Continue to grow our service population and members
- Revise our goals, some are not reasonable or hard to measure



## Service Point #13

All residents will have access to relevant resources to explore topics of personal interest, enhance their knowledge and encourage lifelong learning.

How we met this goal in the reporting period	
<p>Programs</p> <ul style="list-style-type: none"><li>• Drop in Knit &amp; Crochet</li><li>• Genealogy Course</li><li>• From Bean to Cup Coffee Tasting</li><li>• Gotta Minute Film fest</li><li>• Coffee Time Tech Tips</li></ul>	<p>Services</p> <ul style="list-style-type: none"><li>• Weeding the Collection</li><li>• Monthly “on demand” orders</li><li>• Book Request forms</li></ul>



## Service Point #13

Challenges in the reporting period:

- It is difficult to organize events, tech tip classes without dipping into overtime or violating the working alone policy/changing staff schedules.
- Lifelong learning is a very broad topic and is hard to generate revenue for the basement when some community groups claim they are helping us meet our mandate of lifelong learning and want free use.
- Our ability to market events is a challenge. We need new avenues of communication. Old media doesn't get the word out.

What needs to happen next:

- Attract more younger adults to participate in programs/services
- Evaluate adding more time for the library page to cover swing shifts



## Service Point #6

Children from birth to 5 will have programs and services designed to ensure they will enter school ready to learn to read, write and listen.

How we met this goal in the reporting period	
<p>Program Partnerships</p> <ul style="list-style-type: none"><li>• Time to Rhyme</li><li>• Kids Connection</li><li>• Class: Rhyme &amp; Read</li><li>• Books for Babies</li><li>• Safety Storytime</li></ul>	<p>Services</p> <ul style="list-style-type: none"><li>• Picture Book Collection Development</li></ul>





## Service Point #6

Challenges in the reporting period:

- These programs are partnerships with other agencies, so it is difficult to engage with the users without stepping on shared turf
- Users come for the programs then leave immediately, rarely use main floor services
- It is difficult to keep the basement area clean and keep different providers informed of what belongs to whom in the program storage room.

What needs to happen next:

- Need stories from users on how they feel about the programs, how they feel about the facility, and whether these programs offer value
- Meet with partners on a quarterly basis and exchange stats & evaluations from users



## Service Point #9

Everyone will have a central source of information about programs, services, and activities in our community.

How we met this goal in the reporting period	
Program Partnerships	Services <ul style="list-style-type: none"><li>• Community Club Displays</li></ul>



## Service Point #9

Challenges in the reporting period:

- This service point is beyond the expertise of library staff
- We need partnerships or the engage with different social media leaders in town like #explorevermilion or the goodlife institute to have a measurable impact

What needs to happen next:

- Plan of Service Committee should re-evaluate our role in the community and determine if this is something we can do within our budget/staff limitations. Consider recent SWOT analyses done by other agencies in town and identify if our efforts can be concentrated somewhere else.



## General Statistical Summary

	Jan to Mar 2017	Jan to Mar 2018
Item Circulation	13,019	13,425
Unique Patrons	532	526
Holdings Placed	1160	1189
Newly Bought Items	241	315
New Patrons	57	47
Fines Collected	\$793	\$878
Exams Proctored	1	5
Coffee Used	No Data	54
Technology Help	150	No Data
Computer Usage	526hr & 613 users	638hr & 516 users
Lodge Run	No Data	5 visits & 57 users

<b>Item</b>	<b>2017 Amount</b>	<b>2018 Amount</b>
Coffee	0	54
Computer Usage	526 hours + 613 Sessions	638 hours + 516 Sessions
Exams Proctored	0	5
Facility Bookings	50	61
Fines collected	\$793.00	\$878.00
Lodge Users	0	57
New Patrons	57	47
Newly Bought Items	241	315
Questions Answered	?	?
Technology Help	150	?
Unique Patrons	532	526
Walk ins	?	?

<b>Program</b>	<b>2018 Amount</b>
Winter Reading Program	78 (25 kids + 53 adult)
Around the world display	65 check outs
Blind Date With a Book	
Freedom to Read	
Allied Arts Draw	48 participants
Drop in Knit & Crochet	53 + 10 sessions
Genealogy	8 + 2 sessions
Books For Babies	11 cards redeemed
Art Exhibit John Lychak	25
Art Exhibit Quilt Guild	20
Allied Arts Draw	32
Class Rhyme & Read	260 users / 13 sessions
Kids Connection	117 users / 13 sessions
Time to Rhyme	279 users / 13 sessions
Artist of the month Wasylik	23
Duplo Creation	37 users
Race of Vermilion	58 users / 14 teams avg 6 minutes
Safety Storytime	18
From Bean to Cup	30 users
Gotta Minute Film Fest	31 viewers over 3 days