# Palmer Public Library Statistics June 2016

Total Registered Patrons 12,257

Total Mat-Su Borough Resident Patrons 9,445  **77% of Palmer patrons are Mat-Su Borough Residents**

Total City of Palmer Resident Patrons 2,812

New Library Users  **160**

**Statistics:**

 Patron Visits/Count 11,015

Reference Questions 1,543

Library Computer Sessions 2,178

Website hits 104,620

WIFI Sessions 1,159 (Issues month of June the WIFI modem)

Circulation(PPL items) 14,513

Circulation 13,339 (JLC items checked out to Palmer Patrons)

Magazine circulation 802

Take Home Paperbacks 286

Inter Library Loans: 5 Incoming 5 Outgoing

Volunteers 40 Volunteer Hours 407

**Programs:**

Children’s Programs 28 Events 1,025 Participants

Class Visits 8 Events 127 Participants

Young Adult Programs 3 Events 35 Participants

Adult Programs 4 Events 17 Participants

**Total Library Programs 43 Events 1,204 Participants**

Community Events 10 Events 302 Participants

**Total Programs and Community Events 59 Events 1,506 Participants**

Summer Reading Program (SRP) started June 6th.  We are half way through our program and have 827 people registered. The break down is 501 kids, 128 teens and 198 adults. We have about 30 teen volunteers assisting with registration, programs, and prizes. We host Baby Lap Sit and Story Time weekly as well as programs for kids ages 6-12. To date, we’ve had programs with AK Fish & Game, AK Wild Bird Rehabilitation Center, a Pet Parade, and the Mat Su Miners. SRP was represented in the Colony Days Parade by walking and handing out promotional goodies. The Geocache challenge (originally planned for teens) has been going really well and all ages show interest in the program. To supplement the teen program, we also hosted visits from Dr. GPS and American Red Cross. The SRP program is funded by the Friends of the Palmer Public Library as well as various community organizations like: Moose Lodge, Masons, Kiwanis, Subway and Healthy Futures.

**Palmer Public Library Website pplak.org:** The library website was created in February 2015 by contracting with HOSTGATOR as the website host which provides the platform for the website to be built and maintained. The website was created and maintained by two-part time level 2 library assistants. In 2015 there were 822,008 hits, there have been 572,616 hits to the website in 2016 alone, with 104,620 in June.

**Facebook page**: Friends of the Palmer Public Library Facebook page reaches over 3,000 people along with 10 organizations that readily share the Friends pages. (Alaska’s Kids, Alaska Kids Don’t Float, Early Childhood Partnership of Mat-Su, Mat Su Valley News, Mat-Su What To Do, Mat-Su Valley News, Thrive Mat-Su, What’s Happening in the Mat SU Valley).

**Training**: Quality Customer Service Training was provided on June 10th from UAF Cooperative Extension for 6 hours to 11 library staff. The training touched on meeting patron needs and solving problems along with how to talk to patrons under distress. The training was interactive and allowed the staff to talk about how they handle situations and how to improve or change what they are doing.

 **Postage: Total $303.75 with 173 items mailed**

Bills: $40.67 Bills sent 85

ILLs: $29.40 ILLs 10

JLC items: $222.32 JLC items sent 57

Misc: $11.36 items sent 23 (returns, thank you notes, funding requests, etc..)

**Total Totes sorted 235**

MSLN 111 Mat Su Library Network Libraries (7 libraries)

MSB 173 (MSB 5 Libraries) Wasilla 62

Total JLC Totes sorted 68 These are totes with PPL items going between JLC libraries.