

# Millburn Free Public Library Annual Report for 2017

January 23, 2018

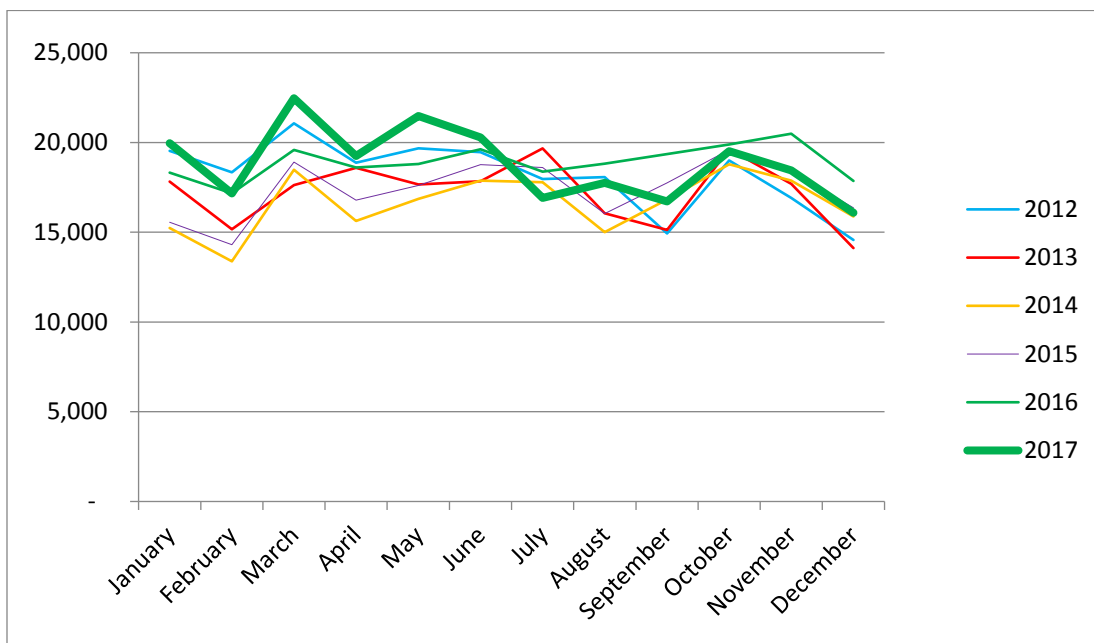
Michael D. Banick, Director

This report will highlight activities and usage at the Millburn Free Public Library during the year 2017.

## Visitation

The entrances of the library have sensors that count the number of people who enter the facility. For the last several years, visitation has been strong and growing. The only exception was year 2014, when bridge construction on Glen Avenue inhibited access.

<u>Visitation</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>This year vs. Last Year</u>	
						<u>+/-</u>	<u>% change</u>
<b>Grand Total</b>	<b>206,991</b>	<b>199,635</b>	<b>208,700</b>	<b>226,913</b>	<b>226,005</b>	<b>-908</b>	<b>-0.4%</b>

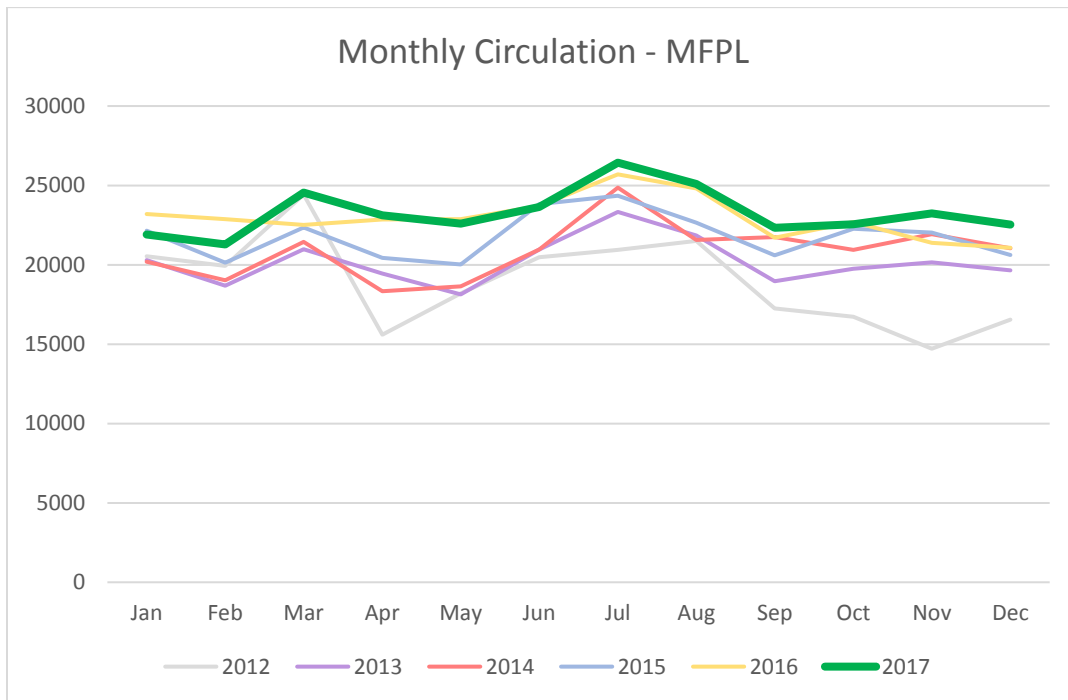


It should be noted that a new dual-entrance counter was installed in July 2017 after the old counter malfunctioned. The new system gives a more accurate count because its sensors are located at the two entrances, instead of being in the middle of the lobby. The old counter recorded a number of “false hits” such as people going back and forth between the library and the gallery or the library and the restroom. There is a strong, positive correlation between visitation and circulation (next page) so we can safely infer that the MFPL’s visitation numbers remain robust. In fact, when you consider the variance caused by the relocated counters, the adjusted attendance using like numbers is about 229,000, an increase of 1% over last year and a new record for visitation.

**Circulation – Number of Checkouts**

Circulation is the count of the number of items that were borrowed from the library. It includes print books, DVDs, Blu-Rays, music CDs, audiobooks and e-books. The Millburn Library has set new records for circulation in each of the last five years, a tribute to good collection management and a supportive community of library users.

<b><u>Circulation</u></b>						<u>This year vs. Last Year</u>	
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>+/-</u>	<u>% change</u>
<b>Grand Total</b>	<b>242,184</b>	<b>250,676</b>	<b>261,397</b>	<b>275,405</b>	<b>279,250</b>	<b>+3,845</b>	<b>+1.4%</b>

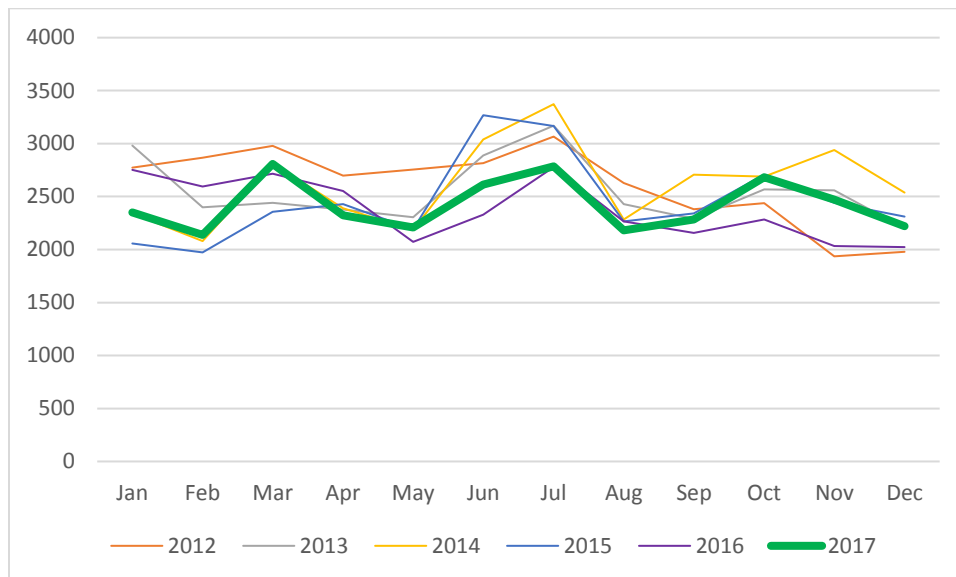


## Reference Service

The MFPL keeps track of the number of interactions between patrons and professional librarians. The MFPL reversed the trend (a local and a nationwide trend) and reported a 2% increase in the number of interactions in 2017. The interactions that we have with our patrons help us understand community needs and interests, leading to better collection development and improved services.

Of special note, the number of notary interactions is up over 100% from last year.

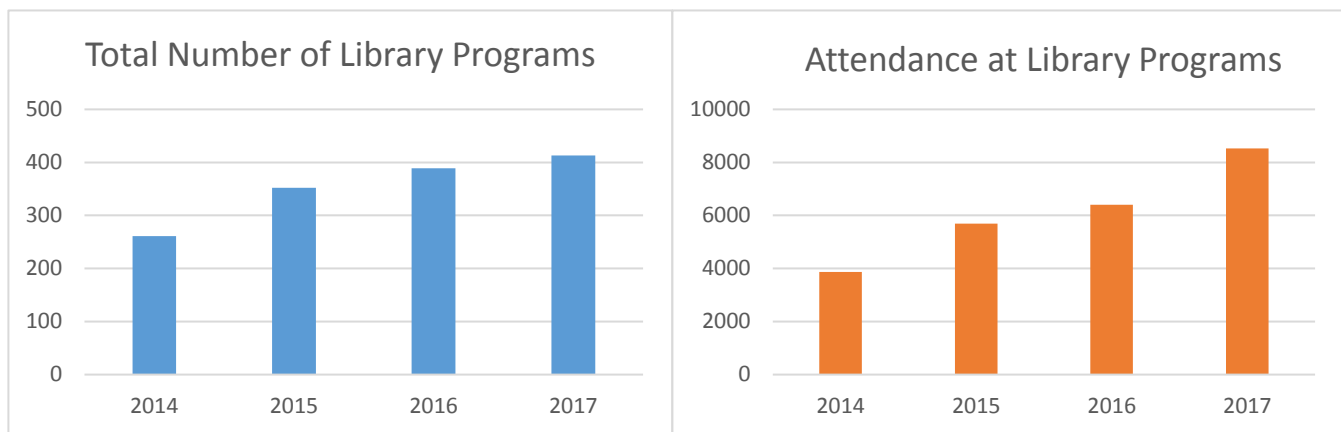
<u>Reference Service</u>						<u>This year vs. Last Year</u>	
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>+/-</u>	<u>% change</u>
<b>Grand Total</b>	<b>30,603</b>	<b>31,377</b>	<b>29,502</b>	<b>28,554</b>	<b>29,067</b>	<b>+513</b>	<b>+2.0%</b>



## Programs

Libraries should offer an array of informational, recreational and/or cultural programs to their community. For the last several years, the MFPL has been focused on growing and developing its programming lineup for people of all ages, from lap-sit toddlers to senior citizens and everyone in between. Of note, attendance per program increased in 2017 from 16 per program to 20 per program.

<u>Number of Programs</u>					<u>This year vs. Last Year</u>	
	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>+/-</u>	<u>% change</u>
	251	385	389	413	+24	+7%
<u>Program Attendance</u>					<u>This year vs. Last Year</u>	
	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>+/-</u>	<u>% change</u>
	2,875	5,692	6,406	7,407	+1,001	+16%



## Acquisitions

Maintaining a useful and relevant collection of books and other resources is a primary task of any public library. Without a good collection, a library is of little value to the community it serves. 2017 is the library's fourth consecutive year of excellent collection management, with over 11,000 new titles added to the MFPL's shelves.

<u>New Books</u>					<u>This year vs. Last Year</u>		
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>+/-</u>	<u>% change</u>
# acquired	3,842	7,213	7,198	8,540	9,335	+795	+10%
<u>New Media (Audio &amp; Movies)</u>					<u>This year vs. Last Year</u>		
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>+/-</u>	<u>% change</u>
# acquired	663	1,566	1,659	1,766	2,224	+458	+26%
<u>Total New Additions</u>					<u>This year vs. Last Year</u>		
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>+/-</u>	<u>% change</u>
# acquired	4,505	8,799	8,857	10,360	11,559	+1,199	+12%
<u>Withdrawals</u>					<u>This year vs. Last Year</u>		
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>+/-</u>	<u>% change</u>
# withdrawn	5,151	4,592	8,982	14,606	15,227	+621	+5%

## **Personnel**

A new four-year labor agreement for years 2017 – 2020 was settled with the CWA, retroactive to 1/1/2017.

On July 31, senior children's librarian Patt Kent retired after 42 years of service. On August 31, senior library assistant Grace Dougherty retired after 28 years of service at the circulation desk. And on September 6, teen librarian Jen Lemke resigned to begin a new career elsewhere. To fill these vacancies, we elevated part-time librarian Sue Willis to full-time, hired Mochi Fong as a new library assistant, hired Janis Werner as our new teen librarian, and hired Jon Michaud as a new part-time librarian in the Children's Department. All of our new hires successfully completed their 90-day periods and should work out very well.

## **Strategic Plan**

In 2016, the MFPL adopted its first-ever 3-year strategic plan for years 2016, 2017 and 2018. We are now in the final year of that plan, which outlines a number of goals that were developed with input from the community. One of the most common requests was to update the facility. In keeping with that request, the library completed a number of projects in 2017.

Complete:

- Teen area renovated
- LED lighting installed in lobby and circulation desk area
- First floor shelving adjusted and collections shifted
- New end panels for all shelving were installed on the first floor, adult side
- DVDs were relocated
- Floor space opened up
- Sound absorbing acoustic panels installed
- Patio with seating installed near Glen Avenue entrance.

The next project will be a full renovation of the Children's Room, which we will begin in year 2018.

A successor plan for the next three years should also be developed, to guide the MFPL through 2019 – 2021.