



PAOLI LIBRARY

A TREDYFFRIN TOWNSHIP BRANCH LIBRARY

March 2023 Branch Manager's Report

Facilities

Facilities planning for both libraries remains an important concern. In the absence of a director, the library board is best positioned to advocate for continued support of the two township libraries or to propose an alternative plan for library services in Tredyffrin. Paoli Library's lease expires in 2025, and given the length of the process for the last renewal, 10 years ago, negotiations should start as soon as possible.

Sarah Roeske has been redecorating the children's areas. The picture book area has new wall decorations and new furniture where children and caregivers can sit side-by-side to read aloud. The storytime/meeting room is getting a facelift with new paint and a new rug.

Personnel

The staff suffered another round of illness the week of March 6. Fortunately it was not Covid this time, but we had to close at noon on Tuesday, March 7 due to the shortage of staff.

Patron Satisfaction Survey

The results of Chester County's 2023 patron satisfaction survey have been tallied, with responses from 105 people who said that Paoli was their primary library. (Less than 70 of these went past the first couple of questions.) But the bottom line is, Paoli patrons are satisfied.

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Service is prompt	73.85% 48	20.00% 13	4.62% 3	0.00% 0	1.54% 1	65	5.66
Staff is knowledgeable	75.38% 49	20.00% 13	3.08% 2	0.00% 0	1.54% 1	65	5.69
Staff is courteous and helpful	78.79% 52	15.15% 10	4.55% 3	0.00% 0	1.52% 1	66	5.71
Staff communicates well	76.92% 50	15.38% 10	6.15% 4	0.00% 0	1.54% 1	65	5.68
Library is welcoming	81.82% 54	12.12% 8	4.55% 3	0.00% 0	1.52% 1	66	5.74

Some special callouts:

All of the librarians at this branch are wonderful people and so very engaging.

Sarah has spent so much time discussing new titles and other favorite books with my kids and myself; she is such an attribute to Paoli.

The children's program librarian...is such an asset. So friendly, remembered my son after meeting him only once, facilitates connections after observing shyness, etc.

I've been able to find books here that I have not been able to find anywhere else.

Paoli Library is a special place.

And wishes:

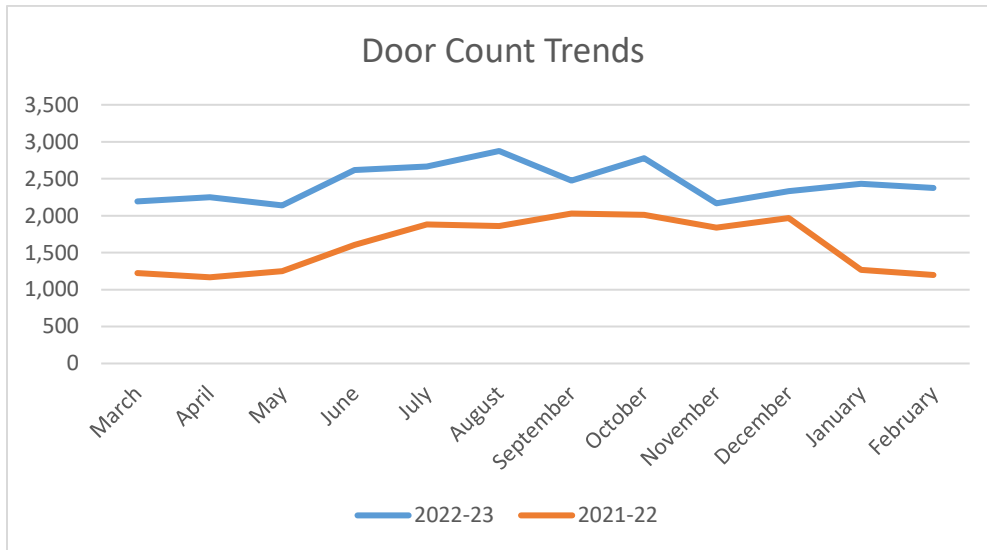
Too many part timers and high turnover. The part timers do their job, but it is not as in the past when patrons built a neighborly relationship with the librarians.

Paoli has very limited museum passes.

It's way too small. I have been fighting for years for adequate space to no avail.

Door Count

The door count for February 2023 was 24% higher than for February 2022.

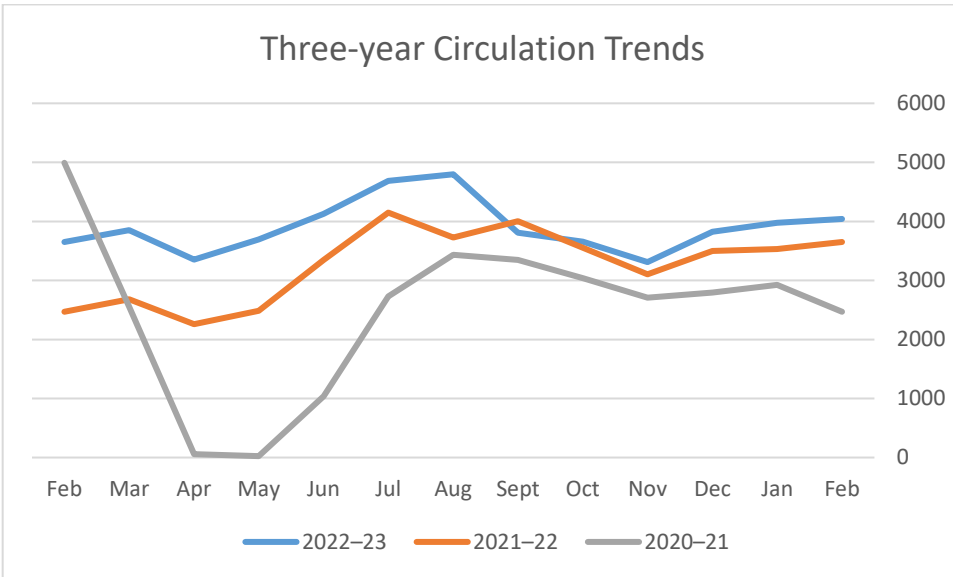


Attendance is spread fairly evenly across the week

Mon	400
Tue	424
Wed	305
Thu	449
Fri	379
Sat	416
Total	2373

Circulation

February 2023 circulation was up 11% over February 2022 and 48% over February 2021.



Respectfully submitted by
Beverly Michaels
Branch Manager
March 21, 2023