



Performance Report for 2018 Q2 April-June

Purpose:

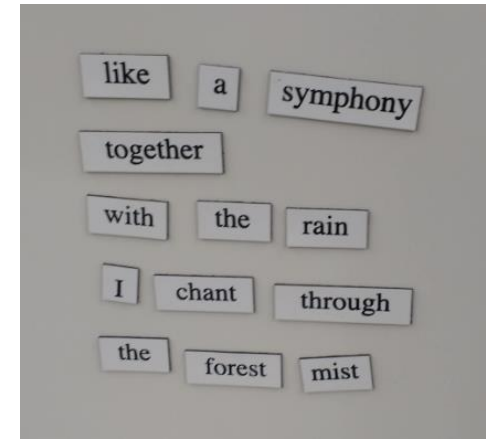
To summarize activities in the reporting period, and document progress made by the library to meet the plan of service commitments in the first quarter.

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.

1. Welcoming Environment

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.



Programs	Statistical Summary & Anecdotal
<ul style="list-style-type: none"> Passive Poetry Display 	Patrons were invited to write a poem using magnetic words. 20 participants total. Sample poem above
<ul style="list-style-type: none"> Scavenger Hunt 	Organized by Chamber of Commerce for Canada Day. Library was a participating stop. 9 Participants

Services	Statistical Summary & Anecdotal
<ul style="list-style-type: none"> Wi-Fi and Public Access Computers 	There is no way to measure wireless usage. But we averaged 8.4 users per day, and 8.1 hours of usage per day.
<ul style="list-style-type: none"> Technology Help 	351 requests for technology help were made. These typically involve light computer help, or help with the printer/Wi-Fi
<ul style="list-style-type: none"> User Space and Facility Bookings 	4 private bookings made for basement. 11 public usage bookings made of the meeting room. Received a good google review.
<ul style="list-style-type: none"> Coffee 	We sold 84 coffees, mostly to regulars who took it while reading

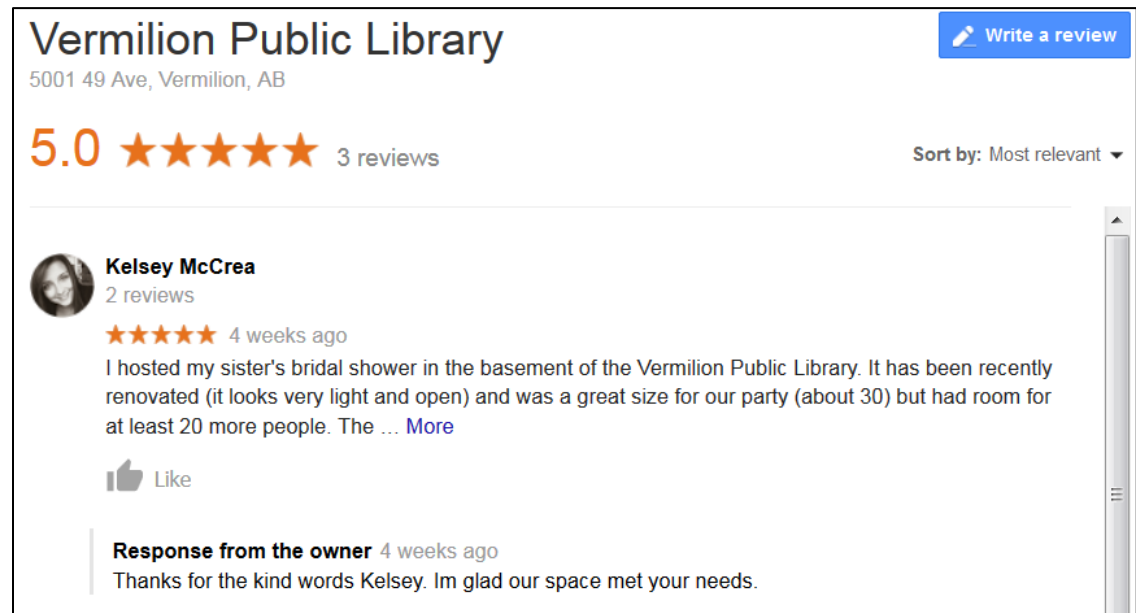
1. Welcoming Environment

Challenges in the reporting period:

- Wi-fi is still hard to use, manager lobbied NLLS for change and NLLS IT is investigating an easier login process + Wi-fi printing.
- Should be getting more bookings.

What needs to happen next:

- Need an ad campaign for bookings
- Consider investing in a people counter to track walk in traffic
- We are collecting anecdotal stories from our users, but need much more to tell the story
- Goal is met for the most part, but we should concentrate in the next 2 quarters on collecting outcome measurements to prove it, like asking for feedback from users especially google reviews and Facebook reviews and doing a year end survey



Vermilion Public Library
5001 49 Ave, Vermilion, AB

5.0 ★★★★★ 3 reviews

Sort by: Most relevant ▾

Kelsey McCrea
2 reviews
★★★★★ 4 weeks ago

I hosted my sister's bridal shower in the basement of the Vermilion Public Library. It has been recently renovated (it looks very light and open) and was a great size for our party (about 30) but had room for at least 20 more people. The ... [More](#)

Like

Response from the owner 4 weeks ago
Thanks for the kind words Kelsey. Im glad our space met your needs.



2. Exciting Resources

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.

Programs	Statistical Summary & Anecdotal
<ul style="list-style-type: none"> • E-Resources Workshops 	Offered 4 workshops at various evening and daytime sessions to promote and teach the use of digital resources. No one showed
<ul style="list-style-type: none"> • Summer Reading Prog. 	Went off site to schools to promote the program, read to 60 kids

Services	Statistical Summary & Anecdotal
<ul style="list-style-type: none"> • Book Clubs 	We serve 3 book clubs and order in on average 5 copies of each book. Positive feedback so far. Hard to track usage stats.
<ul style="list-style-type: none"> • Responsive Purchasing 	Library staff review usage stats to see what material is in demand and purchase \$250 in items monthly to fill local requests. Averages about 8-10 items specifically in demand titles by Vermilion patrons.
<ul style="list-style-type: none"> • Interlibrary Loans 	On average, 1200 items came in from other libraries per month
<ul style="list-style-type: none"> • Off Site Services 	Vermilion Lodge: Averaged 70 books per month Islay Assisted Living: Averaged 12 books per month



2. Exciting Resources

Challenges in the reporting period:

- Spring might be the wrong time for programs
- We are unsure if Book Club will go digital if we buy ebooks for them
- It is difficult to have a browsable new collection since they always go out on hold, we need a way to show off new material that does not ship
- We bring in more interlibrary loans than we give but don't know why. Is it the algorithm? Is it easier to interlibrary loan due to the website?

What needs to happen next:

- Ask NLLS for clarification on how the holds algorithm works
- Find out how we can get new in-house material available that doesn't ship
- We need more info on what the gaps in our collection are
- We need to find out what are parameters for hosting a "Vermilion patrons only collection"
- Find out when is the best time to host workshops for e-resources



3. Relevant Resources & Lifelong Learning

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

Programs	Statistical Summary & Anecdotal
<ul style="list-style-type: none">• Drop in Knit & Crochet	4 sessions were hosted, averaging 6 attendees
<ul style="list-style-type: none">• Don Levers Author Talk	7 attendees. Levers spoke about self-publishing and promotion
<ul style="list-style-type: none">• Jodi Carrington Talk	65 attendees. Good content, poor sound quality.
<ul style="list-style-type: none">• Indigenous Films	2 sessions. 8 attendees. Free popcorn from the CO-OP

Services	Statistical Summary & Anecdotal
<ul style="list-style-type: none">• Technology Help	Noted in other section
<ul style="list-style-type: none">• Research Help	We helped 651 with simple questions at the front desk and conducted 73 research requests to connect people with resources

3. Relevant Resources & Lifelong Learning

Challenges in the reporting period:

- Established programs tend to do better than new ones, it takes time to build up a series and get a little momentum building

What needs to happen next:

- Take more pictures and record more audio to share with people
- Find out what resources people are hunting for and expand and promote those areas. Go with what works instead of trying to have breadth.





4. Ready for School

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.

Programs	Statistical Summary & Anecdotal
• Kids Connection	8 sessions, 75 participants
• Time to Rhyme	7 sessions, 173 participants
• Magic Bean Storytime	25 participants. Sheila read stories, Stuart did magic tricks

Services	Statistical Summary & Anecdotal
• Picture Book Collection	We averaged 630 kids picture books borrowed per month

4. Ready for School

Challenges in the reporting period:

- Picture book collection is costly to maintain, many books are withdrawn due to staining, kids ripping, etc.
- 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





5. Activities in our Community

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

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.



Other Activities not Explicitly Tied to Service Points

Alberta Science Network Visit:

- 76 Grade 2 students visited from St Jerome's and VES to learn about topics in science.

Elements of Science

- 65 Grade 1 students visited from St. Jerome's and VES to learn about topics in science.

Exam Proctoring

- Manager proctored 3 exams (no charge)

Summer Book Sale

- Book Sales raised \$1400 @ \$1 per book. Our plan was to do 1 big one instead of 2 smaller ones. Organization and customer response to the sale was positive. It was worth it to do a sidewalk sale at the credit union.



General Statistical Summary

	April to June 2017	April to June 2018
Item Circulation	11,584	12,598
Unique Patrons	527	541
Holds Placed	1126	1310
Newly Bought Items	314	392
New Patrons	35	45
Fines Collected	\$858	\$994
Exams Proctored	No Data	3
Coffee Used	No Data	84
Technology Help	173 people served	139 people served
Computer Usage	639hr & 724 users	518hr & 538 users
Vermilion Lodge Run	3 visits, average 10 users 162 items sent / 95 lent	3 visits, average 11 users 208 items sent / 121 lent
Interlibrary Loans	1620 item circulations to others 4498 item circulations to our own	1598 item circulations to others 5513 item circulations to our own