



## Library Director's Report to the Tredyffrin Libraries Board of Trustees for February 27, 2020

Due to the cancellation of the January 2020 Library Board of Trustees meeting, this report contains both year-end information for 2019 as well as information through January 2020.

### Volunteers

Volunteers aid us with daily library operations and enable us to continue to provide exemplary service to our community. Comparing 2019 to 2018, total number of volunteers increased by 53 (+9.6%) and volunteer contributed hours increased by 1,158.75 (+25.6%).

#### Number of Volunteers

	Tredyffrin Children's	Tredyffrin Circulation	Tredyffrin Friends	Paoli (All)	2019 TOTAL	2018 YTD	2018 - 2019 YTD Change	2018 - 2019 YTD % Change
January	3	18	14	17	52	41	11	26.8%
February	3	16	13	15	47	41	6	14.6%
March	2	16	14	15	47	44	3	6.8%
April	1	16	12	15	44	48	-4	-8.3%
May	2	16	13	14	45	40	5	12.5%
June	24	13	13	6	56	73	-17	-23.3%
July	35	17	16	18	86	41	45	109.8%
August	3	16	16	13	48	41	7	17.1%
September	4	18	14	7	43	41	2	4.9%
October	0	19	10	7	36	42	-6	-14.3%
November	0	19	16	18	53	50	3	6.0%
December	2	21	12	13	48	50	-2	-4.0%
TOTAL	79	205	163	158	605	552	53	9.6%

#### Number of Volunteer Contributed Hours

	Tredyffrin Children's	Tredyffrin Circulation	Tredyffrin Friends	Paoli (All)	2019 TOTAL	2018 YTD	2018 - 2019 YTD Change	2018 - 2019 YTD % Change
January	12.5	116.25	213.25	58.25	400.25	324.5	75.75	23.3%
February	12	96.25	156.25	52.5	317	374.7	-57.7	-15.4%
March	10	109.25	271.75	44.75	435.75	423.25	12.5	3.0%
April	1.5	112	232	63.75	409.25	391.75	17.5	4.5%
May	11	100.25	229.25	52	392.5	395	-2.5	-0.6%
June	117.25	97.25	339.75	46.25	600.5	312.45	288.05	92.2%
July	462.25	139.5	293.25	51.4	946.4	373.75	572.65	153.2%
August	6.5	102	278	122	508.5	373.75	134.75	36.1%
September	18	120.75	251.25	41.25	431.25	373.75	57.5	15.4%
October	0	133.5	268	15	416.5	342.75	73.75	21.5%
November	0	108.5	312.75	50.25	471.5	465.5	6	1.3%
December	6.5	113.5	198	36.25	354.25	373.75	-19.5	-5.2%
TOTAL	657.5	1349	3043.5	633.65	5683.65	4524.9	1158.75	25.6%

Comparing January 2020 to January 2019, total number of volunteers increased by 12 (+29.3%) and volunteer contributed hours increased by 125.9 (+38.8%).

**Number of Volunteers**

	Tredyffrin Children's	Tredyffrin Circulation	Tredyffrin Friends	Paoli (All)	2020 TOTAL	2019 YTD	2019 - 2020 YTD Change	2019 - 2020 YTD % Change
January	4	18	14	17	53	41	12	29.3%
TOTAL	4	18	14	17	53	41	12	29.3%

**Number of Volunteer Contributed Hours**

	Tredyffrin Children's	Tredyffrin Circulation	Tredyffrin Friends	Paoli (All)	2020 TOTAL	2019 YTD	2019 - 2020 YTD Change	2019 - 2020 YTD % Change
January	14	116	262.15	58.25	450.4	324.5	125.9	38.8%
TOTAL	14	116	262.15	58.25	450.4	324.5	125.9	38.8%

**Visitor Count**

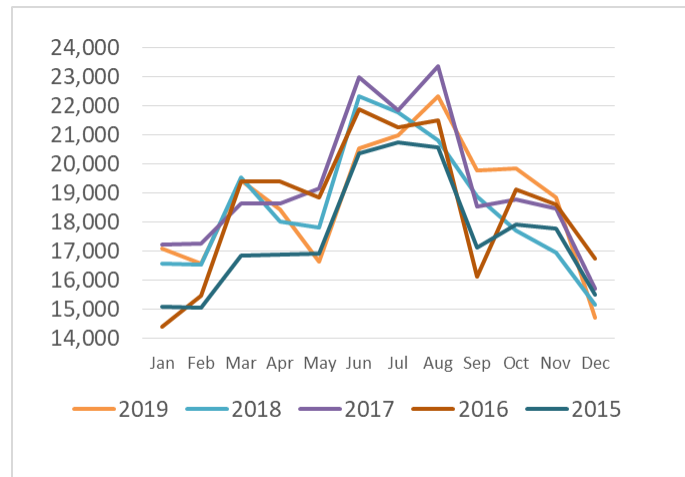
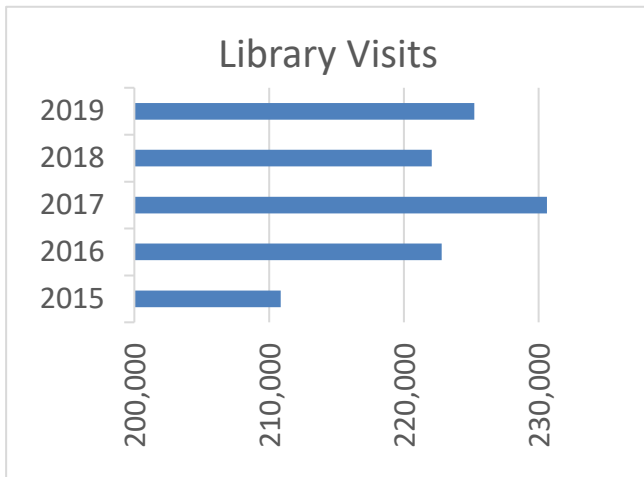
Visitor count for December 2019 totaled 14,727. Total visitor count in 2019 has increased by 2,614 (+1.2%) compared to 2018. Visitor count since 2015 has increased by 7%.

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Sun	Paoli	281	359	421	253	184	413	337	399	335	273	307	310	3,872
	Tredyffrin	1,375	1,429	1,974	884	1,005	1,917	1,145	1,424	1,442	1,298	1,574	1,314	16,781
Mon	Paoli	703	782	870	1,049	575	933	1,403	977	911	643	906	911	10,663
	Tredyffrin	1,958	2,201	2,247	3,035	1,583	2,690	3,387	2,638	2,295	1,764	1,891	2,196	27,885
Tues	Paoli	132	99	18	27	112	102	56	27	17	29	16	20	655
	Tredyffrin	2,216	1,999	2,461	3,219	2,967	2,678	3,196	2,625	2,836	3,310	3,028	1,523	32,058
Wedns	Paoli	1,093	710	896	1,066	1,170	1,058	1,241	1,045	996	1,168	921	607	11,971
	Tredyffrin	13	18	39	52	29	142	2,640	1,892	1,833	2,260	1,598	1,072	11,588
Thurs	Paoli	926	797	805	911	982	869	712	1,176	789	1,022	554	699	10,242
	Tredyffrin	2,832	2,324	2,285	2,436	2,755	3,051	1,625	3,233	2,353	2,603	1,575	1,820	28,892
Fri	Paoli	738	752	938	799	873	904	953	977	795	719	974	663	10,085
	Tredyffrin	1,776	1,832	2,639	1,830	2,142	2,420	1,971	2,745	1,885	1,915	1,696	1,478	24,329
Sat	Paoli	577	700	766	631	594	704	654	769	579	553	827	537	7,891
	Tredyffrin	2,469	2,583	3,086	2,239	1,679	2,650	1,664	2,402	2,712	2,300	2,962	1,577	28,323
Total Paoli		4,450	4,199	4,714	4,736	4,490	4,983	5,356	5,370	4,422	4,407	4,505	3,747	55,379
Total Tredyffrin		12,639	12,386	14,731	13,695	12,160	15,548	15,628	16,959	15,356	15,450	14,324	10,980	169,856
Libraries Combined		17,089	16,585	19,445	18,431	16,650	20,531	20,984	22,329	19,778	19,857	18,829	14,727	225,235

	Dec-19	Dec-18	Difference	% Increase or Decrease	2019 YTD	2018 YTD	Difference	% Increase or Decrease
Paoli	3,747	3,721	26	0.7%	55,379	53,060	2,319	4.4%
Tredyffrin	10,980	11,452	-472	-4.1%	169,856	169,561	295	0.2%
Total	14,727	15,173	-446	-2.9%	225,235	222,621	2,614	1.2%

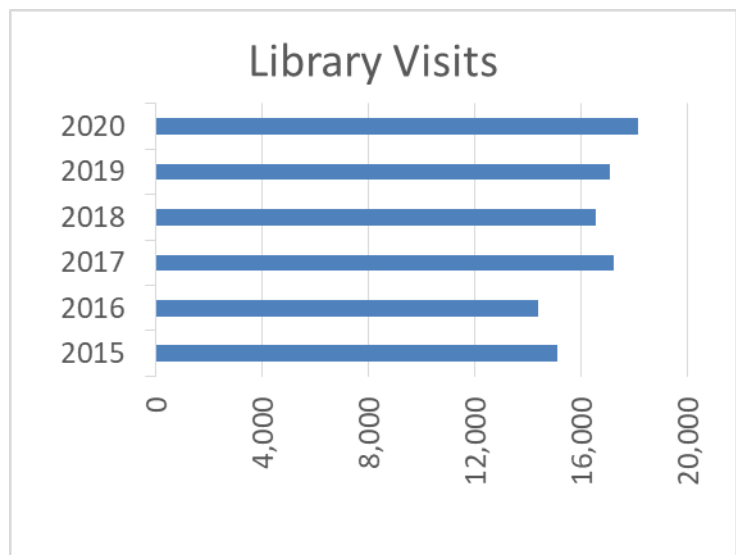
A comparison of visitor count data collected by month for the years 2015 – 2019 is provided below to illustrate typical monthly visitor count increases as well as illustrate monthly and yearly changes.

2015	2016	2017	2018	2019
210,859	222,805	230,611	222,080	225,235



Visitor count for January 2020 totaled 18,167. Total visitor count in 2020 has increased by 1,078 (+6.3%) compared to 2019.

		Jan	Total
Sun	Paoli	342	342
	Tredyffrin	1,634	1,634
Mon	Paoli	862	862
	Tredyffrin	1,846	1,846
Tues	Paoli	19	19
	Tredyffrin	2,189	2,189
Wedns	Paoli	807	807
	Tredyffrin	1,687	1,687
Thurs	Paoli	991	991
	Tredyffrin	2,516	2,516
Fri	Paoli	896	896
	Tredyffrin	1,909	1,909
Sat	Paoli	483	483
	Tredyffrin	1,986	1,986
Total Paoli		4,400	4,400
Total Tredyffrin		13,767	13,767
Libraries Combined		18,167	18,167



2015	2016	2017	2018	2019	2020
15,104	14,411	17,227	16,572	17,089	18,167

	Jan-20	Jan-19	Difference	% Increase or Decrease	2020 YTD	2019 YTD	Difference	% Increase or Decrease
Paoli	4,400	4,450	-50	-1.1%	4,400	4,450	-50	-1.1%
Tredyffrin	13,767	12,639	1,128	8.9%	13,767	12,639	1,128	8.9%
Total	18,167	17,089	1,078	6.3%	18,167	17,089	1,078	6.3%

## Circulation

Circulation for December 2019 totaled 29,330. Compared to the previous December, checkouts of library material increased by 3,787 (+13.6%). Comparing 2019 to 2018, total circulation has increased by 6,947 (+1.8%). Print circulation has decreased by 7,167 (-2.2%) and circulation of electronic materials has increased by 14,114 (+31.3%). Electronic materials circulation statistics for libraries in the Chester County Library System are based on individual library contribution to the collection.

### Circulation of Library Materials

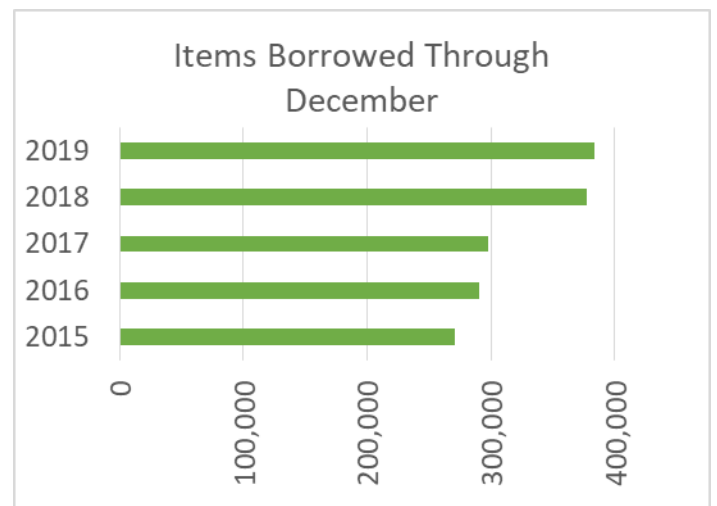
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Print	27,621	26,233	28,369	26,674	24,765	27,772	31,099	29,708	26,151	26,602	25,238	24,304
Electronic	4,823	4,437	4,851	4,644	4,864	5,127	5,464	5,349	4,942	4,981	4,741	5,026
Total	32,444	30,670	33,220	31,318	29,629	32,899	36,563	35,057	31,093	31,583	29,979	29,330

Dec 2019 - Nov 2019 Difference	Dec 2019 - Nov 2019 % Difference	Dec-18	Dec 2019 - Dec 2018 Difference	Dec 2019 - Dec 2018 % Difference
-934	-3.5%	23,855	449	1.9%
285	5.7%	3,941	1,085	27.5%
490	1.7%	27,796	3,787	13.6%

	Print	Electronic	Total
Jan-19	27,621	4,823	32,444
Feb-19	26,233	4,437	30,670
Mar-19	28,369	4,851	33,220
Apr-19	26,674	4,645	31,319
May-19	24,765	4,864	29,629
Jun-19	27,772	5,127	32,899
Jul-19	31,099	5,464	36,563
Aug-19	29,708	5,349	35,057
Sep-19	26,151	4,942	31,093
Oct-19	26,602	4,981	31,583
Nov-19	25,238	4,741	29,979
Dec-19	24,304	5,026	29,330
Dec 2019 - Nov 2019 Difference	-934	285	-649
Dec 2019 - Nov 2019 % Difference	-3.7%	6.0%	-2.2%
Dec-18	23,855	3,941	27,796
Dec 2019 - Dec 2018 Difference	449	1,085	2,183
Dec 2019 - Dec 2018 % Difference	1.9%	27.5%	7.9%
2019 YTD	324,536	59,250	383,786
2018 YTD	331,703	45,136	376,839
Difference	-7,167	14,114	6,947
% Change	-2.2%	31.3%	1.8%

### Items Borrowed Through December

2015	270,811
2016	290,285
2017	297,163
2018	376,839
2019	383,786



Circulation for January 2020 totaled 32,884. Compared to the previous January, checkouts of library material increased by 440 (+1.4%). Print circulation has decreased by 1,012 (-3.7%) and circulation of electronic materials has increased by 1,452 (+30.1%). Electronic materials circulation statistics for libraries in the Chester County Library System are based on individual library contribution to the collection.

	Print	Electronic	Total
Jan-20	26,609	6,275	32,884
2020 YTD	26,609	6,275	32,884
2019 YTD	27,621	4,823	32,444
Difference	-1,012	1,452	440
% Change	-3.7%	30.1%	1.4%

## Programming

Programs for December 2019 totaled 142 and attendance totaled 1,930. Comparing total program offerings and attendance to 2018, there is an overall increase of 217 (+14.4%) in total program offerings and an increase of 7,833 (+32.9%) in total recorded program attendance.

### Number of Programs

	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Total
Paoli													
Ages 0-5	22	25	26	25	23	18	15	19	20	22	18	15	248
Ages 0-5 (Outreach)	0	0	0	0	13	7	1	4	5	4	6	6	46
Ages 5-11	6	7	7	6	5	9	13	12	0	2	7	5	79
Ages 5-11 (Outreach)	0	0	0	0	0	0	0	0	5	0	0	0	5
Ages 12-17	3	1	2	8	3	4	3	6	2	2	5	2	41
18+	19	12	5	11	9	8	5	9	14	13	14	13	132
Total	50	45	40	50	53	46	37	50	46	43	50	41	551
Tredyffrin													
Ages 0-5	18	26	18	31	27	16	28	20	22	15	19	19	259
Ages 0-5 (Outreach)	0	0	0	0	0	10	1	0	0	0	0	0	11
Ages 5-11	9	23	16	29	25	14	27	25	16	14	14	10	222
Ages 5-11 (Outreach)	0	0	0	0	0	17	0	0	0	16	0	0	33
Ages 12-17	18	10	13	13	13	10	19	15	6	8	19	16	160
18+	31	32	44	46	39	40	25	55	64	75	20	56	527
Total	76	91	91	119	104	107	100	115	108	128	72	101	1,212
Total	126	136	131	169	157	153	137	165	154	171	122	142	1,763

Number of Attendees

Paoli	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Total
Ages 0-5	371	263	389	324	274	330	243	258	263	377	246	207	3,545
Ages 0-5 (Outreach)	0	0	0	0	0	0	50	46	21	132	46	80	375
Ages 5-11	58	59	46	78	29	115	169	92	53	22	73	11	805
Ages 5-11 (Outreach)	0	0	0	0	374	1,322	0	0	0	0	0	0	1,696
Ages 12-17	0	5	20	34	8	25	8	40	11	9	29	5	194
18+	31	22	23	50	33	42	28	61	72	75	69	49	555
Total	460	349	478	486	718	1,834	498	497	420	615	463	352	7,170

Tredyffrin	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Total
Ages 0-5	626	606	515	690	633	684	941	1051	670	684	591	617	8,308
Ages 0-5 (Outreach)	0	0	0	0	0	431	66	0	0	0	0	0	497
Ages 5-11	227	418	219	216	390	280	306	336	120	476	306	123	3,417
Ages 5-11 (Outreach)	0	0	0	0	0	1,753	0	0	0	431	0	0	2,184
Ages 12-17	164	164	181	278	184	137	244	499	122	131	202	308	2,614
18+	607	436	627	527	495	667	463	847	1002	998	443	530	7,642
Total	1,624	1,624	1,542	1,711	1,702	3,952	2,020	2,733	1,914	2,720	1,542	1,578	24,662
<b>Total</b>	<b>2,084</b>	<b>1,973</b>	<b>2,020</b>	<b>2,197</b>	<b>2,420</b>	<b>5,786</b>	<b>2,518</b>	<b>3,230</b>	<b>2,334</b>	<b>3,335</b>	<b>2,005</b>	<b>1,930</b>	<b>31,832</b>

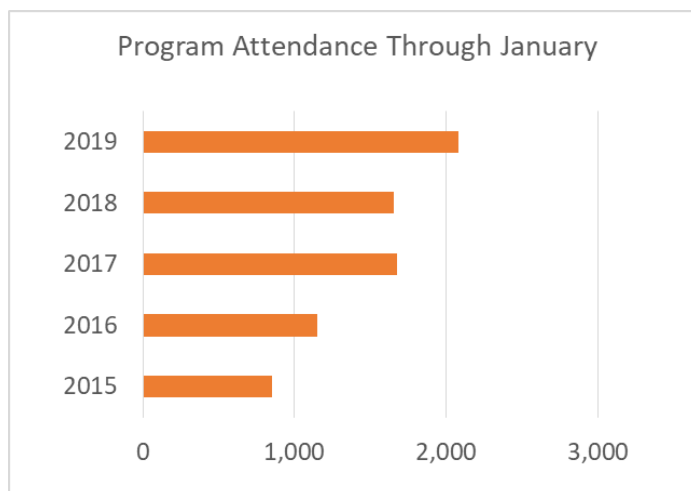
Number of Programs

	18+	Ages 11 and Under	Ages 12 -17	TOTAL
2019	50	56	21	127
2020	95	61	11	167
Difference Between 2019 & 2020	45	5	-10	40
	90.0%	8.9%	-47.6%	31.5%

Number of Attendees

	18+	Ages 11 and Under	Ages 12 -17	TOTAL
2019	638	1,282	164	2,084
2020	983	1,599	206	2,788
Difference Between 2019 & 2020	345	317	42	704
	54.1%	24.7%	25.6%	33.8%

Year	Attendees
2015	849
2016	1,152
2017	1,679
2018	1,654
2019	2,084
2020	2,834



## **Children's Notes (Submitted by Angie Andre)**

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I want to report the positive feedback I have received from staff regarding pay rate increases. They were all very appreciative and grateful for the raises received for 2020.

Everyone in the department wants to thank the Friends for their generous donation. We were able to replace 6 very old chairs and 2 large carpets in the children's department. The floors in Tyler Hedges were cleaned. We are working with painters to have that room painted as well as the wall behind children's circulation. We have been short staffed in the department and are currently advertising for a Children's Library Assistant. We will start combining our previous circulation assistant and shelving positions into this one position. We are hopeful that by combining these positions, and with the updated pay scale we can decrease staff turnover.

We ended 2019 with a 15% increase in programs and 16% increase in program attendance compared to 2018. Our Winter program schedule begins on January 20 and runs for 8 weeks until March 13. We will be kicking off our session with a Day of Service for Martin Luther King Jr Day. Volunteers are welcomed to the children's department to clean shelves throughout the day.

## **Teen Notes (Submitted by Laura Doan)**

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The King Meeting Room was alive with the sound of music in December:

"Reading Dickens" was based on "A Christmas Carol" by Charles Dickens as condensed by himself and even further, much much further, in fact, by Thomas Hutchinson. It was modified again by our middle and high school students to take place in a Victorian classroom. We added music and choreography with the help of Anne Sprissler and Brenda Smith. The show was recorded and if anyone would like to see it, please e-mail [Ldoan@ccls.org](mailto:Ldoan@ccls.org).

The teen department assisted with the "Sounds of the Season with Surrey" concert featuring the Surrey Singers, Chime Choir & Instrumental Ensemble.

The Frederick Sisters Piano Trio brought us a beautiful and spirited afternoon of music at their Classic Holiday Concert. Oldest sister Emily is a piano student at Manhattan School of Music and plays often as principal keyboardist in the Manhattan School of Music Symphony Orchestra and New York Youth Symphony. She is also a conducting apprentice with the New York Youth Symphony. We have been lucky to have Emily and middle sister and violinist, Megan, serve as teen volunteers for many years. We look forward to having their younger sister as a volunteer as well.

Operation Smile Holiday Benefit Concert included teens on the piano, horns, electric guitar, violins, and harp. There was holiday music and classical music some of which was originally arranged. The Operation Smile group at Conestoga High School is working to create beautiful smiles for children all over the world.

We also continued with computer coding and programming for teens:

The Uncommon Individual Foundation STEM education and career exploration by bringing technology mentors and cutting-edge resources into the classroom. UIF Technology Mentoring Program Director, Chris Diantonio and teachers from UIF walked middle school students through our 4th project.

Girls Who Code Club concluded their fall session which culminated in an exhibition of their project and graduation ceremony for friends and family. This club helps young women deepen their computer science skills as well as their confidence. It was apparent at the graduation breakfast that it also helped them form lasting friendships.

In addition, we continued with regular meetings of our book club and "Journaling Together" group. I also attended numerous school events and concerts.

## **Adult Programs and Community Outreach Notes (Submitted by Zoey Mills)**

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In December, Tredyffrin Public Library provided a total of 12 special programs for 136 patrons, and a total of 44 recurring programs for 394 patrons. In total, we held 56 programs for 530 adult patrons. As of January 17th, TPL provided a total of 6 special programs for 61 patrons, and a total of 17 recurring programs for 219 patrons. So far, we held 23 programs for 303 adult patrons.

In December, patrons enjoyed returning program favorites, such as Sounds of the Season with Surrey Services and Happy Little Paintings: A Bob Ross Paint Along. In January, a group of 8 patrons have committed to a 3-part program series covering the basics of Word, they are now in their 3rd week. Comments from various program evaluation surveys include— “Yes, [I enjoyed the program]. It was very relaxing and educational!” from a participant during Happy Little Paintings: A Bob Ross Paint Along; “Yes, [I enjoyed the program] very much. [The program was] so informative, interesting, and Dr. Casey clearly loves the subject!” from an attendee during “Who was Shakespeare?” Lecture, presented by Dr. Jim Casey in partnership with Arcadia University.

In 2020, we will continue our partnership with La Cabra Brewing by hosting a monthly trivia night. The next three trivia nights are scheduled for Tuesday, January 28th, February 25th, and March 31st from 7:00 p.m. – 8:30 p.m. In addition, the Adult Programming & Community Outreach Librarian is partnering with Paoli Library to facilitate a new book group, Adults Read YA (young adult novels), which will meet throughout the Tredyffrin Township and Paoli communities. The first meeting is scheduled for Wednesday, January 22nd in partnership with the Mile Post Pub in the Devon Whole Foods.

In January, there were a total of 18 special adult programs with 317 attendees, and a total of 58 recurring adult programs for 566 attendees. In total, we held 76 adult programs for 883 adult attendees. As of February 19th, TPL provided a total of 19 special programs for 156 patrons, and a total of 11 recurring programs for 168 patrons. In total, there were 30 programs for 324 adult patrons in February.

In January, adult library patrons enjoyed returning program favorites, such as Crime & Cookies and the Philadelphia Camerata concert, which was enjoyed by 100 patrons. Additionally, patrons participated in new additions to the adult programming line-up including recurring technology programs, and Crime Time, a book club-esque group that meets to discuss a preselected true crime. February saw a continuation of the technology programs with an introduction to using the Cloud, as well as programs facilitated by community partners like Fred Astaire Dance Studios of Wayne, Dominick Galvanai from Body Intensity, and Dr. Jim Casey from Arcadia University. Comments from various program evaluation surveys include: “[I enjoyed] the patient, kind, [and] thorough manner in which the instructor led the class and answered questions” from a participant during Introduction to the Cloud: Google Drive program series; “Thank you so much for the tech/computer/phone programs. They are WONDERFUL!!!! So very helpful for us ‘older’ adults. I finally feel there is hope in learning how to use technology!!” from a participant during the Introduction to Word program series; and “Yes, [I enjoyed the program]! Entertaining, interesting, and fun. So different, but in a good way!” from an attendee during Crime and Cookies.

In January, we saw over 50 attendees during 2020’s first trivia night at La Cabra, with the next trivia night scheduled for Tuesday, March 31st at 7:00 p.m. In addition, the Adult Programming & Community Outreach Librarian is in the process of securing partnerships for the Health and Wellness Fair scheduled for March 14th. As of February 19th, just over 9 community organizations and businesses have confirmed participation for the fair.



## Reference Statistics (Submitted by Kate Boyle)

Taylor & Jonathan continue to build an interest in their weekly 1-on-1 tech help sessions. Chelsea has learned how to compile & upload our AdLib data, which has been very helpful. Tara Thorne & I are talking about how we can do a welcome blast from AdLib for new enrollees this year.

Information Transactions	Dec-19	YTD	Dec-18	2018 YTD	Difference	YTD Difference
Reference Desk	1170	15572	1125	14749	4%	6%
Children's Desk	433	5967	325	5712	33%	4%
Circulation Desk	694	8187	483	7203	44%	14%

Computer Users	Dec-19	YTD	Dec-18	2018 YTD	Difference	YTD Difference
EnvisionWare Main Level Sessions	981	14480	1060	15177	-7%	-5%
EnvisionWare Children Sessions	97	1239	112	1455	-13%	-15%
Wireless	2165	26274	1777	25659	22%	2%

Information Literacy	Dec-19	YTD	Dec-18	2018 YTD	Difference	YTD Difference
Number of Classes	3	30	1	3	200%	900%
Number of Participants	12	232	12	23	0%	909%
One-on-One Sessions	46	576	35	413	31%	39%

Website Statistics	Dec-19	YTD	Dec-18	2018 YTD	Difference	YTD Difference
Page Views	12,540	182254	11,584	171,655	8%	6%
Users	4,260	59680	4,372	60,660	-3%	-2%

Proctoring Statistics	Dec-19	YTD	Dec-18	2018 YTD	Difference	YTD Difference
# of Proctoring Sessions	3	59	6	95	-50%	-38%
# of Proctoring Hours	5	100.25	10	146	-50%	-31%

Information Transactions+A1:O28	Jan-20	YTD	Jan-19	2019 YTD	Difference	YTD Difference
Reference Desk	1398	1398	1318	1318	6%	6%
Children's Desk	600	600	445	445	35%	35%
Circulation Desk	759	759	704	704	8%	8%

Computer Users	Jan-20	YTD	Jan-19	2019 YTD	Difference	YTD Difference
EnvisionWare Main Level Sessions	1149	1149	1190	1190	-3%	-3%
EnvisionWare Children Sessions	88	88	88	88	0%	0%
Wireless	2666	2666	2222	2222	20%	20%

Information Literacy	Jan-20	YTD	Jan-19	2019 YTD	Difference	YTD Difference
Number of Classes	5	5	2	2	150%	150%
Number of Participants	18	18	9	9	100%	100%
One-on-One Sessions	53	53	51	51	4%	4%

Website Statistics	Jan-20	YTD	Jan-19	2019 YTD	Difference	YTD Difference
Page Views	15,764	15764	15,124	15,124	4%	4%
Users	5,519	5519	5,131	5,131	8%	8%

Proctoring Statistics	Jan-20	YTD	Jan-19	2019 YTD	Difference	YTD Difference
# of Proctoring Sessions	4	4	3	3	33%	33%
# of Proctoring Hours	4.5	4.5	9	9	-50%	-50%