# Palmer Public Library Statistics Yearly 2016

Total Registered Patrons 12,737

Total Mat-Su Borough Resident Patrons 9,811 **77% of Palmer patrons are Mat-Su Borough Residents**

Total City of Palmer Resident Patrons 2,926

New Library Users 1,012

**Statistics:**

Patron Visits/Count 100,646

Reference Questions 16,076

Library Computer Sessions 26,310

Website hits 1,267,039

WIFI Sessions 15,590

Circulation(PPL items) 112,762

Circulation 116,596 (JLC items checked out to Palmer Patrons)

Magazine circulation 7,050

Take Home Paperbacks 2,920

ILL Stats 107 Incoming 154 Outgoing

Volunteers 71 Volunteer hours 1,873.25

**Programs:**

Children’s Programs 228 Events 8,280 Participants

Class Visits 64 Events 1,333 Participants

Young Adult Programs 32 Events 697 Participants

Adult Programs 41 Events 1,106 Participants

**Total Library Programs 365 Events 11,416 Participants**

Community Events 180 Events 4,177 Participants

**Total Programs and Community Events 545 Events 15,593 Participants**

**Total Totes sorted 2,647**

MSLN 1,749 Mat Su Library Network Libraries (7 libraries)

MSB 1,170 (MSB 5 Libraries) Wasilla 676

Total JLC Totes 801 sorted. These are totes with PPL items going to Anchorage JLC libraries.

**Courier Totes:** All MSLN libraries send their Transit items going between other MSLN libraries to Palmer in plastic totes. Palmer library staff sort each of these totes and organize items in them according to which MSLN library they need to reach. Palmer Public Library does not pay for courier service to MSLN libraries in exchange for sorting and storing MSLN totes. At any given time, Palmer Public Library is generally storing around 22 MSLN totes. As each tote is delivered by couriers they must be sorted by library staff upon receipt and then stored until the courier can pick them up to transport them back to other libraries.

**Postage: Total $3,992.37 with 2,448 items mailed**

Bills: $680.12 Bills sent 1,399

ILLs: $631.09 ILLs sent 217

JLC items: $2,566.75 JLC items sent 676

Misc: $ 114.41 items sent 156 (returns, thank you notes, funding requests, etc..)

**Grants:**

* Rasmuson Foundation Tier I Grant for $15,000 to replace the Children’s books on cassettes to books on cds and children’s VHS movies to DVDs. This included duplicate titles of the popular board books. Board books are intended for infants, babies and toddlers. Continuing to purchase children’s audio books and dvds with the Rasmusson Grant monies. There was no way the library could have replaced or bought the new material without the $15,000 grant.  
  We have started placing comment cards in the new items as a means of recording the patron comments for  
  grant reporting purposes. Some of those comments are: “We LOVE the new audio books and hope they get more. My children love listening to them!”, “Excellent mix of fun/serious/classic/new. Love, Love, Love them! thank you”. We Love the new kids audio books! The selection is fantastic. We couldn’t listen much before, because we didn’t have a tape player. Thank you!! For updating this section. Keep it up”.
* Katie Schweisthal applied and received an Early Literacy Outreach grant from the State of Alaska. The AK State Library awarded Palmer Public Library with a board book grant. We received 33 new titles with a total of 85 new board books.
* PLA 2016/2017 partial grant money was received. Due to a typo at the State Library the incorrect amount was sent the additional $210 is being sent for a total of $6,900. The PLA Grant expenditures will include professional cleaning of the library carpet, patron black and white copier with coin operations upgrade, and patron Wi-Fi system.

**Mat Su Library Board:** In March, Janel Gagnon joined the Mat Su Library Board as the Palmer representative. At the September meeting Janel Gagnon was voted board chair.

**Computer Training:** Joy Bailey held her third and final computer training class May 23rd with 6 in attendance. The computer class evaluations have been outstanding. The classes have caught on and are limited to 6 students per class, due to the number of lap tops available for training. This is the last class that will be offered at the Palmer Library due to her acceptance of a full-time position at the Willow Public Library.

**Training**:

* On May 17th MSLN library staff attended the MSLN yearly training session in Wasilla. Training included hints and tricks using Workflows and Enterprise.
* On May 9th, Katie Schweisthal attended the Library Journal Professional Development hosted a leadership training in Anchorage. It was an excellent opportunity to explore what leadership is and looks like with in the library sector. Two powerful impressions she was left with were that leadership isn’t about titles. It’s an attitude and a choice. Second, remembering “why” is important. It’s important to know why you’re doing what you’re doing so that you remain aligned with your goals and vision for the library. It’s also important to explain “why” when asked by staff or patrons so that they, too, can have a better idea of the library’s values. The time spent discussing and sharing was invaluable for our library because it served as reassurance to boldly embrace what our community desires.
* Monthly Staff Training: September was a series of computer training exercises to give staff a patron’s perspective, and hone their basic skills in often used applications.

October focused on global thinking for the right perspective. Every word and action on our part will directly affect our patrons. One positive experience will generate more patron flow, while one negative experience will discourage that patron. One important perspective, considering budget concerns, is identifying and eliminating redundant or unnecessary steps to be more efficient. Global thinking encompasses an understanding of the importance of following procedures, how that affects patrons, and the technical side of the JLC network. All our training is focused on providing excellent customer service to our patrons to keep them coming back to Palmer Library.

November staff training focused on customer service, digital literacy, and continuing our efforts to be a lean library. Digital literacy training sheets began in November. We'll be tracking how long each staff member spends learning new technology related skills to use when providing customer service to patrons. We're also now tracking digital literacy questions to quantify our belief that a large percentage of our interaction with patrons is teaching, or action requiring knowledge of multiple technological platforms, programs, and functions.

December staff training focused on navigating the PFD site and typical questions patrons will ask.

* 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.
* DIRLEAD 2016: Beth Skow will be attending the Alaska Large Library Directors conference in Girdwood next week. All lodging, transportation and meals except dinner is covered by the State of AK DIRLEAD grant. Beth Skow attended the Alaska Large Library Directors conference in Girdwood. John Huber author of “Lean Library Management”, and “Purpose -Based Library “provided the workshops at the conference. The bases of his conference were weeding out wasteful steps to speed the service delivery to the patrons. The importance of speeding up the delivery will place the books in the patron’s hands faster and free up staff time. Library processes are being examined and changed to become a leaner library. Example: catalogers will catalog and process 6 items so that they are ready and available for check out, instead of processing up to 20 items.

**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).