



Director's Report to the Library Board of Trustees October 24th, 2024

Operations

We are planning for an ALL STAFF development/training day that would include certificated CPR/First Aid training, customer service, and more. We will be closed on Monday, November 11th for this training and we are hopeful that the majority of our staff will attend. Rob Croner and I discussed the possibility of some sort of Board Member meet & greet that day, so if you are available and willing, I was thinking this would be a good thing during breakfast (between 8 and 9am).

I am still waiting to hear back from Bank of America about the removal of Beverly Michaels from Paoli Library's Bank of America credit card account and having me in place as the main user. This is also something I have been working on since August. The signed Library Board Meeting Minutes from September were mailed out to BoA in early October.

I attended the Pennsylvania Library Association's Annual Conference in Harrisburg October 6-9th and had a great time. There were a lot of great informational sessions and it is always good to network with former colleagues as well as meet new people. I always come back with great ideas.

Five of our staff attended the County's Staff Development Day on October 14th. All five are 20+ hour per week employees and are required to obtain six hours of continuing education every two years. Attending staff development days like this gets their CE hours done easily in one day (and they get lunch)!

We had a "blip" in elevator service earlier this week but were back up and running less than 24 hours later. A staff member went down in the elevator to take a cart of books down to children's, but the doors would not open downstairs. Luckily, she was able to ride the elevator back upstairs to get out.

The township will be taking over our cleaning services. They will be putting it out to bid and will cover the cost of cleaning at both libraries. Due to this, we will save \$60,000 (between the two libraries), but the township will give us \$60,000 less in contribution (which comes to Tredyffrin only).

The County will be working on updating their strategic plan very soon, and suggested to the libraries that "if your plan is still reasonable just extend the date out."

Please continue to use the below Google Form for inputting your thoughts about our possible renovation project. I would love if you would take some time to fill it out when you have a free moment (no due date).

<https://forms.gle/219wNhSA1n7r6Rbw7>



TREDYFFRIN TOWNSHIP LIBRARIES

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Building Access

For the month of September 2024, 11,816 library visits were recorded. Compared to September 2023, the visitor count increased by 1,879! Another increase which is what we love to see. One of the things the funding formula is based on is “customer touch” and within that is “door count” or “people.”

Libraries Combined						
Month to date						
	2019	2020	2021	2022	2023	2024
January	17,125	18,169	2,308	7,148	10,713	10,755
February	16,619	17,560	2,095	7,303	11,281	11,963
March	19,471	7,721	4,054	8,817	13,573	14,095
April	18,458	47	4,764	9,386	11,666	12,691
May	16,740	154	5,611	8,767	12,940	12,045
June	20,593	1,451	7,184	11,108	13,418	14,412
July	21,000	3,542	8,345	12,621	11,962	15,851
August	22,354	4,899	8,447	12,609	12,889	14,229
September	19,778	5,167	5,959	10,576	9,937	11,816
October	19,870	5,007	7,380	10,575	11,117	
November	18,930	4,719	8,230	11,661	11,051	
December	14,732	2,262	7,286	9,722	10,093	

Monthly 2024 to 2023					
	Sept. 2024	Sept. 2023	Difference	% increase or decrease	
Paoli	2,794	2,062	732	35%	
Tredyffrin	9,022	7,975	1,047	13%	
Libraries Combined	11,816	10,037	1,779	18%	

Yearly 2024 to 2019			
	Tredyffrin	Paoli	Libraries Combined
2024 (YTD)	91,023	26,834	117,857
2023	110,408	30,232	140,640
2022	92,061	28,232	120,293
2021	52,365	19,298	71,663
2020	52,166	18,532	70,698
2019	170,248	55,422	225,670



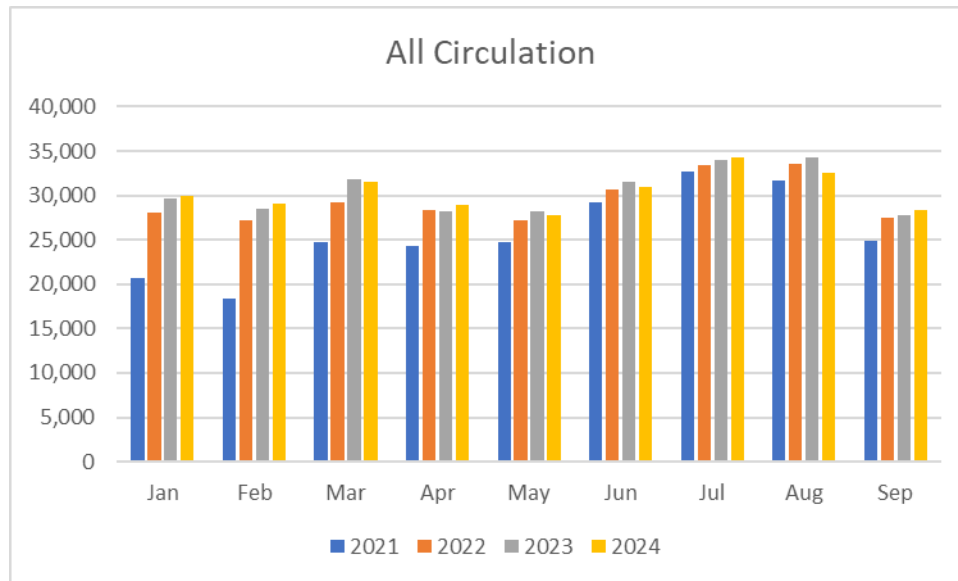
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Circulation

September 2024 circulation totaled 28,332. Overall circulation continues to improve but remains slightly lower than pre-pandemic totals. E-materials circulation remains high and accounts for approximately 28% of total circulation for 2024, so far.

All Circulation													TOTAL
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
2019	32,444	30,670	33,220	31,318	29,629	32,899	36,563	35,057	31,093	31,583	29,979	29,330	383,785
2020	32,884	33,602	20,374	8,202	8,923	13,557	22,464	25,791	25,925	25,290	22,762	19,922	259,696
2021	20,659	18,421	24,680	24,230	24,718	29,178	32,707	31,704	24,807	26,929	26,285	26,682	311,000
2022	28,040	27,215	29,181	28,411	27,226	30,653	33,428	33,568	27,421	27,976	27,783	27,674	348,576
2023	29,657	28,481	31,813	28,150	28,181	31,593	33,983	34,308	27,822	28,048	27,995	27,771	357,802
2024	29,948	29,070	31,479	28,936	27,825	30,893	34,294	32,566	28,332				273,343



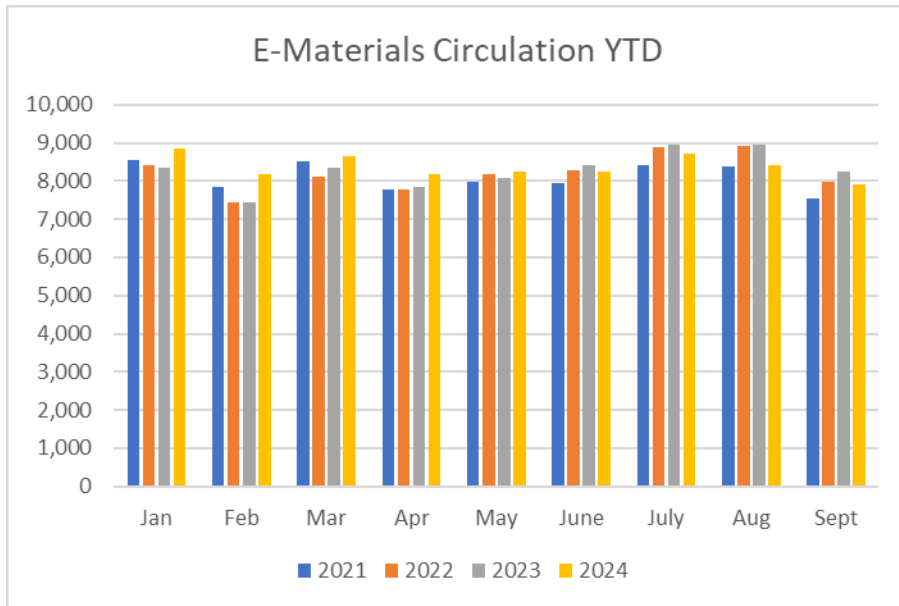
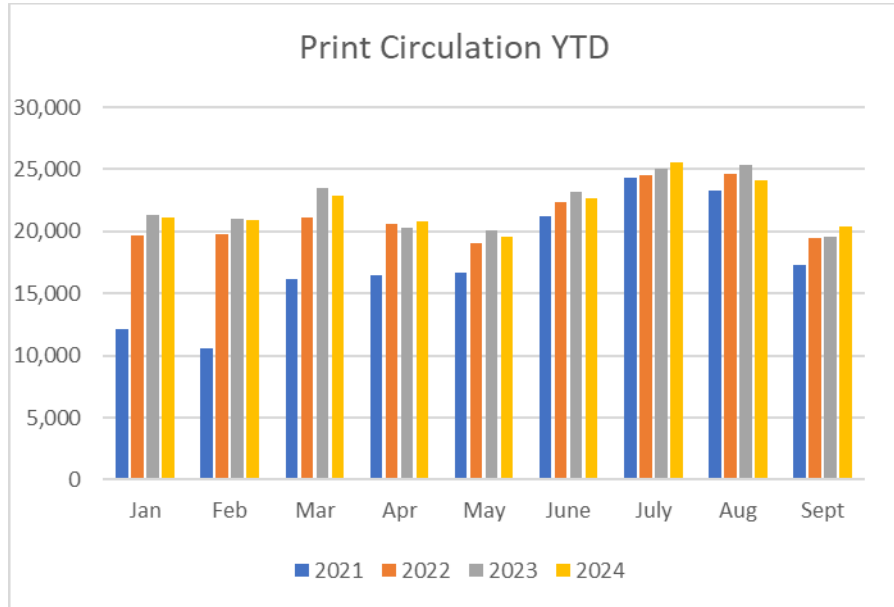
Print Circulation													TOTAL
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	
2019	27,621	26,233	28,369	26,674	24,765	27,772	31,099	29,708	26,151	26,602	25,246	24,304	324,544
2020	26,609	27,657	13,783	87	52	4,946	13,865	17,494	18,665	18,077	15,774	12,413	169,422
2021	12,104	10,567	16,157	16,448	16,723	21,244	24,308	23,325	17,254	18,744	18,744	18,829	214,447
2022	19,633	19,789	21,069	20,636	19,036	22,377	24,545	24,638	19,450	20,033	19,957	19,679	250,842
2023	21,318	21,028	23,467	20,317	20,090	23,191	25,042	25,355	19,583	19,848	19,951	19,304	258,494
2024	21,109	20,887	22,833	20,771	19,579	22,637	25,575	24,137	20,428				197,956

E-Materials Circulation													TOTAL	
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec		
2019	4,823	4,437	4,851	4,644	4,864	5,127	5,464	5,349	4,942	4,981	4,741	5,026	59,249	15.44%
2020	6,275	5,945	6,591	8,115	8,871	8,611	8,599	8,297	7,260	7,213	6,988	7,509	90,274	34.76%
2021	8,555	7,854	8,523	7,782	7,995	7,934	8,399	8,379	7,553	7,657	7,541	7,853	96,025	30.9%
2022	8,407	7,426	8,112	7,775	8,190	8,276	8,883	8,930	7,971	7,943	7,826	7,995	97,734	28.0%
2023	8,339	7,453	8,346	7,833	8,091	8,402	8,941	8,953	8,239	8,200	8,044	8,467	99,308	27.8%
2024	8,839	8,183	8,646	8,165	8,246	8,256	8,719	8,429	7,904				75,387	27.58%



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Programming Notes

September 2024 programming numbers are listed here. The charts show updated totals for numbers of programs offered and program attendance.

Programs Offered	2019	2020	2021	2022	2023	2024
January	126	178	221	84	98	115
February	136	183	212	90	93	128
March	131	86	153	93	120	135
April	169	64	101	82	108	136
May	157	99	140	69	121	139
June	153	135	165	76	119	136
July	137	162	241	80	124	166
August	165	130	122	74	122	130
September	154	99	57	132	127	98
October	171	107	126	81	116	
November	122	88	94	62	123	
December	142	76	70	52	78	
TOTAL	1,763	1,407	1,702	975	1,349	1,183

Programs Attendance	2019	2020	2021	2022	2023	2024
January	2,084	3,474	2,997	756	1,641	2,606
February	1,973	3,822	2,966	867	1,545	2,198
March	2,020	1,156	2,107	1,005	2,220	2,604
April	2,197	1,418	1,915	841	2,082	2,405
May	2,420	2,282	2,363	943	1,886	2,460
June	5,786	1,928	2,254	1,086	2,335	3,211
July	2,518	2,144	2,966	941	2,502	3,304
August	3,230	1,925	2,324	1,192	2,162	2,927
September	2,334	2,897	816	2,095	2,218	1,441
October	3,335	1,491	1,445	1,218	2,104	
November	2,005	1,494	1,635	806	1,964	
December	1,930	1,278	852	890	1,230	
TOTAL	31,832	25,309	24,640	12,640	23,889	23,156



Adult Services (submitted by Jonathan Trice):

We concluded the user experience survey for the libraries' new website at the end of August. Sam and I are in the process of compiling the results to share with everyone at the next Board meeting. We also received our first accessibility audit from Karma Dharma (previously Yikes who built our website), and Sam and I are working through the required changes as time permits.

Adult Programming (submitted by Sam Sorensen):

September marked the end of summer and the return of long-standing partnerships, such as Camerata Philadelphia, Main Line Genealogy Club, and Tredyffrin Great Books Club. Over 650 people joined us for a variety of programs in the library and online. Pride in the Park was another success this year, adding more partnerships and collecting resources for the LGBTQIA+ community despite the rain! We ended up with around 80 attendees. Other popular programs included needle felted woodland critters and an altered book workshop.

After several months of careful planning, our Reference Assistant Heather Hillas launched two new English Language Learning programs: a weekly conversation group and a twice weekly skills-based class. I am in the process of developing a page for language learning on our website that will serve as a home for handouts and resources generated from the programs. Our ELL offerings are now Monday-Thursday. Heather and I plan to meet regularly with our volunteer instructor, Rose, to ensure cohesion across our offerings and continued support. Heather has had six students in each skills class so far, and we adjusted the timing of the conversation group from 5-6PM to 6-7PM to better accommodate patrons' schedules. We are lucky to have Heather's expertise in both subject matter and considerate facilitation.

Sarah Roeske, Paoli's Youth Services Librarian, and I also conducted outreach at the Upper Main Line YMCA during their Welcome Week. While there, we offered handouts on English Language Learning resources, including classes and the Mango languages app, monthly programs, and prizes. We left materials with our contact so they could refer people to us.

Makerspace (submitted by Amy Moscia):

September was a busy month with 30 events for ages 5 to adult. Open Hours on Saturday afternoons maintained its popularity with patrons working on a wide range of projects and using the VR headsets. Appointments were steady with dye sublimation and vinyl Cricut shirts being popular following recent classes.

Classes for all ages are in high demand, most with waitlists. Family events are still a favorite, and registrations for these typically fill within an hour of sign-ups being open. Some of the classes end up with waitlists higher than the capacity. In response, we offered multiples of some popular classes to allow for more attendees. Patrons largely filled these classes as well. For the adult maker classes, Sam and I decided to implement a registration rule that the classes for the month will not open for registration until the first of that month (e.g., October's programs will be available for registration on



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October 1st). We did this so that people had a fairer chance in securing a spot in Makerspace classes beyond just our regulars.

We added an age requirement of 10+ for the Meta Quest VR headsets during Open Hours, which is the recommended age from Meta. We set this requirement in response to an increase in patrons 5 and under wanting to use the headsets, but they do not fit their heads and faces properly.

Children's Programming (Submitted by Stephanie Bragg):

School is back in session! Throughout September, the children's department (in partnership with the makerspace) hosted about 70 programs with about 700 participants. The programs are a mixture of storytimes, passive programs, makerspace programs, art programs, and more. Amy and Stephanie started a new monthly set of programs for our homeschool families, offering makerspace programs and literature based programs for ages 5 and up.

Looking forward to October, our regular programming will continue but we will also host our 3rd Trunk or Treat. The event will be held on Friday, 10/25 from 6-7:30PM (set up from 5-6). There are still spaces available for trunks if anyone is interested. We even have trunk decorations that are premade and ready to go if need be. We also have some new program partners in October, yoga for kids and with caregivers and Bach to Rock.

Teen Programming (Submitted by Laurie Doan)

Teens in September held our weekly meetings of crochet club, our monthly game night, Switch afterschool, book club, anime club, and roundtable dinner and discussion.

Special events included an Open Mic Night with Bach 2 Rock on the terrace. This was a chill event with good attendance. B2R set up our sound equipment and provided accompaniment and support for the performers.

We held our annual fall College Essay Night with Carrie Waldron-Brown which was well-attended and much appreciated.

We brought the students from our two-week musical theatre camp back to make-up for the last day being cut short due to the library closing for weather.

The teen librarian continues to work with student interns and a group of students remixing a classic story into a play.

A September highlight was going over to the high school to attend sports and the marching band shows and attending the first ARCH meeting of the 2024-25 school year.

Respectfully submitted by Mallory Hoffman (with statistics and pivot table help from Valerie Green) 😊