



Neill Public Library

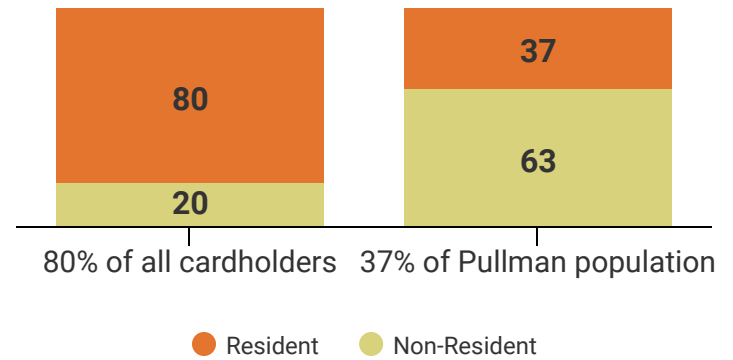
explore • discover • connect

2018 Annual Report



15,683 library accounts

How many Pullman residents have library cards?



Service in Action

5% more visits



293,231

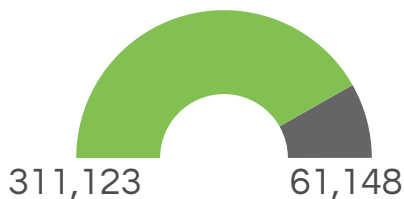
Comprehensive collection of 119,836 titles



41,688 titles are downloadable



Steady circulation: 372,271



● Physical title ● downloadable

Each physical title is borrowed 3.9 times/year and each downloadable title is borrowed 1.5 times/year

24 employees



22% more public computing sessions



Learning by and for
the community



492 programs
12,607 participants

Thank You Volunteers!
8% more hours in service



Total Service Hours: 2,276

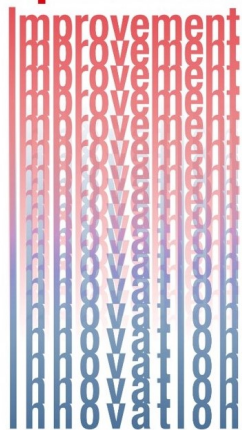
- Trustee Board: 212.25 hrs
- Special Projects: 1,134.25 hrs
- Friends of NPL: 929.50 hrs

14% more reference
conversations



Using Innovation to Exceed Expectations

Improvement



Innovation

- Easier, intuitive online and on-shelf browsing
 - * First time checkouts rose from 9% to 14%
 - * 12% increase in requests placed on items
 - * 95% fill rate
- New items available a minimum of 36% sooner
- No wait time: self service pick-up and check-out
- Ukulele circulating collection

Funding Profile

