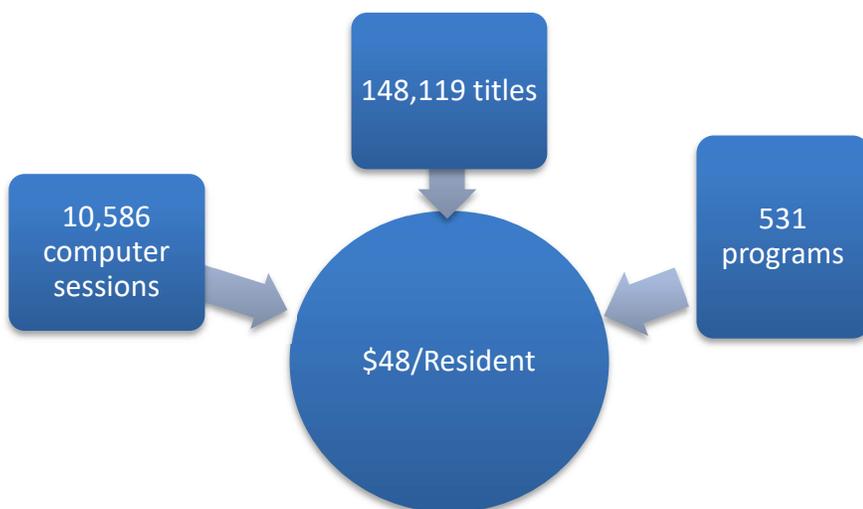


NEILL PUBLIC LIBRARY 2017 ANNUAL REPORT

Submitted by Joanna Bailey, Library Director

Operational budget:

The library's 2017 budget was \$1,605,081. This translates to a per capita annual cost of \$48, one dollar higher than in 2016. Neill Public Library is well used by the community. Patrons borrowed from a collection of 148,119 titles 372,900 times. They attended 531 programs, used the public computers 10,586 times, and got help from reference staff 12,694 times during the year. The community visited the library 279,445 times during the year or 5,373 times per week.



Revenue:

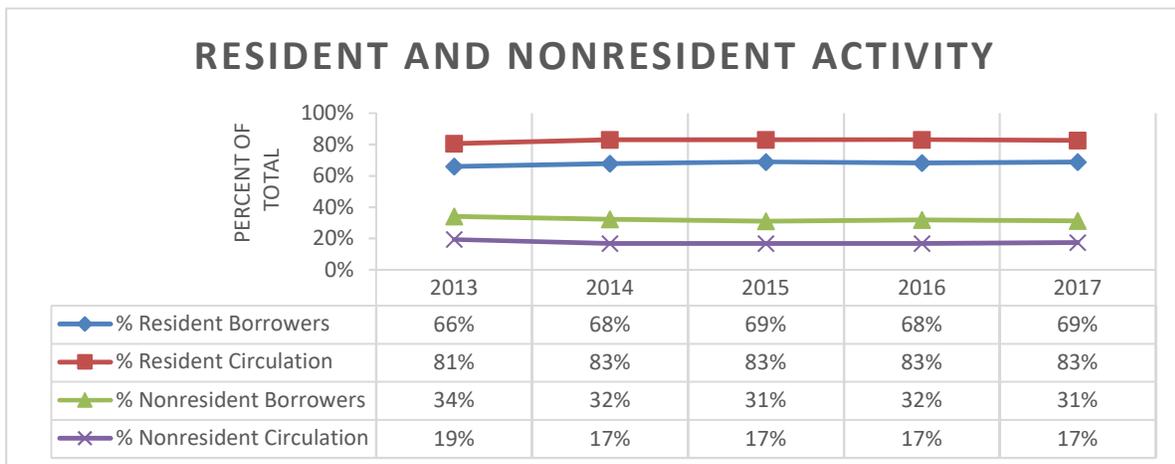
Neill Public Library collected an additional \$89,142 in external revenue from library fines, private donations, endowment funds, and funding from Whitman County Library District reimbursing the City for half the salary and benefits costs of our shared library systems administrator.

Supplemental Funding: Friends of Neill Public Library provided \$67,972 for new titles, library programs, and staff professional development. Funding from FNPL comes from membership dues, private donations in memory or honor of loved ones, and donations from service organizations and merchants.

Library Service Measures: library service increased across most metrics. In June the library began its transition away from age segregated reference service to embrace a single desk reference service for all ages. The transition was completed in December and streamlined our service points from three desks to two: reference and circulation.

Service Measures	2017	2016	% change
Visits	279,445	240,003	+16%
Cardholders	14,911	16,143	-7%
Circulation	372,900	341,063	+ 9%
Programs for all ages	531	560	- 5%
Reference Assistance	12,694	11,710	+ 8%
Public Computer Sessions	10,586	8,803	+ 20%

Pullman resident cardholders make up 69% of the library’s total cardholders and 83% of the library’s circulation. 1,804 new library accounts were opened, a 48% increase over 2016 (1,218). Total cardholders decreased 7% while total circulation from all cardholders increased 9%.



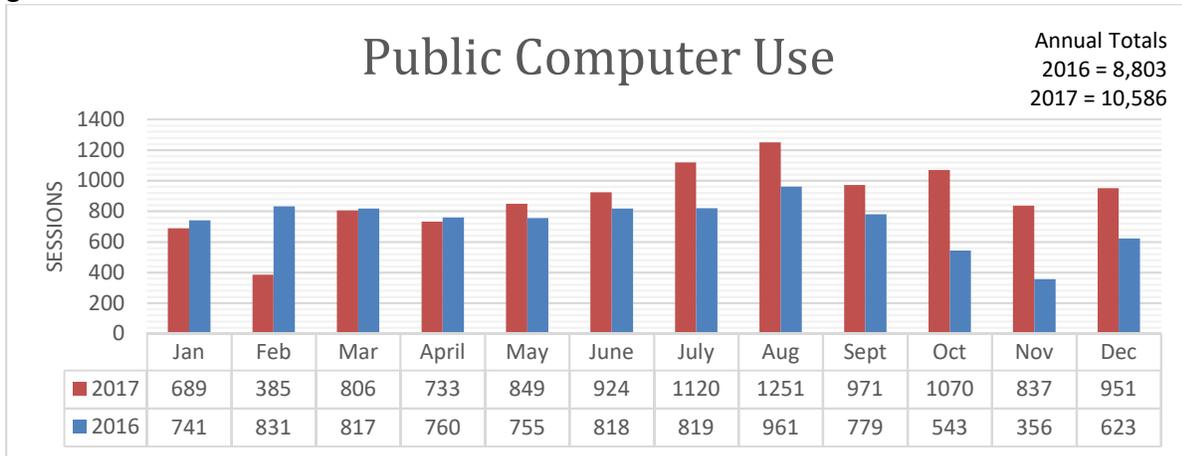
Online services

Research databases were used 2,940 times, a 6% increase.

Patrons used the online catalog 29,326 times and placed 17,629 electronic holds to reserve library titles. Titles were renewed online 48,822 times accounting for 68% of all renewal activity during the year.

Digital reading of ebooks and eaudios accounts for 14.2% of the library’s total circulation. This is an increase of 1.2% over 2016. Digital titles were borrowed 53,028 times which is an increase of 20.5% over 2016.

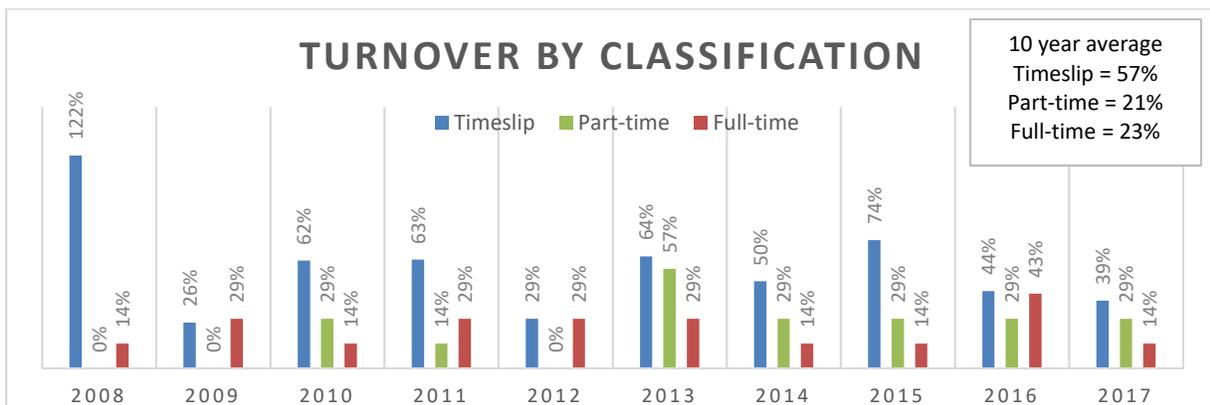
Public use of computers increased a whopping 20% over 2016. Sessions increased by 1,783 times totaling 10,586 during the year. Patrons use library computers to apply for jobs, complete school assignments, connect with family and friends, and engage with local government.



Readership of the library’s e-newsletter grew substantially. At the end of 2017, the e-newsletter had 6,912 subscribers, a 30% increase compared to the end of 2016, and an 87% increase over the first e-newsletter in February 2016.

Adult Services staff worked with the Washington State Library to scan and upload 150 historic photographs to the Washington Rural Heritage website, completing a long-standing library goal. Neill Public Library’s heritage photo collection can be viewed through this link: <http://www.washingtonruralheritage.org/cdm/landingpage/collection/neill>

Staffing: Staff spent 378 hours training new employees, a 77% decrease from 2016, in part due to 3 positions remaining vacant at end of year. Employee turnover among timeslip and benefitted part-time positions decreased 4% from 2016. This is certainly an improvement to an aspect of operations that has been extremely challenging. Reallocating additional timeslip hours to convert select part-time positions to full time in youth, adult and technical services departments would lower turnover rates even more while increasing the library’s operational resilience and capacity.



Lifelong Learning @ the Library:

The library held 531 programs for 12,910 people. This is a 5% decrease in the number of programs and a 21% decrease in attendance. Examples of library facilitated learning included eclipse activities, community workshops on homelessness, intergenerational programs with the Pullman Senior Center, Japanese-American internment experience, Humanities Washington programs, summer reading program, Lego STEM programs, children's storytimes, author events, English as a Second Language conversation groups, sewing classes, book club programs, and one-on-one "Book a Librarian" tutorial sessions.

Use of the library's meeting rooms increased 20% in 2017. Reservations totaled 1,031 with typical use including academic tutoring for all ages, supervised parent-child visits, community athletic meetings, yoga, infant massage by Pullman Regional Hospital staff, and community improvement events.

Library in the Community:

Staff conducted outreach events at Head Start, Community Action Center Preschool, Building Blocks Child Care Center, Franklin, Jefferson and Sunnyside Elementary Schools and Pullman Middle School for the Family Fair. Ten "behind the scenes" tours of the library were provided to youth and adults.

Volunteers:

The library is very grateful for its dedicated team of community volunteers. In 2017, volunteers generously donated 2,190 hours of their time and talents, a 9% increase in volunteerism, to enhance library programs and services. In April, the library held an appreciation event honoring its volunteers.

There are two categories of volunteer services:

1. Special Projects:

- Summer Reading Program Help Desk
- Tuesday Teen volunteers
- Newborn literacy packets for Pullman Regional Hospital
- Kindergarten Registration with Pullman School District
- Neill Public Library History project
- Sew Happy program
- Tech Elves repair project

2. Sustained Contributions:

- Library Board of Trustees
- Friends of Neill Public Library
- Grand Avenue Book Club
- Homebound Book Delivery
- ESL Conversation Classes
- Good Yarns

Pullman Arts Commission:

The library is the department liaison to the Arts Commission. Following the resignation of three commissioners in March, at the mayor’s request, Joanna stepped in as interim chair to work with remaining commissioners to regroup. New commissioners were appointed to fill vacancies and the Arts Commission produced a very successful ArtWalk event in May with a 14.5% increased attendance. The commission is healthy and excited to begin planning a street fair component for ArtWalk 2018.

ACTIVITY BY DEPARTMENT**Administration****Community Outreach/Partnerships**

- 1/26: Bus Stop community forum
- 4/22: Volunteer Appreciation Event, Neill Public Library
- 5/4: Library presentation to Kiwanis
- 5/08: ArtWalk presentation to Lions Club
- 6/22: City Council and School Board Candidate primary forum
- 8/7-12: Pullman Kiwanis: Stuff the Bus Drop-off Location
- 8/18, 8/21: Eclipse Glasses Distribution & livestream event
- 10/18: City Council and School Board Candidate ballot forum

Community exhibits

- January: Scrap Metal Art by David Coyle
- February: Ingleside Book Club 100th Anniversary
- March: Bus Stop Project
- April: Pullman Art Walk
- May: Joe Brunelli – oil paintings “Eastern Washington”
- August: Steven Devine – photography exhibit “My Special Blend”
- Oct/Nov: Steampunk Metal Art by David Coyle
- December: Regional Theater of the Palouse

Adult Services**Programs & Outreach:**

- 242 programs (2% increase) with 2,111 in attendance (11% increase)
- Adult Services staff and volunteers continued their strong outreach to Pullman resident centers. Bishop Place, Avalon, and Pioneer Square were visited by volunteers and/or staff biweekly throughout the year.

Adult department continued:

Collections:

Purchased approximately 635 items suggested by patrons, a 55% increase over 2016, not including items requested in 2017 that were filled in 2018. Interlibrary loaned 651 items in 2017 (a 65% increase), and lent 143 NPL items to other libraries.

Downloadable reading: the Washington Anytime Library saw another sustained increase in borrowing, with overall checkouts rising 21%, to 53,028 items. Format distribution among checkouts remained relatively constant, consisting of 45% audiobooks and 55% ebooks. Additionally, 638 NPL patrons created new Overdrive accounts, a nearly identical number to 2016.

Youth Services

Programs and Outreach:

- 289 programs (11% decrease) with 10,799 in attendance (21% decrease)
 - 201 programs were offered onsite with 7,481 in attendance
 - 56 Summer Reading Programs were offered with 2,274 attendance
 - 32 programs were offered offsite with 1,044 attendance

Material collection usage: highlights

- | | |
|------------------------------------|---|
| • Picture books increased 2% | • LOCKER boxes decreased by 5% |
| • Juvenile fiction increased 4% | • Young adult fiction books decreased 11% |
| • Juvenile nonfiction increased 9% | • Young adult non-fiction increased 40% |
| • Juvenile magazines decreased 33% | • Young adult magazines increased by 197% |
| • Preschool DVDs increased 13% | (The YA magazines were relocated to the |
| • LEGO boxes increased 9% | adult magazine shelves.) |

Technical Services

Processing:

- Processed 14,611 items, including both physical and electronic items
 - 8,997 were physical items (1.3% increase)
 - 1,081 of the items added were donations (19% decrease)
 - 4,533 e-records (5% increase) for eAudios and eBooks to support public discovery and reading of digital titles

Process Improvements:

- Streamlined cataloging and processing to shorten production time, increase accuracy, and decrease public wait time for new books and materials
- Rearranged workspaces for increased usability/productivity