

Library is the Heart of the Community

Annual
Report
2013



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Chanhasen Library



Norwood Young America Library Small Business Collection—
Commissioner Ische and Christie Rock, NYA Economic Development
Coordinator



Watertown Library Open House:
Library Board member Nathan
Johnson, Branch Manager Heidi
Hoks and Watertown Mayor
Charlotte Johnson



Heart of the matter

Greetings,

Congratulations! You checked out over one million items - for the fifth year in a row - in 2013! Nice statistic, but why does it matter? Because it is a gauge by which the library is still judged.

Many of our stakeholders watch our check-out figures like a broker watches a ticker tape.

If circulation is up: "We love our library!"

If the library were simply a warehouse for books, we would be watching those check-out figures with bated breath as well. But it's so much more.

One million items checked out for the fifth year running? Pretty impressive in an age where supposedly everything is online. Now, librarians love the internet - they love anything that makes information more readily accessible to all - but we also know that not *everyone* is connected to it and not *everything* is online. The publishing industry is still trying to find its footing in this eBook environment and libraries are working hard to provide content in the popular formats. Rest assured, whether it's a print or digital format, we're here to serve you. Personally, I don't think it's an either-or situation: 100% digital or 100% print. I believe the two will continue to live side by side just as television, and now computers, have not replaced the role of the classroom for early childhood learning. We'll always offer both choices.

Perhaps the most important, and often overlooked, fact is that checkout statistics reveal a swirl of activities around the libraries. The library is much more than a warehouse of books. When your child or grandchild comes to Storytime or participates in the Summer Reading Program, they will check out materials. When students come to the library for a quiet place to study and access digital resources, they, too, will often check out materials. When you and your friends attend an author talk, music performance, craft class, or book group, you may check out materials.

Thus the library is not a simple print versus digital choice. It is a complex system of comfortable and welcoming spaces with free wireless connection and digital resources and the technology to access them, as well as a multitude of engaging programs and services. And if you or your child select a book, CD, or DVD to take home...great! The resources and services are mutually reinforcing.

In truth this observation really is no great surprise to our library users and supporters. You know that the library is yours, and it will continue to evolve: for you, your kids, your grandkids and future generations. The library is here for lifelong education. It's here for opportunity. It's here for community. Your library is here for the duration.

Tell us how we're doing. How can we improve? We want to hear from you and make sure we are here *for* you.

Regards,

Nick Dimassis

Director

Carver County Library



Leaders with heart



Carver County Library Board: Nathan Johnson, Joanne Johnson, Barbara Colhapp, James Weygang, Mark Peterson, and Commissioner Gayle Degler

When we think of a Public Library, we usually think of a place that houses a collection of books, but that is an outdated concept. The library today is a home for knowledge and information. Yes, there are books, but there are also e-books, movies, music, and computer terminals with connection to the Internet, and databases filled with information. There are also classes, lectures, discussions, even tax help, and experts in gardening to answer questions. Libraries do not just house books they provide access to vast amounts of knowledge and entertainment.

James Weygang, Library Board

A recent survey of Chaska residents disclosed the number one reason for visiting downtown was to visit the library. Our county libraries are centers for their communities. They offer diverse educational classes, programming for all ages, pre-school through adult, and provide meeting rooms for other events. The library staff strives to reach others outside the branch site to better serve community members. They provide book service to residents who cannot visit the library. Seeking to meet the needs of all students, they also have a co-operative relationship with our community school districts.

Joanne Johnson, Library Board

John Keats said, "A thing of beauty is a joy forever." Community Libraries open up beautiful enrichment opportunities for those willing to make heartfelt investments.

Nathan Johnson, Library Board

The library is where mutual friends and I have meaningful conversations.

Barbara Colhapp, Library Board

"As the County Board's representative on the Library Board, I would like to express my thanks to the community and staff for making 2013 a successful year for Carver County Libraries," said Commissioner Gayle Degler. "Our libraries are a great place to explore. The information and stories written in the books and magazines, available in databases on library computers and taught in classes are endless."



Carver County Commissioners:

Randy Maluchnik, James Ische, Gayle Degler,
Tim Lynch, and Tom Workman

Heart beats

*The Strategic Planning process resulted in 4 areas of focus for the library
as well as a new mission statement*

Mission

To best serve the Carver County community, the library will be a provider of resources, spaces, and experiences that enrich and empower people's lives.

Achievements

Enhancing Access to Content & Technology

- 3M Cloud collection of e-books added (Begun in 2013)
- Zinio (e-magazines) were added to the collection and went live in April
- Digital Signage was installed in all Carver County Libraries
- Library Website homepage was redesigned for better usability and appearance
- Floating collections of DVDs and books on CD were initiated to increase availability to the public
- WiFi printing was initiated at Chaska Library as a pilot project



Optimizing Staff Resources

- Staffing study resulted in reviewing job descriptions, competencies, and training needs for library staff
- Library Technology Assistant was added to staffing
- Two Carver County librarians were selected to attend MILE (Minnesota Institute for Library Excellence)

Expanding Community Presence & Resources

- Marketing plan was created and implementation begun
- Cooperative publicity and programming with the Eastern Carver County School System was expanded
- Library Foundation of Carver County is expanding its reach in support of library programs

Transforming Programming, Spaces & Experiences

- Remodel of Watertown Library
- Hwy 41 direction signage to the Chaska Library was installed
- Waconia Library Bookstore was implemented
- Musical storytimes were added to programming options
- Expanded technology classes, Arts in April, and Make It Take It crafts classes were added to adult programming.
- New meeting room chairs were added at Chanhassen Library

Teamwork—Library Heart and Soul

Adult Services Team

The Adult Services Team focused on streamlining adult events. The team collaborated with both the Marketing and Website Teams to advertise and promote events. The team also worked with MELSA and the Technology Team to create or offer a variety of computer classes including Help Desks, Senior Surf Days, and Library Advice for your Device. The team is using a series strategy to capture repeat traffic for incremental learning.

In addition there are many on-going collaborative outreach events with hospitals, county agencies, and other groups where the library has exhibits: Job and Education Fair, Community Connect, Health and Safety Fair, Women’s Expo, Carver County Fair.

Due to the efforts of the Adult Services team the library saw a 19% increase in Adult Programming over 2011. Some popular events leading to this increase were Author Talks, Great Decisions Discussions, Music in March, Arts in April, Writer’s Fair and arts and crafts and genealogy classes. The team also reached out into the community with off-site participation in Launch to connect with post-high school and jail releases and Community Read with the District 112 Community Ed Thrivers initiative. Furthermore, the library has a strong presence in several Carver County assisted living and nursing home facilities, and is in a partnership with more than one program serving adults with disabilities.

Writers in the area have additional opportunities with three monthly Writer’s groups in the county—a group for aspiring authors and another group for published authors held at the Chanhassen Library and a group meeting monthly at the Waconia Library.



Great Decisions Discussions



Library Advice for your Device Class



Computer Classes—
taught by the Science Museum of MN



Writer’s Fair– workshops on writing for aspiring writers



Craft Classes “Make & Take”

Teamwork—continued...

Communications Team

The Communications Team focused on building a strong library presence on the Carver County Connection site. The team continues to develop Library Connection creating individual team and branch pages; transferring appropriate information to Connection from the S drive; and laying the foundation for functioning calendars and schedules. A Library wiki has been created and added to Library Connection with the purpose of encouraging staff to share information useful in performing information services at the public service desks (Example: during tax season, share the current status of forms) and to put this information in one place rather than communicated through emails. The Team conducted a short survey of staff in November to gauge how useful Library Connection is and to get staff input on ways to further improve the site. The survey results will be available on Library Connection and the responses will influence future efforts of the team. Additionally, the Communication Team is currently working on Library metrics, those library services and activities we measure and report. The Team is approaching this through the identified CCL strategic directions to help determine how we record and report statistics.

Marketing and Promotions Team

A focus on consistency in branding across Carver County Libraries led the Marketing and Promotions Team to create templates to streamline production of brochures and posters/flyers, a style guide for graphic elements, and a marketing plan. The team also provided professional looking pieces for displays at outreach events (table cloth and runner, new trifold, large posters of generic events). In addition, the team focused on one market segment: funders and how to best reach them, and created a Service of the Month campaign. Additionally the team created a system-wide display (honoring Lincoln) with identical signage, and collateral materials. Specialized marketing pieces for the Foundation, the Strategic Plan, and the Watertown Library remodeling and grand re-opening were designed and distributed. Also the signage and opening of the Norwood Young America Small Business Resource Center were designed and marketed by the team. Digital signs were installed in all five branches with trained staff responsible for entering events.

New marketing blocks were added to the website with help from the Web and Social Media Team. A new camera and software were purchased for staff use and for creating the marketing block images.

Technology and eResources Team

Bringing technology to the forefront was the focus of the Technology and eResources team. Digital signs displaying library information and highlighting upcoming programs and events have been installed in all libraries. Library staff keep the content current, informative, and fun!

Pertinent hardware and software were purchased and training for library staff was provided so digital content can be easily created and published. A Tech Tips column for staff is now available and is full of useful information and tips for staff to help library users with their technology needs. Additional hardware and software purchases will be investigated in an on-going effort to help library staff work more efficiently and assist patrons with their personal mobile devices.

Carver County Library has two new eVendors—Zinio eMagazines and 3M eBooks. The library catalog has been enhanced and now has more reviews, lists, and read-alike information available for patrons. Wireless printing is being tested at the Chaska Library and will be expanded to all Carver County Libraries in 2014.

Teamwork—continued...

Web and Social Media Team

The Web and Social Media Team focused on providing better access to library resources. To this end various improvements were made to the library web site's homepage including a "marketing block" to advertise events and services, a one-click donation option, a scrolling booklist and an access to eMagazines. In 2013, the web site had 695,184 page views which is up 10% from 2012.

The team also continued to build an online audience by adding Twitter and Flickr to Facebook. The Twitter account picked up 74 followers, who retweeted and favorited 17 of our 68 tweets. The Flickr account was viewed 2,529 times with 114 pictures. The Facebook librarian posted 289 events, services, and alerts and added 247 followers.

The team found the use of remote access to reference and circulation remained popular, as well. Participating staff answered 76 Ask-A-Librarian queries, fielded 550 "Contact Us" requests, and completed 372 AskMN chat reference sessions.

Collection and Circulation Team

An inspired focus on innovative new circulation ideas drove the Collection Development and Circulation Team. The team expanded existing collections and added new collections formats. To increase the circulation of some current titles and formats, Carver County began creating floating collections. DVDs and Books on CD, now move around the system and are shelved at the branch to which they are returned. These items may end up shelved at any branch, thus allowing greater access to many popular items. Since floating began, patrons have been excited about the new variety of titles available at their favorite branches.



In conjunction with the remodeling of the Watertown Library, the team analyzed the existing collection, re-adjusted the shelving space and expanded the popular collection. At the Norwood Young America Library, the team added a Small Business Resource collection, focusing on materials for the entrepreneur. In the Waconia Library a Lucky Day Collection similar to the Lucky Day collections at the Chanhassen and Chaska Libraries was added. In collaboration with the Carver County Health Break Team and as part of a promotion to increase library usage among County employees, a special "Health Break" Collection was purchased which includes information for healthier living and features a number of popular exercise DVDs. On the digital scene, in cooperation with MELSA, access to e-magazines via Zinio was added. We continue to offer e-books through Overdrive and more titles will be offered through the 3M Cloud Library.

Teamwork—continued...

Youth Services Team

A focus on community involvement led to one of the Youth Services team's newest innovations; StoryWalks. The StoryWalk is a trail which follows 19 stakes around the park; each stake has two pages of a child's book. The program created opportunities for community partners to work together and was funded by Target, Friends of the Waconia Library, the City of Waconia, Carver County Parks and the Minnesota Arts and Cultural Heritage Fund. StoryWalks were held at several Carver County Parks this summer as well as city parks in Chanhassen and Waconia. The success of the program means an expansion to other city parks in 2014.

Also, a new approach for completion of the children's Summer Reading Program was streamlined this year. Participants filled out one form called "READ Write and Draw" for every book read. A web page component had its debut this summer allowing children to go online and earn badges while keeping track of their books.

Around the county various programs involved the community. Hooked on Books...and the Arts, Too was a highlight of February, featuring authors, artists and free books to youngsters. A collaborative project with School District 112, Hooked on Books is a perennial favorite in Carver County. The Carver County Dairy Princesses were guest readers for the library's Farm Fun program. In Waconia Southview Elementary financed and loaned book kits to the Waconia library for second graders to check out during the summer. The library continues to offer a musical storytime and now offers a musical petting zoo for kids to explore and experience musical instruments. In Chanhassen the Teen Book Mark Competition and teen book clubs continue to be popular. A new Teen Advisory Group consisting of teens and librarians was formed to help with the development of new programs and interests. In Chaska the library utilized a Target grant to partner with Summer Explorers in providing library card applications in English and Spanish for parents and students, implementing a Science Museum program at the school and donating free books to 350 students.



Legacy : Straight from the Heart



2013 Legacy Programming

On November 4, 2008, Minnesota voters approved the Clean Water, Land and Legacy Amendment to preserve and enhance some of the most important elements of our state. This act often referred to as the “Legacy Amendment,” created four funds, one of which is the Arts and Cultural Heritage Fund. Under this act public libraries receive funding to help provide programming and services in the area of arts, history, culture and literature.

Legacy funding permitted Carver County Library to offer a diverse number of educational classes, events, and workshops in our libraries and community. Some programming provided through this Amendment included:

- Author Talks
- Writing Classes
- Arts in April
- Hooked on Books
- Yoga and Musical Storytimes
- Make and Take Classes-Youth and Adult
- Family History Month
- Solo Musicians and Groups
- Minnesota History Programming
- Prudence Johnson and Dan Chouinard



Lorna Landvik—Club Book Event

Additional Amendment Funding Provided

Club Book which brought in award-winning authors Lorna Landvik and Sarah Stonich to the Chanhassen Library, and **Live at the Library** grant funding that brought live music, theater and cultural performances to library audiences of all ages. All events were free and open to the public.



Clairseach Celtic Harp



Flamenco with Tony Hauser and dancer Laura Horn



Minnesota Scandinavian Ensemble



Larry Long—Music in March



Author Sara Stonich

Volunteers— Giving Their Hearts Through Time & Talents

Hundreds of Volunteers, Board Members and Friends of the Library

Give Their Time and Talent to Our Libraries

13,078 Hours!

We love our many Volunteers! Volunteers bring our library enthusiasm, energy, and added talents. Volunteer Service aids the library in making best use of its fiscal resources. Providing strong liaisons to the community and by their contributions are valuable advocates.

Volunteers serve on boards, raise funds through book sales, deliver materials to homebound, instruct computer classes, teach gardening workshops, shelve books, provide free tax assistance, and assist with special programming like Tails for Reading where volunteers bring their dogs to children’s activities, writer fairs and many more.

Why our Volunteers chose to volunteer at the Library:

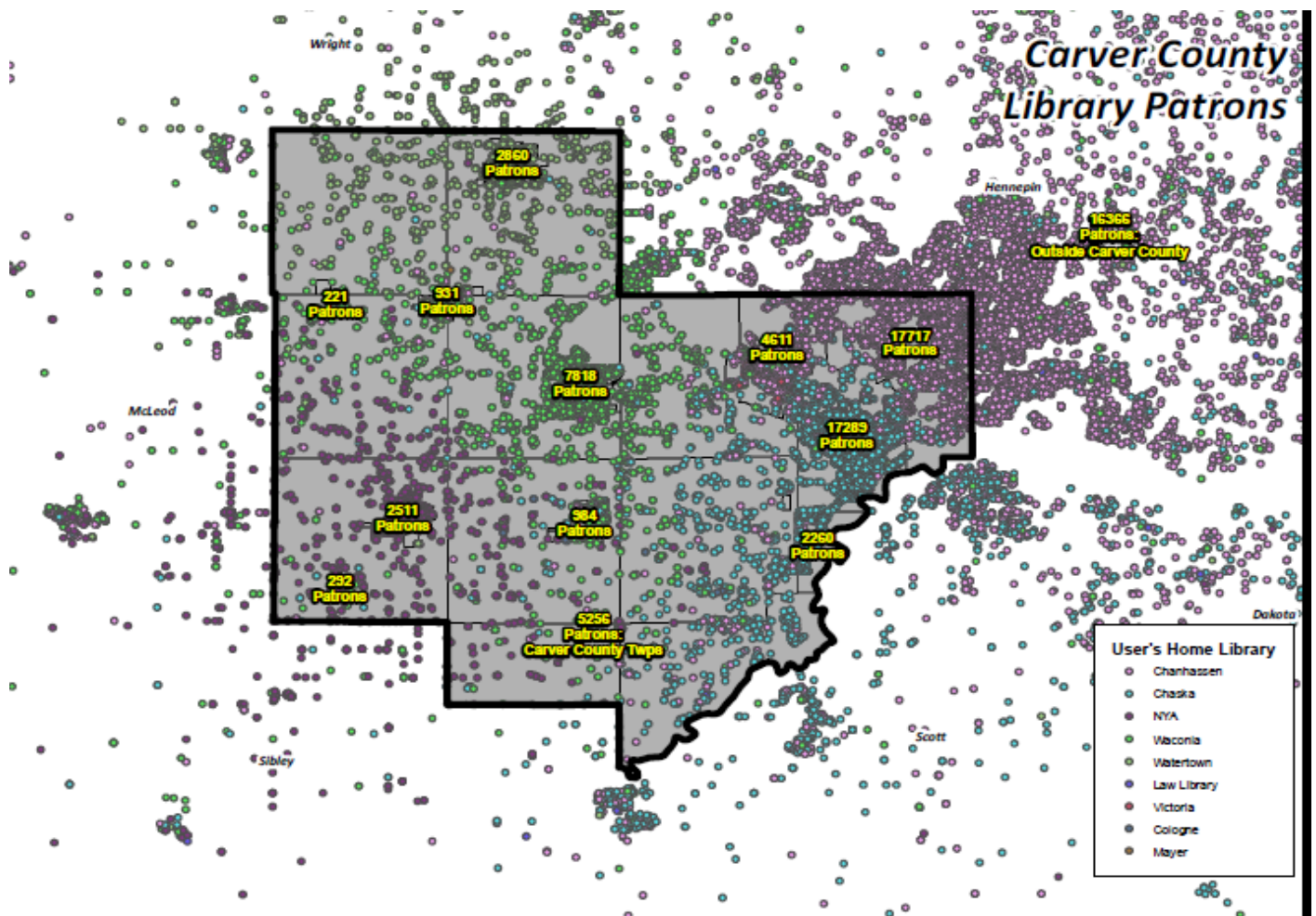
“I want my library to be there for generations, just as it has been for me and my family.”

“I receive much more back than I give.”

“It serves the whole community and I value it as a resource.”

“I am grateful I can share a skill I have with someone who would like to learn. The pleasure is all mine!”

Volunteers & Staff Work Together to serve people from our county.. and beyond



Friends—The Heart of Our Library

Friends of the Chanhassen Library 2013

The Friends of the Chanhassen Library sponsored three book sales to raise funds for Chanhassen Library programs in 2013. The Friends allocated \$3,000 for the purchase of extra copies of high demand, best-selling books in a Lucky Day book collection. New titles are purchased monthly.

The 10th anniversary of the Chanhassen Library was celebrated on Saturday, August 10, 2013, featuring children’s costumed character Llama Llama, Chanhassen Senior wood carvers, the Roe Family Singers and refreshments. The Friends of the Chanhassen Library co-sponsored anniversary activities.

The Friends of the Chanhassen Library also provided support for:

Hooked on Books

Summer Reading Program

Teen advisory group activities

Coffee for the public in the library entry

Watertown Library remodel

Great Decisions Discussion Series

New literature display rack in foyer in memory of Dennis Landsman

Book Club Kits

Programs for holiday crafts and author events



Friends of the Chaska Library 2013

Booksales in February and July raised a total of \$6,260 to support programming and enhance Chaska Library services which include:

Funded the 90th birthday celebration for the Library

Increased financial support for the Lucky Day collection by \$500 to a total of \$2000/year

iPod and speakers for children’s programming

Community Hometown Holiday crafts and treats in December

3rd annual Poetry Open Mike night

Support for Carver County Library Writer’s Fair in April

“Friendly” contribution towards the Watertown Library remodel

Display unit for new books

Support equipment used in outreach programming for seniors

Held an antiques appraisal event

The Friends continued support for:

Summer Reading Program prizes and performers

Hooked on Books event with Eastern Carver County schools

Book Club in a Bag kits



Friends continued...

Friends of the Norwood Young America Library 2013

The Friends of the Norwood Young America Library reorganized this past year with a new board and a new mission to raise money and awareness for the library. The Friends sponsored two book sales and two fundraising events – an ongoing towel sale and a Christmas basket sale. Planning for PR opportunities took place in 2013 and the Friends will be implementing them in 2014.

The Friends of the Norwood Young America Library also provided support for the Summer Reading Program, a morning Coffee Nook and programs for youth holiday crafts.

Friends of the Waconia Library 2013

The theme for this year's Friends of the Waconia Library was mission re-evaluation. Following the Carver County Library Strategic Plan input sessions model, the Friends evaluated what they had been doing and where they wanted to go. One of the key strategic points for the Friends was to supply the public with a means to continuous booksales (a very popular component of the Friends annual calendar). Thus was born the Waconia Bookstore with a special cabinet for rare books as well as shelves of general booksale books.

The Friends of the Waconia Library also provided financial support for:

- | | | |
|--|--|-----------------|
| Summer Reading Program | Books for StoryWalks | Display signage |
| Programs for youth holiday crafts | Refreshments for programming | Diecuts |
| Other programming items | Shopping carts for book/av selection from the shelves | |
| Lapsit manipulatives replacements | Shelving units for the bookstore and the backroom library supplies | |
| Musical instruments to complement the music storytimes | | |

Friends of the Watertown Library 2013

The Watertown Library was in great need of a facelift. Unfortunately the monies available from the County and the City of Watertown were not enough to fund such a facelift. Enter the Friends of the Watertown Library who structured a fundraising scaffolded campaign in which they participated. Coupled with the large donor campaign conducted by the Library Foundation of Carver County, the gap between the funding available and the cost of the facelift was closed. The result was a renovated library which opened to the public the end of May and which has been visited by several systems as a model for small library building renovation.

In 2013, the Friends of the Watertown Library held one booksale as well as working on several appeals for funding for the library. In addition, the Friends provided support for the Summer Reading Programs and programs for youth holiday crafts.



Lots of Heart... our Foundation Donors

Gifts Received in Memory of...

James Arabanos Art Bofferding
Jane Burfield Easter Anne Crystal
June Grytdahl Ward Holasek
Wilma Olson Kristopher Sjodin
Michelle Werlich Howard Wigfield

Gifts Received for Projects and General Contributions to the Foundation...

\$1500 and greater

Catalyst Medical Clinic
Friends of the Watertown Library
Lions Club of Watertown
Holly Neaton
Joan and Paul Nesvold Family
Watertown Senior Citizens Club

\$500-1499

American Legion Post 121
Martha Bergland
Shirley and Dennis Gaarder
Mary Hershberger and David Thun
Heidi Hoks
Mary Lou Jirik
Mary and Richard Kvitek
Lakeview Clinic
Lions Club of Chaska
Lions Club of Waconia
Jennifer Menke
Suzann and Larry Schmid
Waconia West Carver Rotary Club
Watertown Pharmacy

\$250-499

Katie Alley and Bryce Pierson
Everson's Hardware Hank, Inc
Judith Grytdahl
Charlotte and Nathan Johnson
Georgiann and Dan Keyport
KleinBank - Waconia
Lions Club of Norwood Young America
Marketplace Foods
Norwood Young America VFW
QualiTech
Watertown Mayer Schools—Community Education
Yetzer's Home Furnishings

\$150-249

Kathleen and Sal Bognanni
Kristine and Nick Dimassis
The Goddard School
Koch School Bus Service, Inc.
Last Tuesday Book Club
Lions Club of Chanhassen
Lions Club of Hamburg
Jim May
Melchert Hubert Sjodin
John and Linda Prybylo
Watertown Veterinary Clinic

\$100-149

American Legion Edward Born Post 343
Bertas Funeral Home & Cremation Service
Mary Booth
Melissa Brechon
Bremer Bank – Watertown Branch
Citizens Alliance Bank
Barbara Colhapp
Beverly and Michael Cote
Della and James Daughton
Linda Ethier
Libby Fairchild
Michael Foley
Friends of the Chanhassen Library
Friends of the Chaska Library
Friends of the Waconia Library
Paula and Barry Fritzke
Katrina and Bert Gustafson
Diane and Jerome Hirsch
Jennifer and Andrew Janikula
Susan and Thomas Larkin
Jan Nester
Riverfront Printing
Dean and Diane Scheff
Richard Scott
Stephen and Theresa Washburn
Watertown Willing Workers 4H Club
William and Janet Windsperger

*Thanks to all
of the
individuals,
businesses,
organizations
and
foundations
listed for their
generous
contributions.*



Some comments from our adoring public :

“I really appreciate the help of the librarians. Their suggestions have been excellent!”

“This library is our favorite in the area...always so kind and helpful.

The book selection is outstanding and everything runs smoothly.”

“The library is wonderful. I love spending time there.”

“I cannot say enough good things about the staff... They go above and beyond...always friendly and very helpful!”

“Its always fun when I go here” age 8

“I just wanted to tell you how wonderful I think storytime is! I have a 3-year-old and a 5-year-old and my kids look forward to it every week. We make a point to be there every Wednesday. ...Great books, crafts, and activities.”

Up to \$99

Anonymous

American Legion Auxiliary Edward Born Post 343

American Legion Auxiliary Unit 150

American Legion Auxiliary Unit 57 - Chaska

American Legion Post 57

Douglas and Katherine Bade

Donald and Jane Belgum

Steve and Christin Boerner

Peter Campbell

Gail and Scott Cassidy

David and Judy Costello

Creature Works Lab

Sunny and Stephen Crowder

Roy Darsow

Lois and Gayle Degler

Marlys Dodd

James Dodson

Jill Engeswick

Cynthia Essen

Nicole and James Gersema

Carol Griffith

Karen Hagedorn-Wagner

Jennifer Hemken

James and Julie Hertzog

Laurie Hoffman

Angela Hunt

James and Pam Ische

Duane and Gloria Janikula

Joanne and Jim Johnson

Janet Karius

Debra Kitt

Paul Kling

Kelly Kremin

Lions Club of NYA West Carver

Diane and Aaron Lobbstael

Amy and David Logue

Roxanne Lunderby

Deborah and Tim Lynch

Suzanne Magnuson

Nancy Mangum

Laurie Mann

Charla and Randal Masica

Sara Matson

Mary and Thomas McKay

Elena and Michael Walters

Delores Mitchell

Alice O'Donnell

Susan and James Olson

Sara and David Ostlie

Laramie Paradise

Adam Pawlek

Kathy Perschmann

Ruth and Danny Peterson

Charlotte and David Philp

Nathalie Pickering

Catherine and David Richter

Kathleen and Robert Roepke

Roy's Electric, LLC

Dawn and Mark Sagstetter

Jean and Ted Salonek

Linda and Roger Sauerbrey

Sandy Seha-Luoma

Joan and Richard Stadtlander

Donna and Lloyd Stigsell

Cynthia Sundby

Tracy Swanson

Len Therres

Cathy and Gary Vanderbilt

Mary Vollick

Tamara and Dana Vraspir

Heather and Anthony Wendling

Jane and Robert Wendt

Joanne and James Weygand

Carrie and Matthew Williams

Mary and Curt Wilson

Judith and James Younk

Teresa and Donald Zbinden



Library Foundation Board Members:

Dan Keyport

Mary Booth

Martha Kurtz

Dick Kvitek

Libby Fairchild

(not pictured)

Notes from

Library Foundation of Carver County

With the help of many Library supporters, the Library Foundation of Carver County successfully secured needed resources to support the 2013 Summer Reading Program. This important program provides opportunities for literacy enrichment for thousands of local youth, but relies on private donations and grants for the majority of the funding.

In addition, the Foundation conducted a successful fundraising program for the renovation of the Watertown Library. This project was funded by City, County and local dollars and represented a truly united effort to create an updated atmosphere filled with books, DVDs, music and computers for our Watertown community.

In addition, the Foundation began its planning in 2013 for 2014 special events to increase its visibility in the County as well as raise money for its projects.

The Foundation works with area organizations, businesses and corporate sponsors to provide enhanced programming and services in each of our Carver County Libraries

The Library Foundation Board of Directors is grateful for the communities' support of its efforts to enhance library services throughout the county.



Value of Services– 2013

Library Use	Library Service	Estimated Value	Customer Value
262,713	Hardcover Books	\$17.00	\$4,466,121
27,725	Paperback Books	\$7.00	\$194,075
458,908	Children's Books	\$12.00	\$5,506,896
27,391	Magazines	\$5.00	\$136,955
172,956	DVDs and VHS	\$5.00	\$864,780
22,446	CDs	\$10.00	\$224,460
29,089	Audio Books	\$10.00	\$290,890
3,156	eMagazines	\$5.00	\$15,780
20,922	eBooks	\$15.00	\$313,830
3,139	eAudiobooks	\$15.00	\$47,085
4,580	Adult/Child Kits	\$10.00	\$45,800
536	Book Club Kits	\$75.00	\$40,200
6,354	Interlibrary Loans	\$30.00	\$190,620
1,035	Meeting Room Use	\$50.00	\$51,750
3,236	Adult Program Attendance	\$15.00	\$48,540
23,669	Teen/Child Program Attendance	\$6.00	\$142,014
92,392	Computer Use	\$12.00	\$1,108,704
67,353	Reference Questions Answered	\$15.00	\$1,010,295
857	Online Tutoring Sessions	\$35.00	\$29,995
Total Value			\$14,728,790

Statistics for 2013:

Cardholders– 64,116 Plus 15,704 cards from other systems total: 89,820

New Card holders– 2013–5,499

Collection– 243,588

Circulation– 1,077,983 in 2012 1,039,919 in 2013

.....and the human heart circulates 5.6 liters of blood through the body three times every minute!

Library Visits– 557,219

Program attendance– 27,445 *...and a good belly laugh can send 20% more blood flowing through the heart!*

Tests proctored- 310 *...hopefully not on Mondays, because heart attacks are most likely to happen on Mondays!*

Tours attendance– 1,898 *...and their hearts were beating about 100,000 times a day and 35 million times a year.*

Volunteer hours– 13,078

