

Total Registered Patrons	13,753
Total Mat-Su Borough Resident Patrons	10,609
Total City of Palmer Resident Patrons	3,144
New Library Users	37

Statistics:

Patron Visits/Count	8,232
Reference Questions	1,735
Library Computer Sessions	2,166
Website hits	92,970
WIFI Sessions	1,310
Circulation(PPL items)	9,507
Circulation	10,332 (JLC items checked out to Palmer Patrons)
Total Circulation for the month	19,839

Circulation by Road Service area for month of April 9,557 (Palmer items checked out at the Palmer Library)

TOTAL	PIECES	CIRC
K-KENAI		14
MS-ALPINE		139
MS-BIGLAKE		42
MS-BOGARD		516
MS-BUTTE		1433
MS-CASWELL		3
MS-CHICKA		10
MS-FAIR		221
MS-GOLDTR		474
MS-HATCH		8
MS-HOUSTON		9
MS-KNIK		228
MS-LAZYMTN		521
MS-LIB-ILL		9
MS-MEADOW		79
MS-MIDWAY		446
MS-NCOLONY		230
MS-OUTRSA		59
MS-OUTSTA		13
MS-PALMER		1833
MS-SCOLONY		3106
MS-TALKEET		1
MS-WASILLA		130
MS-WILLOW		33
TOTAL		9557

Magazine circulation	250
Take Home Paperbacks	271
Volunteers 18	volunteer hours 89

Total Totes sorted 212

MSLN 146	Mat Su Library Network Libraries (7 libraries)
MSB 85	(MSB 5 Libraries) 61 Wasilla

Total JLC Totes sorted 66 These are totes with PPL items going between JLC libraries.

Postage: Total \$258.38 with 66 items mailed

Bills: \$62.00 Bills sent 15

ILLs: \$30.23 ILLs sent 11

JLC items: \$164.65 JLC items sent 37

Misc: \$1.50 items sent 3 (returns, thank you notes, funding requests, etc..)

Programs:

Children's Programs	33	Events	961	Participants
Class Visits	3	Events	81	Participants
Young Adult Programs	5	Events	30	Participants
Adult Programs	11	Events	94	Participants
Total Library Programs	52	Events	1,166	Participants
Community Events	44	Events	148	Participants
Total Programs and Community Events	96	Events	1,314	Participants

Programs: April was a festive month at Palmer Library. There's excitement in the air, as Spring arrives and the snow disappears. Before final preparations are put together for Summer Reading Program, we like to take time throughout the month of April to celebrate literacy. Thanks to all our program participants, we are able to get in the spirit of the season by focusing on bugs, plants, and picnics. Of course, no celebration is complete without food. Thanks to the Friends of the Palmer Library, we were able to treat several participants in the community to our favorite picnic eats.

Grant: Applied and received an OWL patron electronics \$1,500 grant. The grant afforded the library to update 2 of the outdated patron 15-minute computers and one of the regular one-hour patron computers. The patron computers are over 5 years old and are on the IT list for replacement. Using this grant for those replacements will decrease the library computer budget.

Staff Training Day April 17

After attending Ryan Dowd's presentation "Practical Skills for Difficult Homeless Patrons (Mini-Training) by Ryan Dowd, 2018 AkLA Conference in Anchorage, it was evident this was the training PPL staff needed. In just a one-hour presentation I was sold and decided to find out how to share this training with staff. On that next Monday I contacted Ryan Dowd and set up the on-line training for staff. The library closed on April 17th so that all staff could individually go through the on-line training and then discuss how to implement his ideas and add more tools to our tool box. This training has helped me understand why some of the methods we were trained on previously did not work. Comments from some staff on the training:

The training held for library staff last week was beneficial for several reasons. The material focused on approaching and serving those who experience homelessness but could be applied to anyone who comes to the library. There was great information on conflict resolution- namely curtailing any potential conflict before it can escalate. I liked the training, because it was good information on how to just simply treat people. We've all had bad days and it helps to keep that perspective in mind when approaching a person who may potentially be in the middle of a few bad years. Katie

Very relevant training for those who may come in contact through work or personal interaction with homeless. Clears your prospective of issues these folks may have or currently face. Linda

“Ryan Dowd knocks down every misconception about “homeless people” and reveals the dangers and trauma of being a person without a home. He gives practical, compassionate advice on how to deal with any situation. I left this training feeling equipped and empowered.” Kaitlin

We are better prepared to not only have more positive interactions with this segment of the population, but we can also offer them the same accessibility we offer other groups now that we have a better understanding of their unique experiences and behaviors. Kate

“This training gave me some insights into homeless and their behaviors but also provided great tools in approaching and handling our homeless patrons.” Laura

Mat Su Library Board: Beth attended MSLB met on March 17th at the Palmer Public Library. The board discussed the Mat Su Library strategic plan, pursuing a foundation for libraries and MSL budgets. Next month’s meeting will be at the Big Lake Library.

MSLN Library Directors Meeting: Beth attended the MSLN meeting on April 15th. Discussion was held on appropriate age for kids to be in the library without an adult. It was determined that the code of conduct should remain as written without an actual age delineated. If the child is obeying the Patron Code of Conduct Policy is acting appropriately, then age is not an issue. When a child cannot obey the code of conduct, then that child will be asked to leave.

Friends of the Library: Katie and Beth attended the Friends meeting Monday April 16th. The friends discussed the plans for the May book sale.

Public Library Association Metrics Survey FY2017. Attached pamphlet is compiled and shared by PLA Metrics using the PPL FY17 data for the State of Alaska Public Library Assistance Grant submission.