

LIBRARY MONTHLY REPORT – APRIL 2013

40TH ANNIVERSARY FOR LIBRARY EMPLOYEE

Joanne Daniels will be celebrating her 40th anniversary as a Library employee on April 23rd. She has been an excellent employee. Her primary job as Graphic Artist is creating the numerous brochures, postures, and monthly Calendar of Events (printed) that the library distributes. She also helps out whenever she is needed in Technical Services and Circulation. The staff will be having an afternoon tea, in the library's staff room, in her honor.

LIBRARY LOGO

- The three finalists have been selected for the library's new logo. Students in a Graphic Design class at the Sussex County Community College presented their designs to several library staff, and then all of the designs were evaluated and voted on by the remaining library staff and the three finalists were picked.
- Starting April 15th, we will open voting to the public to select the winning logo. This will be done online thru SurveyMonkey and with printed surveys available in all our libraries. The voting will last two weeks. We will be sending out an electronic newsletter to library patrons (who have email addresses) to provide details and the ability to vote.
- The winner will be announced April 30th. The three finalists will receive small gift cards.
- The library is extremely pleased with the cooperation and effort of the students and the professor (Andrew George).

STAFFING

At this point, I have been unable to fill the Branch Librarian position at the Franklin Library. We have advertised twice and have been unable to find a suitable, qualified candidate (e.g., with the required two years of experience). We have advertised twice for the position. We will wait until May to advertise again.

NEW SERVICES

- We will soon be offering museum passes at the Main Library and Dorothy Henry Branches. The museums will be the Stickley Museum, Morris Museum, and the Intrepid. The Friends of the Dorothy Henry Branch will be paying for two of the passes. Even though the passes will be physically located at those two libraries, all patrons will be eligible to borrow them, but they will have to go to those two libraries to pick them up and return them.
- Zinio: This is an online newsstand that patrons (using their Sussex County Library cards) will allow them to read digital versions of electronic magazines on their smart phones, tablets, computers, and laptops. The magazines that will be available have not been selected at this point. We hope to have the service up sometime in May.
- eBooks: We have selected another vendor to purchase eBooks. There is a growing demand for eBooks. It has been difficult to expand our selection of eBooks for patrons because of the limitations publishers have put on libraries.
 - Publishers do not treat eBooks the same as they do printed books: 1) some publishers do not make any of their titles available to libraries, 2) they charge

libraries 2 to 3 times the cost of the printed copy, and 3) they only allow a limited number of circulations before the library has to “repurchase” the title.

NATIONAL LIBRARY WEEK

National Library Week is from April 14th through April 20th. The library is celebrating the week with various programs throughout the month.

- Touch-A-Truck was held on April 2nd, and more than 400 adults and children participated. Numerous trucks, including County vehicles, came to the Main Library and allowed the children to explore the trucks. This was a big success.
- Super Hero Parties and a Caldecott Award’s 7th Anniversary workshop for collage painting (the Caldecott award is for the best picture book for children published every year).
- Bookmarks will be given out celebrating National Library Week.
- The library will be participating in Snapshot Day, a look at the daily life and importance in our communities. This is being conducted by the NJ State Library. This day is intended to document the wide range of services libraries provide to their communities.

SUMMER READING CLUB

A great deal of planning has been going into this year’s club. We are looking to attract more children to participate by offering better incentives (prizes), more programs, easier and earlier registrations, and decorating all libraries. In addition to the club for younger children, we will, again, be offering a club for teens, and we are bringing back the reading club for adults. Registration will begin on June 1st. The start of the club will be on June 24th, and all libraries will have an Opening Week Program. The club runs for 4 weeks.

NEW DIRECTION (update)

- Survey Committee: A survey was created (see attached) that will be opened to the public to determine what services and programs are most used and what services and programs should be developed or started. The survey will be available through SurveyMonkey, and it will be conducted starting May 1st for one month. The survey consists of ten questions, and we hope that it will give useful feedback.
- Programming Committee: The committee came up with a detailed analysis and goals for the library system. The committee recognized the importance of programming for all age groups; programming fulfills one of the main functions of the library: to be a central part of the county and community—i.e. to build a community of learners. I will be meeting with the committee to develop guidelines to increase programs at all libraries.
- Building Committee: The committee has made recommendations for all libraries to improve their physical appearance, displays of materials, and overall friendliness for patrons. It was recommended that improving and maintaining the interior space of the libraries will encourage patrons to use the libraries more. The committee recognizes the importance of utilizing existing space to its potential.
- Customer Service: The committee recommends that staff receive ongoing training to serve the public and recognizes the public is the main focus of all of the library’s efforts. Some suggestions included: 1) have a Staff Training Day with some libraries closed to allow as many staff to attend as possible, 2) have staff attend training programs online

and off-site, 3) and possibly reward and acknowledge outstanding employees who have great customer service skills. In the past, the library has sent staff to programs, but it has been on an irregular basis. The committee believes training should be regular and on-going.

- Reference: The committee has met several times and is looking at future resources for the library, downsizing its reference collection, weeding procedures, and generally looking to the future for the library's overall collection. The committee is evaluating the library's print collection and ways to improve digital formats for patrons that can either be downloaded from the library's website or accessed online from home.

January 2013

	JAN 2013	JAN 2012	% Change
First Time Checkouts	5,219	5,384	-3.1%
Phone Renewals	413	502	-17.7%
Renewals	59	78	-24.4%
Self Renewals	603	826	-27.0%
CircTotal	6,294	6,790	-7.3%
Holds Placed	8,132	7,961	2.1%
Holds Cancelled	272	311	-12.5%
Holds Filled	1,397	1,326	5.4%
Holds Expired	108	132	-18.2%
1st Overdue Notices	119	133	-10.5%
Final Overdue Notice:	64	38	68.4%
Patrons Registered	21	38	-44.7%

February 2013

	FEB 2013	FEB 2012	% Change
First Time Checkouts	5,589	5,287	5.7%
Phone Renewals	494	436	13.3%
Renewals	59	43	37.2%
Self Renewals	703	740	-5.0%
CircTotal	6,845	6,506	5.2%
Holds Placed	7,254	7,783	-6.8%
Holds Cancelled	227	61	272.1%
Holds Filled	1,315	1,187	10.8%
Holds Expired	66	91	-27.5%
1st Overdue Notices	118	119	-0.8%
Final Overdue Notice:	11	28	-60.7%
Patrons Registered	33	38	-13.2%

March 2013

	MAR 2013	MAR 2012	% Change
First Time Checkouts	5,767	5,414	6.5%
Phone Renewals	507	471	7.6%
Renewals	135	76	77.6%
Self Renewals	971	800	21.4%
CircTotal	7,380	6,761	9.2%
Holds Placed	7,682	7,610	0.9%
Holds Cancelled	52	49	6.1%
Holds Filled	1,371	1,224	12.0%
Holds Expired	117	109	7.3%
1st Overdue Notices	197	145	35.9%
Final Overdue Notice:	19	26	-26.9%
Patrons Registered	30	32	-6.3%

April 2013

	APR 2013	APR 2012	% Change
First Time Checkouts		5,212	-100.0%
Phone Renewals		459	-100.0%
Renewals		81	-100.0%

Self Renewals		746	-100.0%
CircTotal	0	6,498	-100.0%
Holds Placed		7,662	-100.0%
Holds Cancelled		31	-100.0%
Holds Filled		1,187	-100.0%
Holds Expired		135	-100.0%
1st Overdue Notices		164	-100.0%
Final Overdue Notices		34	-100.0%
Patrons Registered		34	-100.0%

May 2013

	MAY 2013	MAY 2012	% Change
First Time Checkouts		5,262	-100.0%
Phone Renewals		502	-100.0%
Renewals		83	-100.0%
Self Renewals		699	-100.0%
CircTotal	0	6,546	-100.0%
Holds Placed		7,317	-100.0%
Holds Cancelled		40	-100.0%
Holds Filled		1,137	-100.0%
Holds Expired		108	-100.0%
1st Overdue Notices		150	-100.0%
Final Overdue Notices		34	-100.0%
Patrons Registered		23	-100.0%

June 2013

	JUN 2013	JUN 2012	% Change
First Time Checkouts		6,314	-100.0%
Phone Renewals		387	-100.0%
Renewals		102	-100.0%
Self Renewals		667	-100.0%
CircTotal	0	7,470	-100.0%
Holds Placed		8,329	-100.0%
Holds Cancelled		295	-100.0%
Holds Filled		2,042	-100.0%
Holds Expired		116	-100.0%
1st Overdue Notices		155	-100.0%
Final Overdue Notices		28	-100.0%
Patrons Registered		60	-100.0%

July 2013

	JUL 2013	JUL 2012	% Change
First Time Checkouts		7,339	-100.0%
Phone Renewals		590	-100.0%
Renewals		118	-100.0%
Self Renewals		901	-100.0%
CircTotal	0	8,948	-100.0%
Holds Placed		9,053	-100.0%
Holds Cancelled		299	-100.0%
Holds Filled		1,569	-100.0%

Holds Expired	150	-100.0%
1st Overdue Notices	196	-100.0%
Final Overdue Notices	21	-100.0%
Patrons Registered	73	-100.0%

August 2013

	AUG 2013	AUG 2012	% Change
First Time Checkouts		7,164	-100.0%
Phone Renewals		586	-100.0%
Renewals		137	-100.0%
Self Renewals		886	-100.0%
CircTotal	0	8,773	-100.0%

Holds Placed	8,614	-100.0%
Holds Cancelled	75	-100.0%
Holds Filled	1,396	-100.0%
Holds Expired	160	-100.0%
1st Overdue Notices	227	-100.0%
Final Overdue Notices	46	-100.0%
Patrons Registered	71	-100.0%

September 2013

	SEP 2013	SEP 2012	% Change
First Time Checkouts		4,856	-100.0%
Phone Renewals		591	-100.0%
Renewals		95	-100.0%
Self Renewals		701	-100.0%
CircTotal	0	6,243	-100.0%

Holds Placed	7,448	-100.0%
Holds Cancelled	249	-100.0%
Holds Filled	1,036	-100.0%
Holds Expired	168	-100.0%
1st Overdue Notices	259	-100.0%
Final Overdue Notices	28	-100.0%
Patrons Registered	28	-100.0%

October 2013

	OCT 2013	OCT 2012	% Change
First Time Checkouts		4,921	-100.0%
Phone Renewals		451	-100.0%
Renewals		86	-100.0%
Self Renewals		635	-100.0%
CircTotal	0	6,093	-100.0%

Holds Placed	6,815	-100.0%
Holds Cancelled	245	-100.0%
Holds Filled	1,101	-100.0%
Holds Expired	116	-100.0%
1st Overdue Notices	143	-100.0%
Final Overdue Notices	46	-100.0%
Patrons Registered	36	-100.0%

November 2013

	NOV 2013	NOV 2012	% Change
First Time Checkouts		5,194	-100.0%
Phone Renewals		570	-100.0%
Renewals		170	-100.0%
Self Renewals		864	-100.0%
CircTotal	0	6,798	-100.0%

Holds Placed		6,292	-100.0%
Holds Cancelled		218	-100.0%
Holds Filled		1,094	-100.0%
Holds Expired		189	-100.0%
1st Overdue Notices		211	-100.0%
Final Overdue Notices		71	-100.0%
Patrons Registered		39	-100.0%

December 2013

	DEC 2013	DEC 2012	% Change
First Time Checkouts		4,182	-100.0%
Phone Renewals		500	-100.0%
Renewals		120	-100.0%
Self Renewals		720	-100.0%
CircTotal	0	5,522	-100.0%

Holds Placed		5,828	-100.0%
Holds Cancelled		238	-100.0%
Holds Filled		938	-100.0%
Holds Expired		100	-100.0%
1st Overdue Notices		212	-100.0%
Final Overdue Notices		13	-100.0%
Patrons Registered		13	-100.0%

Sussex County Library
Fines Comparison by Month

	<u>2012</u>	<u>2013</u>	<u>Increase/Decrease</u>
January	8,522.79	8,362.03	(160.76)
February	7,182.51	7,115.90	(66.61)
March	7,997.91	7,110.48	(887.43)
April	7,057.88	0.00	0.00
May	6,869.20	0.00	0.00
June	7,710.44	0.00	0.00
July	8,371.98	0.00	0.00
August	9,689.35	0.00	0.00
September	7,154.01	0.00	0.00
October	6,389.28	0.00	0.00
November	5,808.81	0.00	0.00
December	<u>0.00</u>	0.00	0.00
Total	82,754.16	22,588.41	(1,114.80)

INTERNET USAGE

	<u>March 2013</u>	<u>March 2013</u>
	<u>Hours</u>	<u>Users</u>
Main Library	758	1,130
Louise Childs	323	201
Dorothy Henry	710	853
Dennis	539	573
Sussex-Wantage	925	950
Franklin	248	457
Total	<u>3,503</u>	<u>4,164</u>

	<u>February 2013</u>	<u>February 2013</u>
	<u>Hours</u>	<u>Users</u>
Main Library	642	934
Louise Childs	165	297
Dorothy Henry	596	713
Dennis	464	432
Sussex-Wantage	776	849
Franklin	222	398
Total	<u>2,865</u>	<u>3,623</u>

	<u>January 2013</u>	<u>January 2013</u>
	<u>Hours</u>	<u>Users</u>
Main Library	709	1,018
Louise Childs	260	395
Dorothy Henry	528	675
Dennis	470	544
Sussex-Wantage	971	1,006
Franklin	254	543
Total	<u>3,192</u>	<u>4,181</u>

<u>TOTAL THRU March 2013</u>	
<u>HOURS</u>	<u>USERS</u>
9,560	11,968
Users per hour: 1.25	

<u>TOTAL THRU March 2012</u>	
<u>HOURS</u>	<u>USERS</u>
11,400	13,315
Users per hour: 1.17	

	<u>December 2012</u>	<u>December 2012</u>
	<u>Hours</u>	<u>Users</u>
Main Library	689	976
Louise Childs	231	352
Dorothy Henry	685	556
Dennis	536	528
Sussex-Wantage	845	833
Franklin	210	444
Total	<u>3,196</u>	<u>3,689</u>

	<u>November 2012</u>	<u>November 2012</u>
	<u>Hours</u>	<u>Users</u>
Main Library	837	1,164
Louise Childs	127	174
Dorothy Henry	530	702
Dennis	767	756
Sussex-Wantage	914	906
Franklin	<u>204</u>	<u>367</u>
Total	<u>3,379</u>	<u>4,069</u>

	<u>October 2012</u>	<u>October 2012</u>
	<u>Hours</u>	<u>Users</u>
Main Library	730	1,065
Louise Childs	279	382
Dorothy Henry	690	931
Dennis	763	748
Sussex-Wantage	927	981
Franklin	<u>247</u>	<u>536</u>
Total	<u>3,636</u>	<u>4,643</u>

	<u>September 2012</u>	<u>September 2012</u>
	<u>Hours</u>	<u>Users</u>

<u>TOTAL THRU DECEMBER 2012</u>	
<u>HOURS</u>	<u>USERS</u>
45,389	55,459
Users per hour: 1.22	

<u>TOTAL THRU DECEMBER 2011</u>	
<u>HOURS</u>	<u>USERS</u>
47,536	61,820
Users per hour: 1.30	

Main Library	782	1,098
Louise Childs	317	453
Dorothy Henry	771	990
Dennis	770	750
Sussex-Wantage	942	1,009
Franklin	305	604
Total	3,887	4,904

	<u>August 2012</u>	<u>August 2012</u>
	<u>Hours</u>	<u>Users</u>
Main Library	937	1,367
Louise Childs	386	564
Dorothy Henry	796	1,079
Dennis	783	782
Sussex-Wantage	1,108	1,138
Franklin	381	700
Total	4,391	5,630

	<u>July 2012</u>	<u>July 2012</u>
	<u>Hours</u>	<u>Users</u>
Main Library	780	1,147
Louise Childs	268	419
Dorothy Henry	770	932
Dennis	753	748
Sussex-Wantage	940	1,040
Franklin	328	649
Total	3,839	4,935

	<u>June 2012</u>	<u>June 2012</u>
	<u>Hours</u>	<u>Users</u>
Main Library	869	1,235
Louise Childs	265	379

Dorothy Henry	756	927
Dennis	738	718
Sussex-Wantage	1,009	1,084
Franklin	<u>392</u>	<u>643</u>
Total	<u>4029</u>	<u>4986</u>

	<u>May 2012</u> <u>Hours</u>	<u>May 2012</u> <u>Users</u>
Main Library	936	1,197
Louise Childs	308	457
Dorothy Henry	748	858
Dennis	803	749
Sussex-Wantage	1,033	1,024
Franklin	<u>354</u>	<u>590</u>
Total	<u>4182</u>	<u>4875</u>

	<u>April 2012</u> <u>Hours</u>	<u>April 2012</u> <u>Users</u>
Main Library	867	1,117
Louise Childs	231	351
Dorothy Henry	628	767
Dennis	421	646
Sussex-Wantage	979	991
Franklin	<u>324</u>	<u>541</u>
Total	<u>3,450</u>	<u>4,413</u>

	<u>March 2012</u> <u>Hours</u>	<u>March 2012</u> <u>Users</u>
Main Library	1,049	1,367
Louise Childs	238	375
Dorothy Henry	773	940
Dennis	476	718
Sussex-Wantage	1,107	1,133

Franklin	336	626
Total	<u>3,979</u>	<u>5,159</u>

	<u>February 2012</u>	<u>February 2012</u>
	<u>Hours</u>	<u>Users</u>
Main Library	746	1,055
Louise Childs	316	223
Dorothy Henry	730	835
Dennis	654	393
Sussex-Wantage	1,004	993
Franklin	538	315
Total	<u>3,988</u>	<u>3,814</u>

	<u>January 2012</u>	<u>January 2012</u>
	<u>Hours</u>	<u>Users</u>
Main Library	753	1,072
Louise Childs	237	354
Dorothy Henry	733	881
Dennis	447	654
Sussex-Wantage	1,040	987
Franklin	<u>223</u>	<u>394</u>
Total	<u>3,433</u>	<u>4,342</u>

	<u>December 2011</u>	<u>December 2011</u>
	<u>Hours</u>	<u>Users</u>
Main Library	657	899
Louise Childs	225	316
Dorothy Henry	647	818
Dennis	444	673
Sussex-Wantage	940	926

<u>TOTAL THRU DECEMBER 2011</u>	
<u>HOURS</u>	<u>USERS</u>
44,623	58,188

Franklin	940	627
Total	3,853	4,259

<u>TOTAL THRU DECEMBER 2010</u>	
<u>HOURS</u>	<u>USERS</u>
51,553	66,072

<u>November 2011</u>	<u>November 2011</u>	
<u>Hours</u>	<u>Users</u>	
Main Library	846	1,131
Louise Childs	262	385
Dorothy Henry	699	910
Dennis	490	740
Sussex-Wantage	1,085	1,081
Franklin	369	683
Total	3,751	4,930

<u>October 2011</u>	<u>October 2011</u>	
<u>Hours</u>	<u>Users</u>	
Main Library	825	1,165
Louise Childs	310	450
Dorothy Henry	691	929
Dennis	495	739
Sussex-Wantage	1,037	1,057
Franklin	368	655
Total	3726	4,995

<u>September 2011</u>	<u>September 2011</u>	
<u>Hours</u>	<u>Users</u>	
Main Library	842	1,150
Louise Childs	276	390
Dorothy Henry	680	390
Dennis	472	742
Sussex-Wantage	1,106	1,178
Franklin	379	698
Total	3,755	4,548

	<u>August 2011</u> <u>Hours</u>	<u>August 2011</u> <u>Users</u>
Main Library	1,015	1,415
Louise Childs	367	527
Dorothy Henry	808	1,108
Dennis	488	903
Sussex-Wantage	1,126	1,118
Franklin	<u>501</u>	<u>891</u>
Total	4,305	5,962

	<u>July 2011</u> <u>Hours</u>	<u>July 2011</u> <u>Users</u>
Main Library	827	1,260
Louise Childs	264	404
Dorothy Henry	1,006	771
Dennis	472	812
Sussex-Wantage	1,102	1,050
Franklin	<u>405</u>	<u>703</u>
Total	4,076	5,000

	<u>June 2011</u> <u>Hours</u>	<u>June 2011</u> <u>Users</u>
Main Library	905	1,287
Louise Childs	316	483
Dorothy Henry	811	1,019
Dennis	585	971
Sussex-Wantage	1,106	1,148
Franklin	<u>592</u>	<u>1,012</u>
Total	4,315	5,920

	<u>May 2011</u> <u>Hours</u>	<u>May 2011</u> <u>Users</u>
Main Library	843	1,223
Louise Childs	339	430
Dorothy Henry	723	909
Dennis	530	891
Sussex-Wantage	1,018	1,060
Franklin	<u>567</u>	<u>938</u>
Total	4,020	5,451

	<u>April 2011</u> <u>Hours</u>	<u>April 2011</u> <u>Users</u>
Main Library	760	1,123
Louise Childs	244	371
Dorothy Henry	740	937
Dennis	562	964
Sussex-Wantage	1,192	1,164
Franklin	595	924
Total	4,093	5,483

	<u>March 2011</u> <u>Hours</u>	<u>March 2011</u> <u>Users</u>
Main Library	931	1,302
Louise Childs	325	484
Dorothy Henry	839	1,048
Dennis	564	867
Sussex-Wantage	1,246	1,295
Franklin	<u>605</u>	<u>1,023</u>
Total	4,510	6,019

February 2011

February 2011

	<u>Hours</u>	<u>Users</u>
Main Library	707	997
Louise Childs	278	390
Dorothy Henry	706	764
Dennis	403	647
Sussex-Wantage	929	937
Franklin	<u>475</u>	<u>789</u>
Total	3,498	4,524

	<u>January 2011</u> <u>Hours</u>	<u>January 2011</u> <u>Users</u>
Main Library	796	1,113
Louise Childs	248	377
Dorothy Henry	697	814
Dennis	491	718
Sussex-Wantage	1,003	985
Franklin	<u>399</u>	<u>722</u>
Total	3,634	4,729

LIBRARY SURVEY

1. How often do you use the library?

- a. Daily
- b. Weekly
- c. Monthly
- d. Fewer than several times a year
- e. Only use the library's website

2. Which library or libraries do you use? (Circle all that apply)

Dennis Branch (Newton) Dorothy Henry Branch (Vernon) Franklin Branch (Franklin)

Louise Childs Branch (Hopatcong) Main Library (Frankford) Sussex-Wantage Branch (Wantage)

3. Why do you use the library?

- a. Borrow materials
- b. Attend programs
- c. Access the Internet and/or computers
- d. WiFi access
- e. Other (fill in)

4. What new services and improvements would you like the library to have?

- a. Lend e-readers
- b. Increase hours (Circle one)
 - . Open Saturdays for all branches
 - . Open 9 – 5 on Saturdays for all branches
 - . More nights
 - . Open Sunday
- c. Renovate buildings
- d. None
- e. Other (fill in)

5. If you do not use the library, or rarely use it, what is the reason? (fill in)

6. How would you rate the library's staff in terms of helpfulness and friendliness?

- a. Excellent
- b. Good
- c. Needs Improvement
- d. Unsatisfactory
- e. Explain your answer

7. Do you use the library's website?

- a. Yes
- b. No

Click or check all that apply:

- a. Access catalog
- b. Databases
- c. Information and/or registering for library programs
- d. Download eBooks and music
- e. Other (please specify)

8. What current services would you like to see improved? (choose three)

a. Buy more books (select all that apply):

Adult Juvenile Teen

b. Buy more DVDs (select all that apply):

Adult Juvenile Teen

c. Buy more eBooks (select all that apply)

Adult Juvenile Teen

d. Buy more Audio Books (select all that apply):

Adult Juvenile Teen

e. Buy more Music cds (select all that apply):

Adult Juvenile Teen

f. More adult programs: Yes or No

Type of programs you would like to see:

Educational Music Self-Help Travel Other

g. More children programs

h. More teen programs

i. More meeting room space and availability

j. Other (please specify)

9. What do you like least about the library?

- a. Not enough materials
- b. Hours of operation

- c. Too noisy and poor environment (please specify)
- d. Other (please specify))

10. What do you like best about the library?