



BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

January 9, 2024

5:30 PM

Indianola Public Library - Meeting Room B

Agenda

- 1. Call to Order**
 - A. Public Notice
- 2. Public Comment**
- 3. Minutes Approval**
 - A. November 14, 2023 Meeting Minutes*
 - B. December 12, 2023 Meeting Minutes*
- 4. Trustee Continuing Education**
 - A. Trustee Handbook Ch. 2: A Culture of Learning
- 5. Financial Reports**
 - A. Approve Monthly Claims*
 - B. Review Financial Reports
- 6. Unfinished Business**
 - A. Capital Improvement Plan Update
- 7. New Business**
 - A. Security Cameras Policy
 - B. Review of Patron Survey Results
- 8. Reports**
 - A. Friends of the Library Report
 - B. Director's Report
 - C. Library Statistics
- 9. Agenda Items for Next Meeting**
- 10. Trustee Comments**
- 11. Adjourn**



— Public Library —

NOTICE

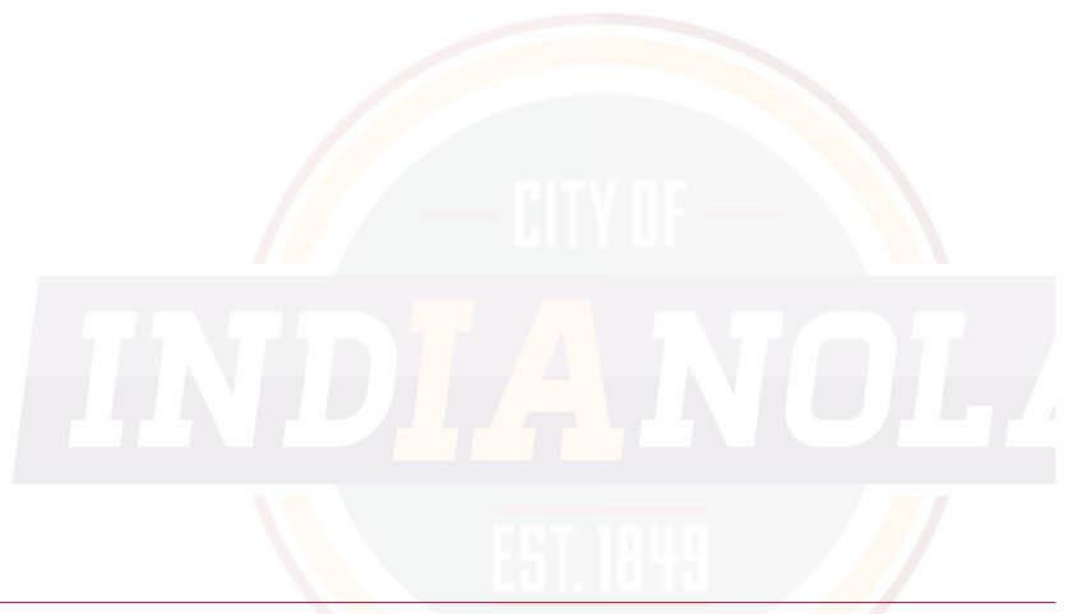
Due to a building closure, the January 9, 2024 Library Board of Trustees will not be held in person but is available for public viewing and participation online at <https://us02web.zoom.us/j/85357995582>

Meeting ID: 853 5799 5582

If you plan to attend the meeting virtually, please RSVP to Michele Patrick, Library Director at mpatrick@indianolaiowa.gov.

Thank you for your cooperation, patience, and understanding.

- The Indianola Public Library Board of Trustees



Board of Trustees of the Indianola Public Library
November 14, 2023
5:30
Indianola Public Library - Meeting Room B Agenda

Present: Library Director - Michele Patrick, Andy Brittingham, Valerie Craven, Dawn Goodale, Sally Van Dorin and Cyd Dyer

1. Call to Order
Andy called the meeting to order at 5:30

2. Public Comment
There were no public comments.

3. Minutes Approval
October 10, 2023 Meeting Minutes

MOTION: Val moved to approve the Oct. 10 minutes. Sally seconded.
Motion was approved.

4. Trustee Continuing Education
Michele shared the State Library of Iowa's Boardroom Series slides. Budgeting and accounting practices were highlighted.

5. Financial Reports

Approve Monthly Claims

Michele noted that one budget line to Wells Fargo was for a new security system that will offer several cameras and can provide views from the meeting rooms.

MOTION: Cyd moved to approve the monthly claims. Dawn seconded. Motion was approved.

Review Financial Reports

Michele shared that the Dividing Wall Replacement has been moved to FY25 from the Capital Improvement Plan because the door cannot be installed until next year.

6. Unfinished Business

Capital Improvement Plan Update. Work will be done on the parking lot and Michele will forward an updated plan.

7. New Business

Library Card Policy Review - An updated policy will clarify acceptable forms of ID when applying for a library card.

MOTION: Dawn moved to approve the Library Card Policy and Sally seconded. Motion was approved.

Community Room Policy Review - Michele recommended the fee of \$25 to businesses who want to use the room be discontinued. It has been difficult for staff to determine if usage is for personal or business related to a job.

MOTION: Cyd moved to approve the policy change and Val seconded. Motion was approved.

Circulation Policy Review - The library now has acquired a large collection of games and puzzles, so a request was made to increase the number of those items a patron may check out from two to five.

MOTION: Dawn moved to approve the policy change for circulation and Andy seconded. Motion was approved.

Structural Report Update - A spring inspection will be conducted. They will focus on the front entry and associated wall. Their goal is determine why the wall is out of plumb. The board agreed with the recommendation.

December Closing Plan Review - The library will be closed from Dec. 11 to Dec. 27 to Complete the entryway tile project. Due dates will be extended to Jan. 2. The drop box will be unavailable. Patrons will be directed to the Activity Center for computer use. Plans are in place for staff hours.

8. Reports

Friends of the Library

Sally shared upcoming event dates. The Annual Membership meeting will be on November 21, the Trivia Fundraiser will be on March 23rd, and the Mo Willems event will be on January 20th.

There are currently three Friends Board vacancies. Staff is working on t-shirts with Raygun for purchase to support advocacy and public exposure.

Director's Report

The Beggar's Night Trunk or Treat had around 1000 people attending and the library won the Indianola Community Youth Foundation's Trunk or Treat event for their booth. The Library's Annual Report to City Council will be on Monday, Nov. 20 during the study Session. The December Library Board meeting will be via Zoom since the library will be closed due to construction.

Library Statistics

Statistics continue to look great.

9. Agenda Items for Next Meeting

Discussion was held concerning inviting new city council members to a meeting early next year.

10. Trustee Comments

None

11. Adjourn

Cyd made a motion to adjourn and Dawn seconded

BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

December 12, 2023

5:30 PM

Indianola Public Library - Meeting via Zoom

Present: Library Director - Michele Patrick, Randi Malone, Tom Smith, Valerie Craven, Sally Van Dorin, Cyd Dyer, Andy Brittingham, Dawn Goodale

1. Call to Order

Randi Malone called the meeting to order at 5:30pm.

2. Public Comment

a. Public Notice of Virtual Meeting

No Public Comment.

3. Minutes Approval

Defer to the next meeting for approval.

4. Trustee Continuing Education

a. State Library of Iowa Webinar: Personnel

Andy commented on the Personnel webinar and encouraged Trustees to view it if they had time to do so.

5. Financial Reports

a. Approve Monthly Claims*

No major items outside of normal. Michele gave an explanation of some of the expenses, including the door repairs.

b. Review Financial Reports

Financial reports reflect that we are doing well. We are 41% through the budget year and hopefully we will begin gaining ground. Michele noted that we have not yet received our money from the county but Michele has inquired about it. We also received more money from the State than we expected, which will allow us some flexibility in additional projects that need to be completed around the library. No unexpected expenditures for this report.

MOTION: *Tom motioned to approve the monthly claims. Cyd seconded. Motion carried.*

6. Unfinished Business

a. Capital Improvement Plan Update

Michele reviewed the CIP and noted that we are somewhat behind schedule with the tile due to running into some unexpected issues but they are working through them so we can still reopen on the 27th.

Tom inquired about if it would be beneficial to engage patrons via social media

with what's happening. Michele indicated that they will be showing progress as it gets a little further along, but she will speak to Alison about adding a little more of that.

7. New Business

- a. Building Closure January 15, 2024*

Michele would like the staff to participate in a training on this date and will need to close the library to do so.

MOTION: *Randi motioned to approve the Jan 15, 2024 closure. Tom seconded. Motion carried.*

- b. Policy Review: Display Case and Bulletin Board Policy*

Michele reviewed the updated verbiage for the display case and bulleting board policies.

MOTION: *Cyd motioned to approve the updated policy. Dawn seconded. Motion carried.*

- c. Annual Review of Strategic Plan

Michele reviewed the strategic plan and noted that we do have a few that will need to be moved to 2024.

8. Reports

- a. Friends of the Library Report

Sally reported that they had their membership meeting in November and that the slate was approved. Sonya Bass was added. They had a nice dinner and Sally noted that many people wanted to hear the updates about the progress of a new library. Michele noted that a city council member was in attendance and there was a small crowd due to the timing of how it fell this year.

- b. Director's Report

Michele gave the director's report and noted that the parking lot lights are being replaced with LED lights and security cameras are to be installed while the library is closed. The staff is using the time that they are closed as intentionally as possible with additional projects, staff training, and staff strategic planning. Michele also gave the heads up that she is out of the office for a couple of weeks in January.

- c. Library Statistics

Michele provided a copy of the annual report. It was noted that one of the only things that went down was reference questions. Michele reviewed statistics and noted a decrease in physical magazines and physical audiobooks, but we are seeing increases in other areas like digital magazines and audiobooks. Library programs are still doing well, as are library services.

Michele also reported on the city council meeting and some questions that were asked about library expenses and repairs to the building. We hope some light was shed on the needs of the library.

9. Agenda Items for Next Meeting

No new agenda items for next meeting.

10. Trustee Comments

Cyd noted that John Parker was working on some new signs for the library and he wanted Cyd to pass on his sentiments that he was sad to not have been re-elected and wanted the board to be aware that he continues to be a library supporter.

11. Adjourn

Motion to Adjourn by Tom Smith. Cyd seconded. Meeting adjourned at 5:59pm.



Chapter 2: A Culture of Learning

Among the many standards that lead to quality library service, arguably the most important ones are those that foster consistent staff and board education. As you gain experience on the board, you will continue to learn about library philosophy, service statistics, trends, policies, and much more. By supporting ongoing training needed for staff and by participating in their own trustee training, library boards can take the lead in creating a culture of learning.

There are two significant education-related **Public Library Standards** required at a minimum level:

- ❖ **Standard #20 [Tier 1]:** *The library has a permanent, paid director who is Certified (Editor's note: changing soon to Endorsed) at a required level. New directors have two years after starting as director to become Certified (Editor's note: changing soon to Endorsed).*
- ❖ **Standard #8 [Tier 1]:** *All members of the library board of trustees participate in a variety of board development training each year. The recommended average is five hours per year per trustee.*

For newly hired directors, Standard #20 requires directors to enroll in the State Library **Endorsement Academy** through the **IA Learns** system. For board members, standard #8 allows for a variety of ways to accomplish trustee training, including but not limited to:

- ❖ Attending live webinars and discussing as a group
- ❖ Watching recorded programs/webinars and discussing as a group
- ❖ Demonstrations of tech tools and products at regularly scheduled board meetings
- ❖ Educational presentations at regularly scheduled board meetings (i.e. presentations by the director or staff, by local community experts, or by State Library staff)

One method of tracking board training outside of classes taken via **IA Learns** is to make note in the board meeting minutes from month to month. In addition, individual trustees can have an account in **IA Learns** which will provide transcripts of all classes sponsored by the State Library.

Added to the above, there are other education standards that boards should support. For example, **Standard #23 [Tier 1]**: *The library allows the director to participate in continuing education opportunities during their work time* and **Standard #28 [non-tiered]**: *The library allows staff at all levels (other than director) to participate in continuing education opportunities during their work time*. Boards need to be mindful that, when staff education is a job expectation, then it follows that authorizing staff to attend classes, conferences, webinars, etc must be allowed to take place on library time.

In addition to participating in ongoing education for themselves, boards also create a culture of learning in other significant ways that involve policy, planning, and budgeting decisions. For example, boards are well-advised to:

- ❖ Encourage all staff members, as well as individual trustees, to set up an account in the State Library **IA Learns** system.
- ❖ Include line items in the budget for staff and board education expenses.
- ❖ Address education expense reimbursement as a matter of policy, including reimbursing for class registration or conference fees, mileage, meals, lodging, even professional memberships if the budget allows.
- ❖ Include goals for staff and board education in the library's strategic plan.
- ❖ Communicate the "education expectation" in staff hiring practices and in trustee recruitment practices and in orientation.

There are many education providers that offer high-quality staff and trustee training, among them WebJuntion, ALA, PLA, Infopeople, and countless more. But we like to think of the State Library in the number one spot! We encourage you to set up an account for yourselves in the **IA Learns** system. Doing so enables you to browse the catalog and register for classes. Yet another way to create a culture of learning!

***"Leadership & learning are
indispensable to each other..."***

John F. Kennedy



Invoices for Board Meeting

January 9, 2024

Vendor	Amount	Description of services or goods
Amazon	\$1,738.37	Craft supplies, DVDs, unboxed & loot box goodies, books, other materials and supplies
Baker and Taylor	\$1,354.97	Books
Baker and Taylor Entertainment	\$81.16	DVDs
Baker and Taylor Spoken Word	\$87.55	Books on CD
City of Indianola (IMU)	\$902.58	Utilities
Dust Pros	\$1,842.95	Janitorial services, supplies
Iowa Water Management Co.	\$49.50	Monthly agreement
MidAmerican Energy	\$265.83	Natural Gas
Miller Electrical Services	\$739.21	Electric door hookup
Phillips' Floors	\$44,142.00	Replacement of tiled floors
Playaway Products	\$662.97	Playaway devices and Wonderbooks
Springer Pest Control	\$91.30	Pest management
TRM Disposal	\$118.00	trash removal
Waste Management	\$8.99	Recycling tote
Wells Fargo	\$924.60	See statements for details

Total: **\$53,009.98**

Approved

Date

Approved

Date

Budget Summary



Personnel	December	Year-to-Date	Budget	% Spent
Salaries	36,497.94	236,207.70	460,283.00	51.32%
Benefits	8,148.00	67,559.63	169,270.00	39.91%
TOTAL	44,645.94	303,767.33	629,553.00	48.25%

Collection	December	Year-to-Date	Budget	% Spent
Physical	3,502.04	30,867.83	93,975.00	32.85%
Digital	0.00	11,624.93	23,850.00	48.74%
Special	309.45	2,640.18	9,400.00	28.09%
TOTAL	3,811.49	45,132.94	127,225.00	35.47%

Operations	December	Year-to-Date	Budget	% Spent
Repair/Maint	599.50	15,258.42	31,702.00	48.13%
Operations	4,364.32	74,404.79	140,729.00	52.87%
TOTAL	4,963.82	89,663.21	172,431.00	52.87%

TOTAL	December	Year-to-Date	Budget	% Spent
	61,734.31	438,563.48	929,209.00	47.20%

Capital Improvement FY24	December	Year-to-Date	Budget	% Spent
Dividing Wall Replacement	0.00	0.00	25,000.00	0.00%
Furniture Replacement	0.00	0.00	40,000.00	0.00%
Handicap Accessible Door	5,713.06	5,713.06	6,000.00	95.22%
Ceiling Tile Replacement	0.00	10,173.44	10,000.00	101.73%
Meeting Room Refresh	2,600.00	2,600.00	10,000.00	26.00%
Emergency Exit	0.00	0.00	12,000.00	0.00%
TOTAL	8,313.06	18,486.50	103,000.00	17.95%

Capital Improvement FY23	December	Year-to-Date	Budget	% Spent
Tuckpointing	0.00	12,600.00	18,000.00	70.00%
Bathroom Upgrades	0.00	0.00	20,000.00	0.00%
Flooring: Entry & Mtg Rooms	0.00	0.00	20,000.00	0.00%
TOTAL	0.00	12,600.00	58,000.00	21.72%

Account Number	Account Title	YTD	Budget	Variance	% Budget
041 - LIBRARY FUND					
041-4100-40000	Property Taxes(R)	-306,243.24	-600,000.00	-293,756.76	51.04%
041-4100-44700	Library Service Reimbursements(R)	.00	-85,000.00	-85,000.00	0.00%
041-4100-47400	Misc Sales (Copies/Scrap/etc)(R)	-831.57	-1,000.00	-168.43	83.15%
041-4100-47641	Library Fines(R)	-1,717.28	-3,000.00	-1,282.72	57.24%
041-4100-49400	Transfer In--Property Taxes(R)	-98,853.51	-194,165.00	-95,311.49	50.91%
Revenue		-407,645.60	-883,165.00	-475,519.40	
041 - LIBRARY FUND		-407,645.60	-883,165.00	-475,519.40	
Total:		-407,645.60	-883,165.00	-475,519.40	

Account Number	Account Title	YTD	Budget	Variance	% Budget
041 - LIBRARY FUND					
041-4100-60110	Salary/Wages--Administration(E)	60,874.77	123,626.00	62,751.23	49.24%
041-4100-60130	Salary/Wages--Clerical(E)	175,332.95	336,657.00	161,324.05	52.08%
041-4100-61100	FICA(E)	17,749.56	34,895.00	17,145.44	50.86%
041-4100-61300	IPERS(E)	22,298.04	43,060.00	20,761.96	51.78%
041-4100-61420	Deferred Comp--457(E)	1,950.00	3,900.00	1,950.00	50.00%
041-4100-61430	Employee Assistance Program(E)	275.04	255.00	-20.04	107.85%
041-4100-61440	Wellness Program(E)	.00	570.00	570.00	0.00%
041-4100-61500	Health Insurance(E)	19,385.38	67,434.00	48,048.62	28.74%
041-4100-61501	Dental Insurance(E)	1,184.27	3,928.00	2,743.73	30.14%
041-4100-61502	Vision Insurance(E)	174.82	395.00	220.18	44.25%
041-4100-61503	HSA Expense(E)	2,519.92	9,600.00	7,080.08	26.24%
041-4100-61550	Life Insurance/ADD/LTD/STD(E)	1,636.86	4,833.00	3,196.14	33.86%
041-4100-61599	Workers' Comp Insurance(E)	385.74	400.00	14.26	96.43%
041-4100-62100	Membership Dues/Subscriptions(E)	.00	850.00	850.00	0.00%
041-4100-62300	Education/Training(E)	2,397.52	3,600.00	1,202.48	66.59%
041-4100-62700	Mileage(E)	.00	1,250.00	1,250.00	0.00%
041-4100-63100	Repair/Maint--Bldg/Grounds(E)	15,258.42	31,702.00	16,443.58	48.13%
041-4100-63710	Utilities(E)	11,175.40	29,365.00	18,189.60	38.05%
041-4100-64020	Advertising & Legal Notices(E)	2,813.09	3,000.00	186.91	93.76%
041-4100-64082	Insurance--General Liability(E)	5,608.42	5,500.00	-108.42	101.97%
041-4100-64083	Insurance--Property(E)	6,245.00	6,500.00	255.00	96.07%
041-4100-64084	Insurance--Boiler/Machinery(E)	563.00	700.00	137.00	80.42%
041-4100-64090	Janitorial Services(E)	10,094.65	22,728.00	12,633.35	44.41%
041-4100-64140	Printing(E)	.00	1,200.00	1,200.00	0.00%
041-4100-64990	Misc Contractual(E)	582.25	1,440.00	857.75	40.43%
041-4100-65020	Library Books & Periodicals(E)	30,867.83	93,975.00	63,107.17	32.84%
041-4100-65021	Digital Materials(E)	11,624.93	23,850.00	12,225.07	48.74%
041-4100-65022	Special Collections(E)	2,640.18	9,400.00	6,759.82	28.08%
041-4100-65060	Office Supplies(E)	1,658.79	4,000.00	2,341.21	41.46%
041-4100-65070	Materials/Supplies(E)	1,439.08	11,350.00	9,910.92	12.67%
041-4100-65079	Materials/Supplies--Program(E)	4,722.43	12,500.00	7,777.57	37.77%
041-4100-65080	Postage(E)	512.49	840.00	327.51	61.01%
041-4100-65990	Miscellaneous(E)	190.56	870.00	679.44	21.90%
041-4100-67240	Computer Hardware/Software(E)	28,799.63	35,036.00	6,236.37	82.20%
041-4100-69301	Transfer Out-CIP(E)	.00	103,000.00	103,000.00	0.00%

Account Number	Account Title	YTD	Budget	Variance	% Budget
Expenditure		440,961.02	1,032,209.00	591,247.98	
041 - LIBRARY FUND		440,961.02	1,032,209.00	591,247.98	
Total:		440,961.02	1,032,209.00	591,247.98	

Account Number	Account Title	YTD	Budget	Variance	% Budget
141 - LIBRARY SPECIAL REVENUE FUND					
141-4100-65020	Library Books & Periodicals(E)	1,571.06	20,000.00	18,428.94	7.85%
141-4100-65023	Summer Reading Program Expense(E)	3,169.77	15,000.00	11,830.23	21.13%
141-4100-65024	Friends of the Library Expense(E)	1,810.73	20,000.00	18,189.27	9.05%
141-4100-65025	Enrich Iowa Expenses(E)	2,831.65	5,000.00	2,168.35	56.63%
141-4100-65070	Materials/Supplies(E)	1,482.30	10,000.00	8,517.70	14.82%
141-4100-69000	Transfer Out(E)	.00	.00	.00	100.00%
Expenditure		10,865.51	70,000.00	59,134.49	
141-4100-43000	Interest(R)	.00	.00	.00	100.00%
141-4100-44302	Enrich Iowa(R)	-8,674.70	-5,000.00	3,674.70	173.49%
141-4100-45040	Program Fees-Summer Reading(R)	.00	-15,000.00	-15,000.00	0.00%
141-4100-47050	Donations/Contributions(R)	-4,087.85	-30,000.00	-25,912.15	13.62%
141-4100-47051	Friends of the Library Contrib(R)	-7,229.49	-20,000.00	-12,770.51	36.14%
Revenue		-19,992.04	-70,000.00	-50,007.96	
141 - LIBRARY SPECIAL REVENUE FUND		-9,126.53	.00	9,126.53	
Total:		-9,126.53	.00	9,126.53	

FY 24 Capital Improvement Plan Update

January 2024

Project List:

Furniture in Adult Area

- Waiting for revised options from Piggott.

Meeting Room Upgrades

- Waiting on facilities manager for removal of the broken stove/fridge and installation of a new sink and cabinet.

Bathroom Upgrades

- Renovations begin Jan. 24th.

Dividing Wall Replacement | Meeting Room

- August 2024 installation.

Staff Area Emergency Exit

- Not started. The City's new facilities manager will oversee this project.

Entry Flooring Replacement

- Complete

Automatic Door | East Entrance

- Completed.

Ceiling Tile Replacement

- Completed.

Tuckpointing

- Completed

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: January 2024
Subject: Security Camera Policy

Although the library has been monitored by security cameras for many years, we don't have a policy. I have drafted one based on advice from the State Library's law librarian. The new policy informs the public where the cameras are located, why we have them, and who may access the stored videos and why. Once I have your feedback, it's my recommendation that we send it to the City's attorney for review.

The draft policy also refers to Iowa Code 22.7 (13) that protects library records. For your reference, Iowa Code 22.7 (13) says ...

"The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information...

The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling."

POLICY: Video Surveillance

The Indianola Public Library strives to protect the safety and security of patrons and staff, along with protecting the library building and its contents from theft and damage. In pursuit of this, security cameras monitor the public areas of the Library, including the meeting rooms, and parts of the Library's exterior property and parking lot.

Information obtained through video surveillance will be used where needed to discourage violations of the library's Code of Conduct, to assist library staff in preventing the recurrence of any violations and, when necessary, to provide law enforcement assistance in prosecuting criminal activity. A stored digital video record may be turned over to law enforcement by the Director, unless such images include records protected by Iowa Code 22.7(13). In which case such records would be released only pursuant to a valid court order.



Indianola Public Library

Serving Indianola since 1884

Patron Survey 2023



2023 Survey Results

Survey Respondents

The library's annual public survey was distributed both online and through paper ballots during the month of October. Of the 148 respondents, 114 completed the online version and 34 submitted paper versions of the survey. *Note: survey comments have not been edited and appear as submitted.*

Respondents' Place of Residence

74% Indianola
18% Warren County
8% Outside Warren County

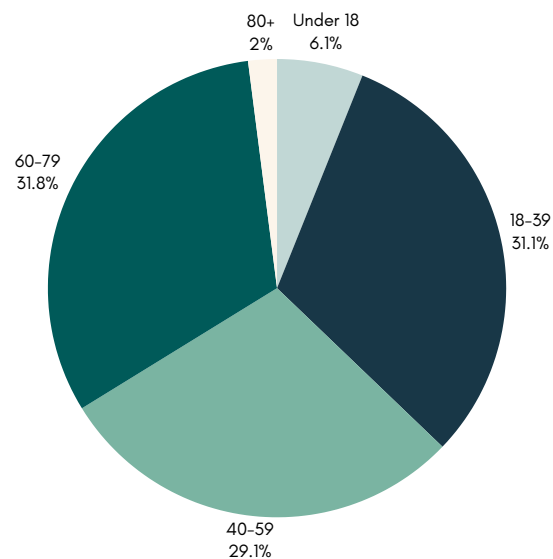
Frequency of Library Use

7% Daily
49% Weekly
26% Monthly
13% Every Few Months
5% I Don't Use the Library

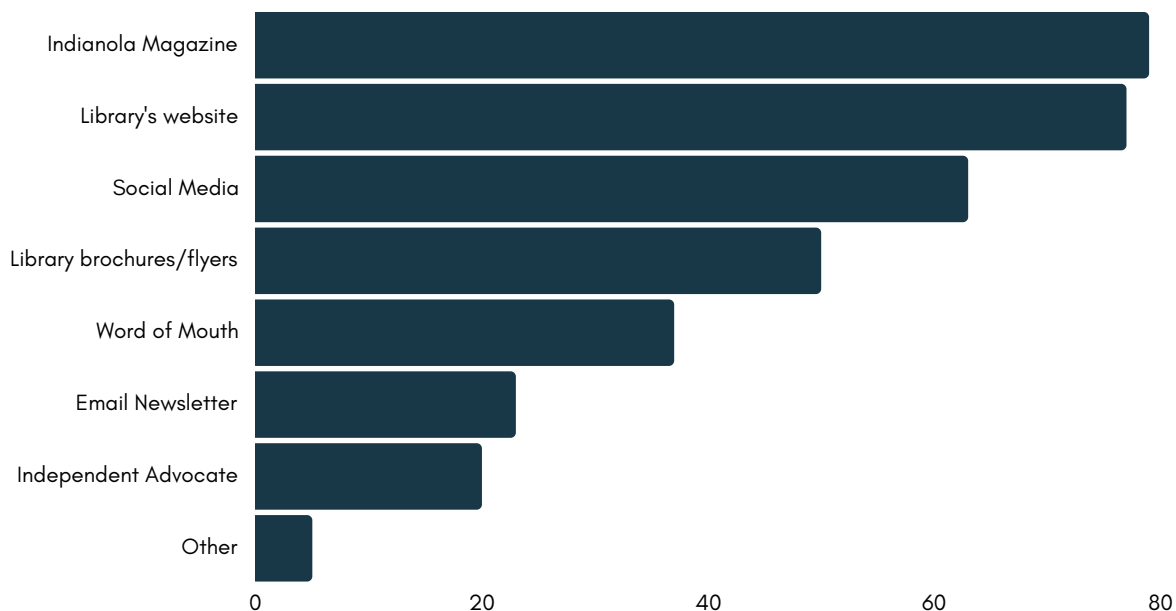
If not, why:

- Read books on Kindle and also use Audible
- I can find what I want on line
- Don't live close
- Events in the evening, not conducive to our families schedule. Books are dirty, older and not up to date.
- Too small

Age of Respondents



How Respondents Learn of Library Events



Do you use libraries in addition to or instead of the Indianola Public Library?

64% I only use the Indianola Public Library

23% I use the Indianola Public Library and another library

8% I use another library

5% I don't use any library

What do you enjoy at other libraries that you wish the Indianola Public Library Offered?

Responses related to materials

- Online access to academic journals.
- I would love if you could have a larger selection of books for sale (I know that's mostly due to space). I also love the Blind Date with a book things other libraries sometimes do.
- Bigger selection of adult books
- More selection
- Bigger space; book club boxes; greater selection of books
- library edition of ancestry.com or myheritage.com, newspapers.com free online subscriptions to the washington post, wall street journal and new york times
- More access to online audio books.
- more books
- More mysteries!
- Bigger non-fiction section
- larger selection of books
- I wish there was a self checkout and a larger selection
- bigger childrens section and activities for seniors

Responses related to programs

- Homeschool meet ups
- Just other programs - you can't offer it all!
- Kids art activities in the evening and weekends. Adult/senior craft activities. Kids learning tablets for borrowing.
- Book clubs where facilitator is welcoming and friendly
- I enjoy an adult craft night in the afternoons

Responses related to building spaces and amenities

- Meeting areas. Social visiting where we gather as a group for book club. Better lighting and sitting areas. Coffee/tea bar. Computer services faster, printing.
- Little kids computer
- A larger play area and things for kids to interact with...like puppets, peg walls, think WDM Library
- Meeting room
- More space for programming
- More comfortable, cozy seating area for adults.
- Much more space to work, study, or spend free time! Space for art exhibits and special events
- study rooms and rain barrel programs
- studyroom

Other Responses

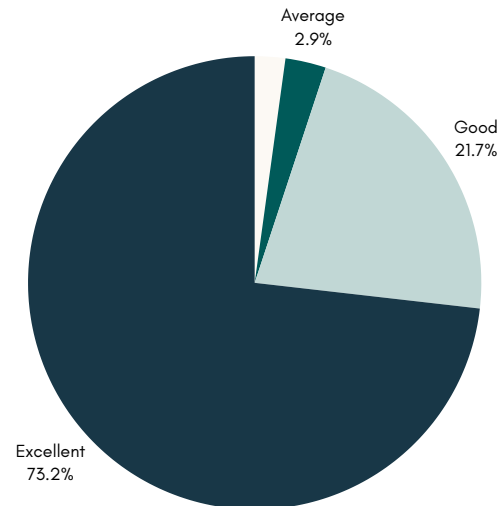
- I have library cards from 2 other libraries that I use on Hoopla, Libby apps on my phone. You can add multiple library cards and increase the amount of material available and sometimes decrease wait times.
- I work in Des Moines and take clients so I use the Des Moines library when at work.
- I like both the same.
- My other library is Dunn and they are complementary to each other.
- I love the intro library loans
- Don't change anything. I go to this library and another and like that you have different collections
- its all good

To what extent do you agree with the following statements:

The library staff are friendly and welcoming:

73% Excellent
22% Good
3% Average
2% Don't Know

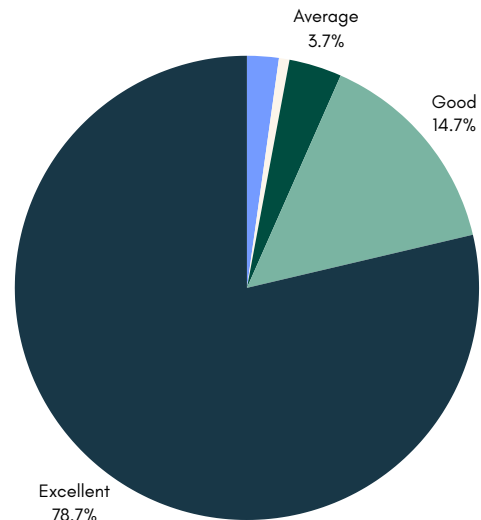
Results: 95% of responses were rated good or excellent



The library staff are knowledgeable and helpful

79% Excellent
15% Good
4% Average
1% Below Average
0% Poor
2% Don't know

Results: 93% of responses were rated good or excellent



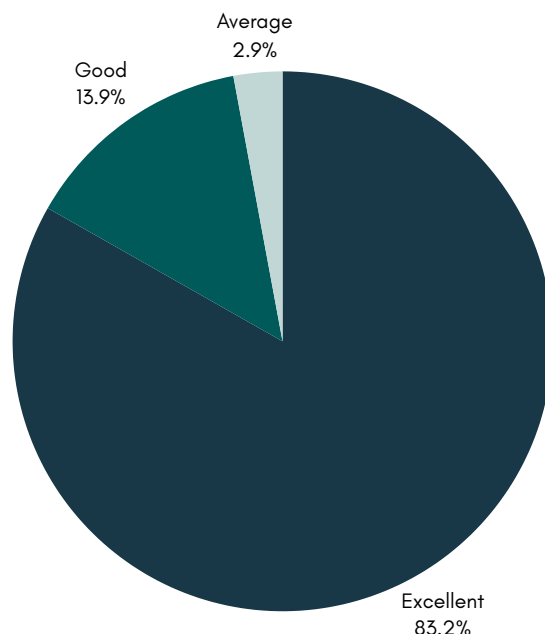
Overall, how would you rate the level of service provided by the library staff:

Results: 97% of respondents rated the library staff's level of service as excellent or good.

Would you like to comment on your personal experience with library staff?

Responses related to children/teens & staff:

- the staff that works with teen events like teen hangout r so much fun to be around
- My children love going to story time!
- Always helpful and polite. Wonderful kids programming!
- Very patient/inviting with kids
- Miss Janis is the best!!
- We adore Janice and Kelsey and the children's programs. They do such a great job of remembering and greeting my kids by name even if it's been months since we've been to an event. Jacy also always remembers and says hi when I come in, and she does such a great job with adult programs!
- Very friendly, very good with kids
- my daughter has been figuring out about find books using the computer and staff have been very helpful
- We love Janis!
- Fantastic Storytime and such friendly staff to young kids
- Ms Janis is amazing and the highlight to my 3yr olds week!
- I LOVE all the kids activities that you have been putting on! I also love the play spaces and fun furniture. It is turning the library into more of a comfortable, welcoming space instead of a super quiet awkward space.
- I mostly interact with Janis and she is absolutely amazing at her position. The children and adults all love her!



Other Responses

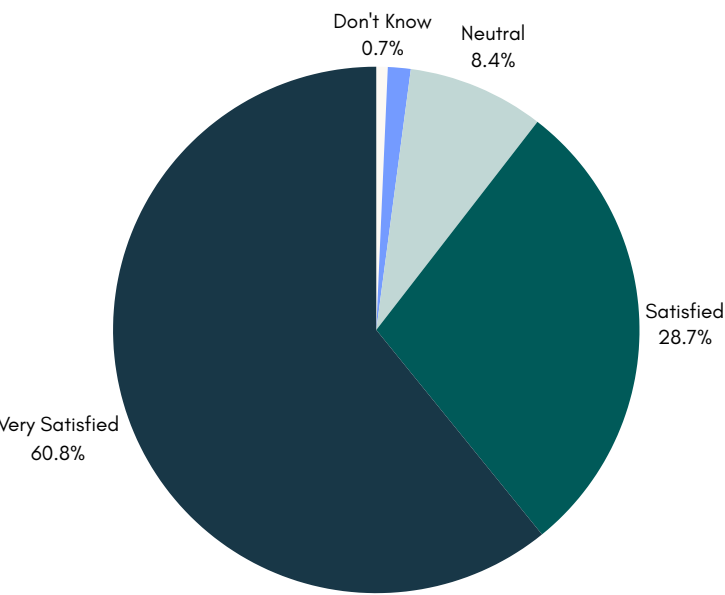
- have some knowledge of computers
- Never had a bad experience. Always helpful and kind
- Always helpful and friendly!!
- They are helpful
- I have been studying and coming to the library to be in a quiet space has been so helpful
- All of the staff are willing to help when searching for something or have a quick chat (if there is no one else in line) about new books...the weather...anything that pops up!
- The librarians are all very helpful, friendly, and patient.
- They have always been helpful, especially when I need to copy something.
- Love it! Great environment, fun for adults and kids!

Other comments:

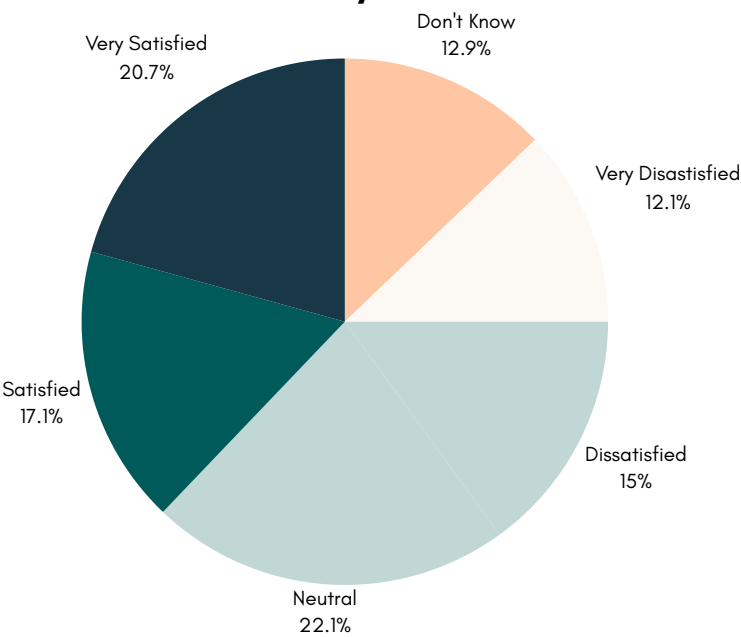
- Fantastic
- Super
- I love IPL and the employees are polite and helpful.
- How do you do so much?! You're amazing!
- I always leave with my questions answered
- The Indianola library staff is awesome! The adult programming offers great programs. Very helpful & friendly!
- Love their creativity
- helpful and cheerful
- They are always helpful when new technology shows up.
- Always welcoming and inclusive
- Everyone is always friendly and helpful!
- I have been an IPL patron since the Carnegie days way back in the early 1980s. For more than 40 years I have had nothing but positive experience from the library staff. Keep up the great work.
- Friendly, engaged with guests, helpful, patient, personable.
- dinosaurs are cool
- Every staff member we've ever interacted with in the 2 years we've been attending story time has always been friendly, helpful, kind, and always has a smile on their face. We absolutely love our Indianola library and the fun activities and programs it offers!!
- I love the library staff. They are kind, helpful and always have a smile.

How satisfied are you with the following:

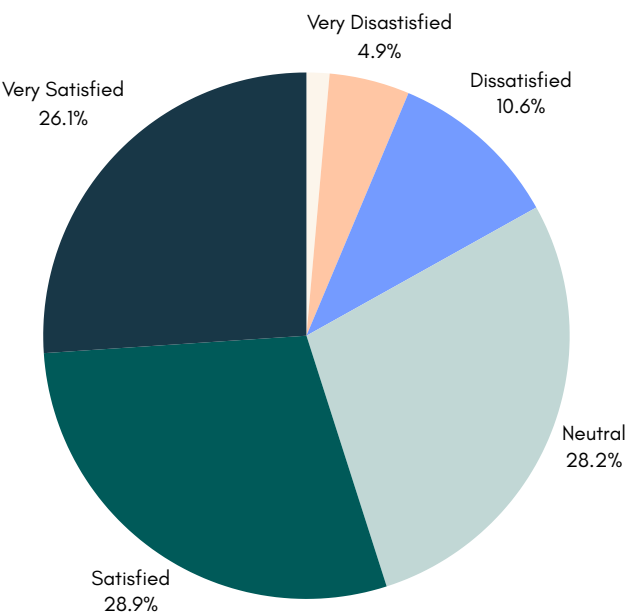
The Library’s open hours



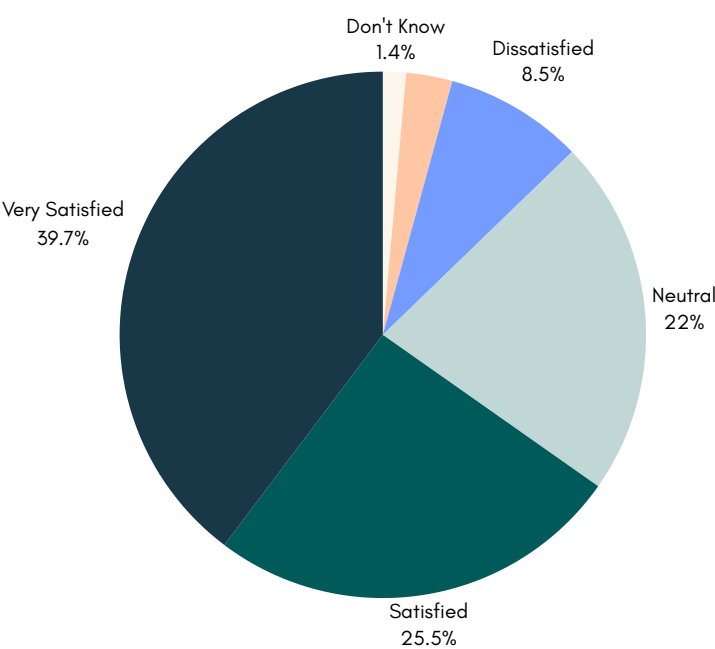
Size of the Library



Number of items in the library’s collections

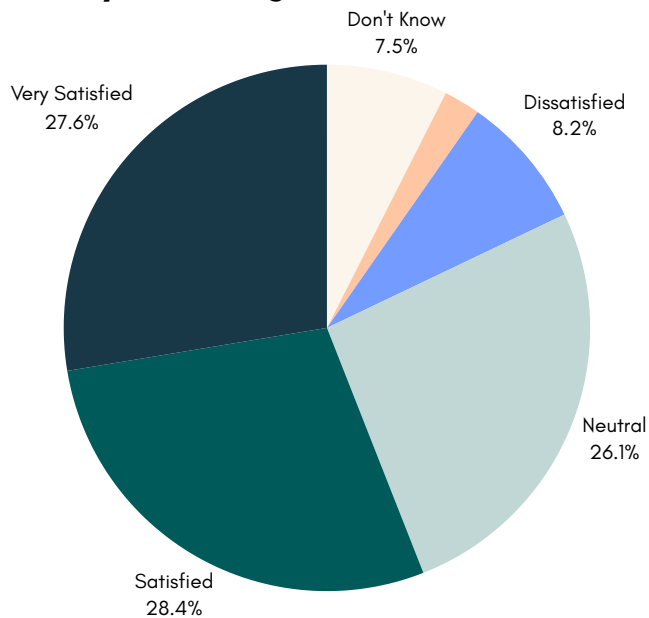


Variety of items in the library’s collections

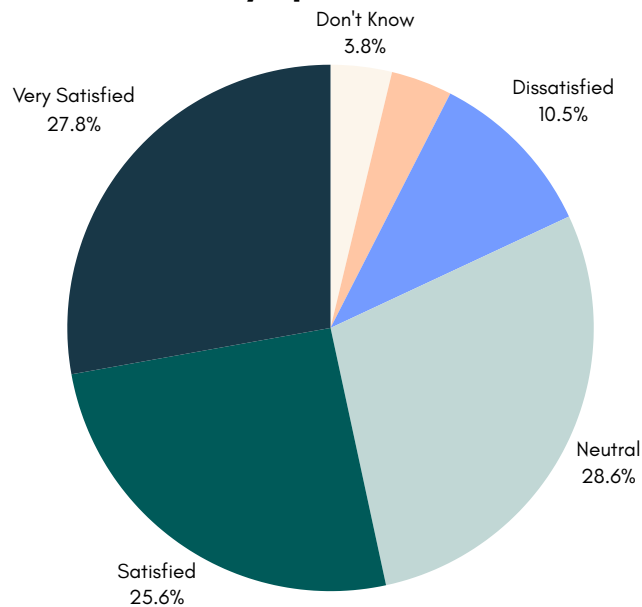


How satisfied are you with the following:

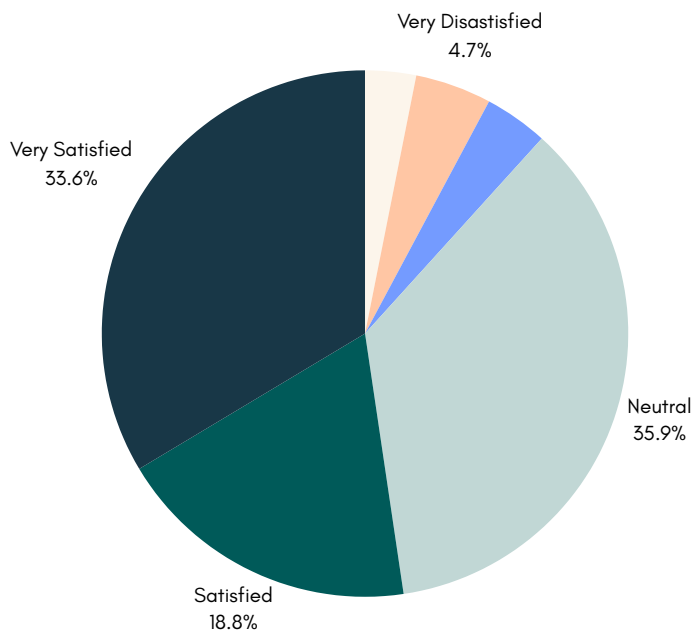
Library's Meeting Room



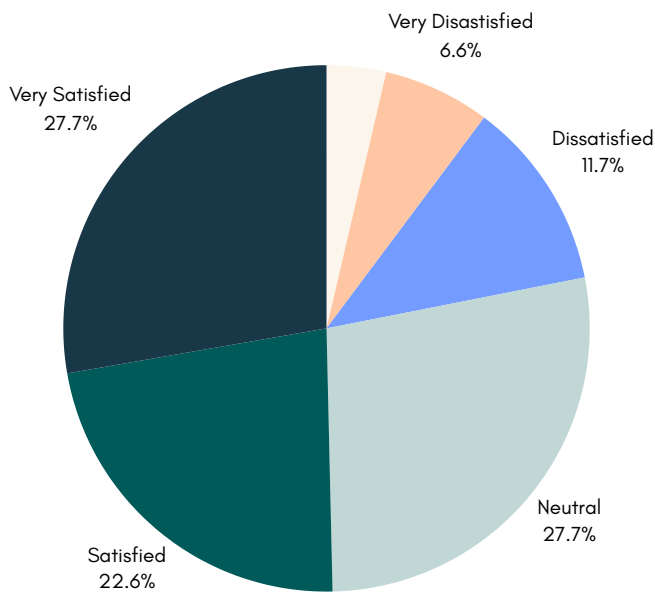
Children's Play Space



Teen Room

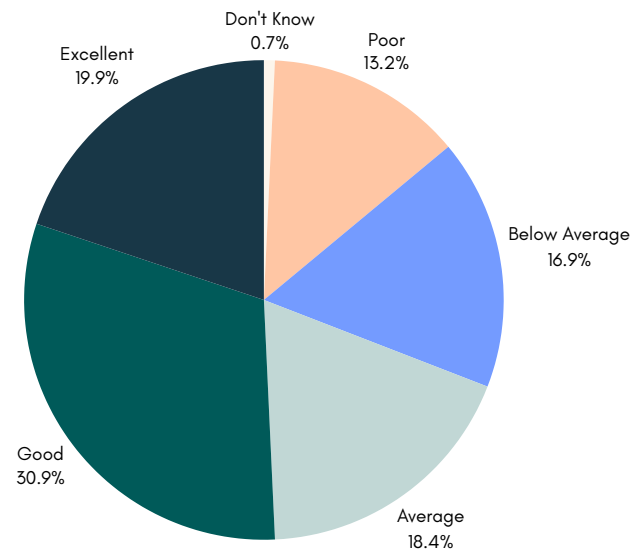


Adult Reading Space



Overall, how would you rate the library building and its physical spaces

Results: 51% of respondents rated the library building and spaces as either excellent or good.



Do you feel there are things the library does especially well? If so, please tell us:

Responses related to staff:

- The staff is incredible. They are active listeners and servant hearted for the community. They actively engage with patrons in a joyful manner.
- so friendly
- staff
- friendly staff
- the staff is very kind
- It's staff
- They are responsive to requests
- Customer service
- Seem helpful when needed.
- Librarians are helpful.

Responses related to space:

- Use of a small space
- Programming in limited space
- The staff have managed to do well with the limited space of the building as well as the aged maintenance systems (i.e. HVAC). Kudos on the creativity of using outdoor/green space for activities and events.
- The library is amazing at providing a variety of programs for all members of our community in a very limited space!

Responses related to materials:

- Library of things, board games, DVD options are excellent
- Ebooks
- I use the online books all the time!
- I love the games and other items to checkout

Responses related to library programs:

- Any of the kids programs are wonderful! We drive 30 mins twice a week just to come for story time my kid loved it
- All of the programs that Janis has implemented have been great!
- We love story time, but it and the children's area can be very crowded. I'm from Boone so I just keep thinking how nice it would be to have a whole floor where kiddos could play and make a little bit of noise!
- They do a great job hosting community events. My kids love events like the Elephant and Piggy event and the kick off to summer reading event.
- Programming is awesome and engaging. Staff works hard to be welcoming
- Events are very popular so advertising is good, but the events are underwhelming when so crowded and under funded for the amount of people that try to participate.
- Activities offered for the size of library we have. Love how they're involved in the community with tot splash etc.
- love storytime
- Family programming, community engagement, creating a welcoming and lively environment at events and in the library space
- Summer reading programs and engaging activities for kids and families
- Summer mystery program
- Kid activities
- Children's programs and activities
- The children's programs are exceptional! All the additional programs are great as well. Our library does so much with such small resources.
- I like the variety of programming available to all different ages and families.
- The library has many programs for different age groups.
- Children's programming seems very good even though I don't have any of that age.
- Family activities- activities for all ages available on a consistent basis
- Kids activities and programs
- Community events on the lawn, participating in parades, etc.
- We enjoy the storytimes 3x/week.
- I think it provides a wide variety of activities. I would love to see the programming grow.
- Special events
- hosting events
- Great activities that are well attended
- So many community activities!
- Children's programming is amazing
- Teen programming is great
- Programs and community involvement
- Activities are provided for all ages
- Having so many fun activities for all ages
- There stories times are amazing 🌞

Responses related to library programs:

- Provide free activities and programs
- Outside activity options. Classes
- Events
- Story time for the kids!

Other responses:

- Great Staff & Programming
- allowing excessive noise or creating of
- inclusive of all ages
- I love everything about the handpicked box
- Book clubs and hours are great. I appreciate how easy they make it to hold books
- love book pick service
- I love the personalized recommendations
- organization; kids programs; hours available
- Welcoming children
- Interacting with the community and getting young people interested in activities
- Helpful staff, great programs
- the library goes above and beyond for their public events, they're never boring and always so much fun to attend
- I feel like basically every event we've done to has been well run and we'll staffed. (We were especially happy with his the Trunk or Treat was run this year - we love the new configuration! It made a huge difference!) You guys do events very well. We do skip some events (dino fest, Dr Seuss day, mo Willems day) because it is just too many people in too small of a space, but the events themselves are always wonderful and well run. We love the clubs and adult options (murder mystery, BINGO, painting, etc) as well. All this to say that I think the library does events really well. I'm also very happy with a selection of puzzles, games, and other non-book things. Our family especially benefits from the board games. Also great toys in the kids area. And my kids love the new scavenger hunts!
- I love how helpful you are and how much planning goes into events
- Children's play space; taking suggestions
- Everything
- personal and positive
- children's programs and holding books
- the library does a great job keeping people informed about their events
- love that the library is open on Sundays. The staff is excellent
- This library is truly a gem. It would be even more wonderful if there was more space for materials & events.
- communicate, and work within their space limitations to offer excellent community programming. If there were more space, it feels like they could offer even more.
- The library staff have so many great options for all ages If the city would consider getting a bigger library just think of the endless possibilities

Other responses:

- Great variety of items to borrow. Great programming for all ages.
- Adult programs, library of things
- Build since of community
- Positive environment
- Advocating community events
- Events for the community, staff patience and kindness to kids
- Creative programming, practical collections
- Interactions with it's patrons, services it offers with the spaces and tools it has. Storytime is awesome!! We also love the scavenger hunts they do for the kids weekly now.

Are there ways you'd like to see the library change or improve? If so, please tell us:

Responses related to the library's collections

- More of a classic selection of books for teens and tweens. Newer teen fiction isn't always well written & I'd love more classic options.
- Even more online books.
- The system for organizing the children's books is incredibly confusing. Even the librarians sometimes struggle to find things, especially in the easy reader section. It takes a long time to find a book by age level and would be much easier if they were ordered by difficulty level instead of by author. Would you consider having a story time on either Wednesday or Friday for preschoolers who attend school on Tuesday/Thursday?
- MORE DIVERSITY--it is Hispanic Heritage Month---how are you drawing ALL folks unto the library??? What about Juneteenth?..not one mention.
- personally, i wish there was a wider range of books. more well known books in genres like horror fic or spiritual nonfic. that could just be me though.
- Larger collections of nonfiction books
- New movie
- can you buy the dvd "When Hope Calls" Season 2
- sometimes I'm reading a series and get disappointed when the library does not have the last in the series... especialy Christian books
- Following trending books

Responses related to noise:

- Wednesdays afternoons are especially loud and mild disruptive.
- Quieter, less public spaces for reading. Bigger selection of books
- reasonable noise levels from cell conversations to other disturbances

Responses related to the library building/spaces

- larger space for adult reading
- it needs to be bigger!
- we need a new facility
- bigger. Needs more non fiction and current books
- the public spaces need updating
- we need a bigger library
- we need a bigger teen space
- bigger library; more adult space; more books
- Bigger non-fiction section; bigger teen room
- More individual comfortable seating. Ex: Bean bags
- The library's bathroom to have a foot opener at the base of the door, or offer paper towels.
- I would like the library to have more space. Private tutoring/studying spaces are things I often hear requested. Also, the children's space and meeting rooms are too crowded.
- It would be nice to have the library move to a larger property so they could have more space for activities and a wider selection of books.
- It would be nice to have a larger space, but that takes a lot of money and not sure the citizens of Indianola are on board with that. I would happily vote yes on a bond issue, but suspect there is a long road before that could pass.
- new building
- A new building
- New building!
- Bigger space; more family activities
- Bigger library with more spaces for kids
- Larger space, easier to navigate website
- I'd like to see a new library building, one with larger spaces for children, more program rooms, and quiet spaces for adults. More windows would be nice.
- larger space would allow more programming. Would love to see more opportunities for residents to combat social isolation, see the library as more of a resource, etc.
- More space with more amenities
- A small space for conference calls. Kids tablets.
- Would love to have more space. Know it's coming but definitely needs to be a priority in our community. The creativity that the staff has could be even more amazing with more room
- More community meeting spaces, more individual study rooms
- New building and bigger space
- I would like for their to be a larger, safer, and more accessible building for the community. The library is truly the heart of our community and is need of a new space to meet the needs of a growing community.
- Indianola deserves a new, larger facility!
- The only thing is if it was bigger so there could be a larger selection of books
- Expand or replace the building
- A larger library would be great. More room for the children's area and a bigger room for story time and other activities

Responses related to the library building/spaces

- Just larger facilities, better bathrooms
- Let's get Warren County caught up and get that new library building!
- More space for all the ways the library wants to grow. Storytime can get pretty crowded, especially in the summer.
- More space. Fun events like the bigger parties (dinos, Dr Seuss, mo Willems) are overcrowded, uncomfortable, and overstimulating because there are just too many people. Same with story times during the summer. The children's play area also gets crowded very quickly.
- The physical space is unpleasant, needs windows
- It would be nice to have a bigger area for the play zone so when there's a lot of kids there is still room on the ground for the kids to play
- Larger library so that actual print copies of books can be shelved/housed there. So many books can now only be accessed digitally, etc.
- Space.
- The City needs to purchase and remove the existing homes on the library block. The existing library could then be added to with a new entrance and driveway rerouted to lead to it. Consideration should be made to 1. add a 2nd floor to the building, provided it is handicap-accessible, 2. utilize 2nd floor for reading areas, possible play area, and small meeting rooms/areas, and 3. work with the Methodist Church for guest parking, and County for staff parking (at annex).
- It would be nice to have an adult lounge area, with comfy (cushy) couches and chairs to relax in. For people who stop and read at the library or stop to use the WiFi. The current seating is probably as old as the library building itself. It is not very comfortable to sit in for more than a few minutes, at least for some of us disabled individuals. Also having spaces where people can use the WiFi and work or have 2 or 3 person meetings might be a nice addition. I met with a government worker there a few times. She is from Knoxville and had no other free place to meet up here in Indianola. So she would always work at one of the adult section tables. There was a time or two we met via Zoom, between her other meetings. It was harder for her, since she was at the library, with other people around. The big meeting rooms are too big for that purpose, and often have other things going on in them. So she never felt comfortable reserving one.
- Please focus on fixing the building you have and make it more user and employee friendly. The library can be a functioning and excellent resource to the community without filling the lot from sidewalk to sidewalk and ruining another neighborhood in town. Thankful for the library and excellent staff, but equally thankful the new city council slowed down the enlargement that was ridiculously proposed.
- Size is too small. Need more book space, seating space, activities space
- Bigger building - same location
- I'd like it to be larger
- I would definitely like to see the library updated and expanded to meet the needs of our growing community
- More private and quiet reading/computer areas.
- The smell in the library right now has kept me away---is it even safe??????

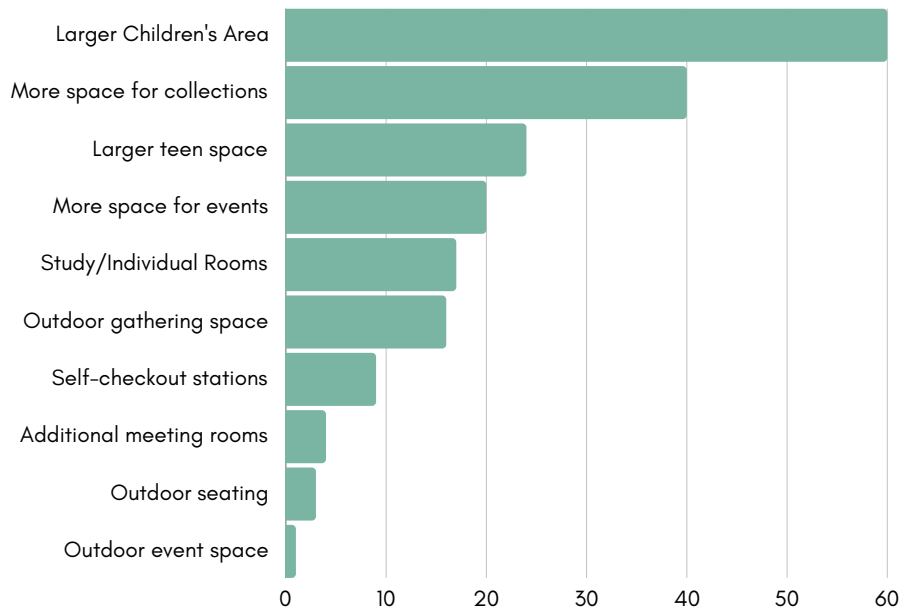
Responses related to programs:

- I like the events, like painting nights or murder mysteries and I wish there were more of these. I'm often unavailable on the one night it's offered.
- Our family would like to see more educational, stem, and creative writing programs. Early childhood literacy programs teaching and working with kids on reading, phonics, extra remedial assistance and speech development classes. Help kids develop a real passion for reading doing cool projects with them pertaining to book studies (be inclusive to 8 year olds and up).
- Just keep offering more programs.
- Consistency with story time. I believe it stopped for a while last August? I'm not exactly sure I just know I showed up for it once at the usual time and was told it wasn't happening that week.
- More adult programs
- Additional classes.
- When offering adult programs have child care as well. It something makes it hard to come if no child care
- I love the book club, but wish I knew how the books were seleccted and if I could put input in the selection process. Can you have two of each book so we don't have to wait if one is checked out?
- Story time later

Other responses:

- Everything is all right nothing to change.
- I would like to see the library open at 9 or 9:30
- I wish the library opened at 9:00 on weekdays so o could bring my toddler in before nap time. It was nice when it was open early for story time this summer. I'd also love to see Indianola get a bigger and more modern library with a larger kids area and play space.
- More outreach for community.
- larger meeting rooms and newer books
- keep it as is
- Larger library, more books, better reading areas, more things for older teens...
- I would love to see more space and books

If the library were to expand or renovate, please rank what you would like to see at the Indianola Public Library:



If the library were to expand or renovate, what would you like in a new library?

Responses related to children & teen spaces:

- I have young children, so my opinions don't well reflect the needs of the community. Perhaps more set apart reading areas for adults away from children? But the children's areas in some libraries are truly incredible!
- A larger and safer area for children/teens to gather that is away from the general public.
- Kids and teen space increases
- More room for little kids to play/learn
- Ideally a splash pad next door! But mostly a larger children's section with more toys and space to play- preferably sectioned off so kiddos can make a little noise and explore with lots of reading nooks.
- I would like my kids to have more space geared towards them.
- I would like more variety in age group offerings. There are teen spaces and events and spaces and events for little kids. It would be nice for upper elementary kids to have things geared to them. They would love to get the monthly boxes.
- Additional space/toys/play area for children

Responses related to adult spaces:

- A reading area that has quiet space and minimal disruption from library traffic. A designated space for technology (computers and related equipment) which is away from the general traffic flow.
- Little Cafe
- seating area, larger collection
- computer labs, reading area

Responses related to the location and exterior:

- One that fits the neighborhood
- Yes - in same location....ability to walk and bike to library from the Square
- Windows
- Centralized location to support the square
- A reflection of Indianola's past, present & future. A slightly-modern building architecturally (like courthouse) but also incorporating materials from existing building that would need to be removed for expansion (bricks to become walkways, etc.).
- There would need to be more parking.
- All the things listed in the other questions. I do think location is important as I see an increased homeless population using library facilities throughout the day. A new location could restrict access for people without transportation access.
- More space for collections and an architecturally beautiful building. Carnegie wasn't wrong

Other Responses

- Variety of personal use spaces. Separate kids area to cut down on noise.
- Please do not try to replace all other event spaces and compete with private businesses.
- No smell!!!
- More selection is the big kicker for me. But that teen space would be super awesome
- Larger collection, more space for events, and private study rooms.
- more community events for teens and adults
- Larger area for everything---resources, activities, etc.
- Energy efficient. More space for meetings - hanging out. Make it more comfortable.
- Bigger collection, bigger space for storytime
- Enough space to continue hosting community events in a growing community.
- DIVERSITY
- Larger collection, better reading areas, quiet rooms, more teen activity options...
- Something pleasant and inviting
- Book catalog, separation
- Better lighting. Brighter more welcoming space. Sitting area more comfortable.
- SPACE for collections, outdoor space
- More Christmas activities
- The number one thing I would like to see is more space for events. Events are overcrowded and uncomfortable a lot of the time if they are held indoors.
- more space for bigger inventory/collections, have a decent seclusion from children area vs other areas, outdoor seating with scenery, and larger activity rooms and teen hangouts
- Other than what I've already mentioned: Especially for neuro-divergent (autistic, ADHD, etc) individuals - BOTH kids and adults: Having quiet, sensory safe spaces if the main library areas get too loud or bright Conversely, having a (sound proof) space individuals can go to if they need to be noisy (need to stim, in a melt down, etc) Having comfy, alternative seating for those who need it Lower priority - a drive thru (or curbside) option for pickups (holds) or returns (things that can't be returned in existing outdoor book drop). For disabled (or sick) individuals who are unable to go inside, or for whom it would be difficult. (an app, or other easy way to contact for curbside pickups/drop offs, if that option)
- Not in favor of a library expansion, but I'd prefer a larger electronic library
- More space, outdoor area for kids, self check out, more activities for children to check out
- More space for community events. Our librarians offer amazing things already, excited to see what they could do with more space
- A storytime room that is connected to the children's area. Indoor and outdoor spaces that would make the library a destination space for families. A comfortable, cozy space for adults to work and read. A more colorful space with a variety of seating.
- More room for the teens, more space overall, more space in the reading area.
- ability to offer more services to the community

Is there anything else you'd like to tell us?

Responses related to the building:

- we just need more space in general
- more space for free food
- time for a bigger library. This place is always so busy every time I visit. We are bursting at the seams
- Within the bathrooms, add foot openers at base of doors to open door. Or provide paper towels.
- Please do not put the children's area on the second floor. Please have an entrance door closer to the parking lot. As someone bringing a child in a car seat and another small child every step counts!
- Tell the city that improvements to the library are just as important as the others. You have to keep the facilities in working order and up to date
- There seem to me to be an odor in the building. It has gotten better over the past few weeks, but initially I could not even stay in the building for any length of time.
- Please add step stools in bathrooms and near drinking fountains
- Children are so noisy but that's because the library is too small; we need a bigger space for adults to read and a bigger selections for adults! Our library needs to grow with the community! This is way too small for a population of 15,000 people!

Responses related to library staff:

- The staff is amazing ! 🌟
- You guys are amazing! We are so thankful for the library and the staff and it's clear that you want the library to work for the people who use it.
- You have wonderful staff! Janis is the best.
- Our library is amazing because of the people that work there. Change the looks and space size but keep the heart, the employees
- We are lucky to have such wonderful staff who are very helpful and always pleasant.
- They do great work within the current space limitations!
- The passion for your job and space is recognized!
- Jacy and China are especially helpful, please thank them for me

Other responses:

- love the staff better here but my old library had a better selection
- The children and teen section is a huge improvement over the old building
- it's just right
- I am sincerely thankful for IPL every day. I love the online receipts and all the information they provide, ie. How much money I saved by checking out books. I have no criticism at all. I am thankful for you! You keep me happy and sane! I mean that!
- Keep up the great work.
- I would like all these changes without an increase in city taxes.
- You all do a wonderful job!

Other responses:

- Love everything you do for our community! Including food pantry items, Souper Bowl, library of things, book displays, programs for everyone.
- You are awesome!!
- Thanks for doing the survey
- We love our library!
- Thanks for all you do!
- Keep up the great work!
- Thank you.
- Thank you for serving the community.
- Keep up the amazing work
- I enjoy it!
- Feature more variety of resources: You list New York Times Bestsellers, what about other "lists"? Pulitzer Prize winners, Booker Prize winners, American Book Award, Oprah Book Club, Reese's, Good Morning America, NAACP. Embrace all community--bi-lingual story time. International activities--Take the community out of their comfortable space, create conversations.
- I hope you don't go to self-service check out stations. I love the interactions we have with the librarians at check out & I'd hate to lose those face to face interactions to a computer.
- The library is our second home. We love it and we love being friends of the library. Would it be possible to have a specific section in the children's area for "non-traditional" family and sexual orientation literature? Instead of having it scattered throughout the rest of the library? That way if it is a topic families specifically want to engage, they can find it easily, but if it is something parents are not comfortable discussing with their kids (yet) they will not be caught off guard by it? Similar to the way that books on various religions are clearly sorted and identified?
- I think we need to work on literacy development and the passion of reading, writing and science/stem at our library.
- The City needs to stop treating the library as the proverbial "red-headed step-child". Serious attention AND MONEY needs to be provided to this institution that serves the ENTIRE community.
- nope, that's it. I love the indianola public library and its staff
- to keep the library at library noise levels, not as the current situations go
- You are all doing a good job! Thanks you for your continued efforts to expand and improve upon what the library offers
- I wish this library was much quieter like other libraries

January 2024

Director's Report

Staff have been very busy prepping for a full schedule of programs this spring, including two major children's events and the Soup-er Bowl this month. They are also working on the summer schedule which promises to be bigger than ever.

Entryway Project

The flooring project was completed on time and looks great. Thank you to Dawn, Sally, and Alison for choosing the tiles. While the building was closed staff accomplished many tasks, including inventory and prepping for spring events.

Circulation



Print	Dec 2021	Dec 2022	Dec 2023	YTD-FY22	YTD-FY23	YTD-FY24
Adults	2,934	3,087	1,903	19,805	21,947	21,910
Teens	363	400	177	3,455	3,412	2,939
Children	3,389	3,374	2,102	25,694	26,476	28,060
Total	6,686	6,861	4,182	48,954	51,835	52,909

Entertainment	Dec 2021	Dec 2022	Dec 2023	YTD-FY22	YTD-FY23	YTD-FY24
DVDs & Video Games	1,093	1,263	587	6,904	8,755	8,732
Magazines	161	145	60	1,073	1,088	765
Audiobooks	139	135	73	936	1,097	858
Games & Puzzles	272	424	334	1,740	2,561	3,151
Library of Things	61	41	21	234	408	331
Total	1,726	2,008	1,075	10,887	13,909	13,837

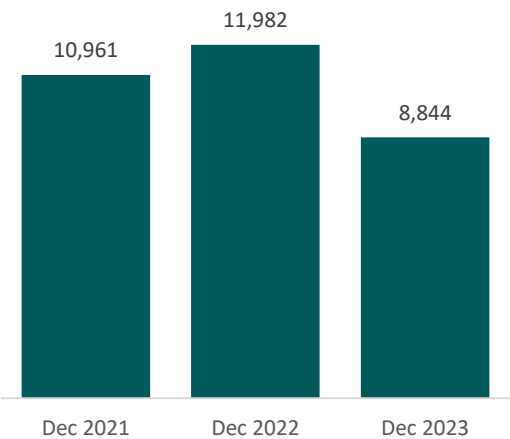
Digital	Dec 2021	Dec 2022	Dec 2023	YTD-FY22	YTD-FY23	YTD-FY24
Ebooks	1,432	1,623	1,708	8,709	9,992	10,583
Eaudio books	1,058	1,301	1,466	6,129	7,479	9,312
Digital Magazines	59	51	303	306	384	999
Streaming Videos	0	138	110	1	494	1,007
Total	2,549	3,113	3,587	15,145	18,349	21,901

Total	Dec 2021	Dec 2022	Dec 2023	YTD-FY22	YTD-FY23	YTD-FY24
	10,961	11,982	8,844	74,986	84,093	88,647

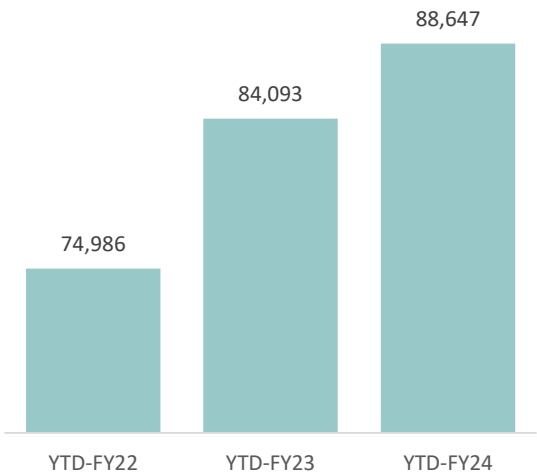
Circulation



Monthly Circulation



Year to Date Circulation

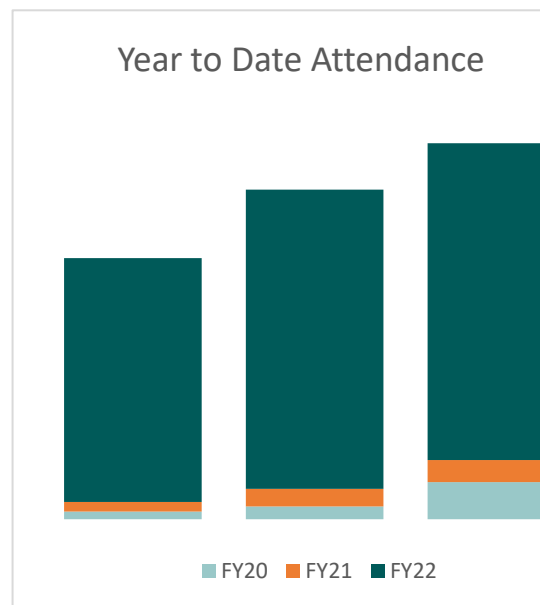
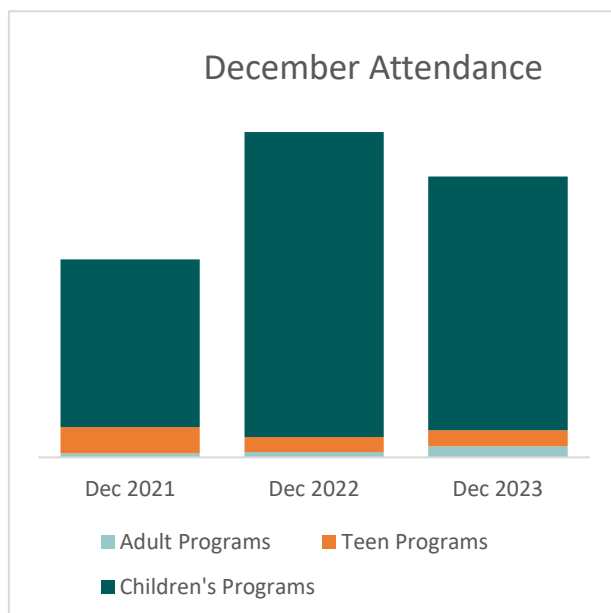


Library Programs



Attendance	Dec 2021	Dec 2022	Dec 2023	YTD-FY22	YTD-FY23	YTD-FY24
Adult Programs	12	15	32	166	273	755
Teen Programs	75	44	46	321	434	528
Children's Programs	483	878	731	4,161	5,108	5,409
Library Meetings	8	7	21	122	131	132
Total Attendance	578	944	830	4,770	5,946	6,824

Number of Programs	Dec 2021	Dec 2022	Dec 2023	YTD-FY22	YTD-FY23	YTD-FY24
Adult Programs	4	3	8	34	37	56
Teen Programs	7	4	3	35	32	27
Children's Programs	26	39	31	155	175	171
Total Number	37	46	42	224	244	254



Library Services



User Statistics	Dec 2021	Dec 2022	Dec 2023	YTD-FY22	YTD-FY23	YTD-FY24
New Library Cards	44	54	32	407	560	476
Door Count	4,471	5,097	3,350	32,131	36,974	39,221
In-House Browsing	362	452	240	2,892	3,602	2,901
Number of Home Deliveries	5	6	7	29	40	54
Number of Home Delivery Items	103	71	89	575	490	718
Interlibrary Loans (IPL loaned)	16	11	13	95	98	107

Computer Usage	Dec 2021	Dec 2022	Dec 2023	YTD-FY22	YTD-FY23	YTD-FY24
Public Computers	229	277	144	1,395	1,788	1,954
WiFi Sessions	304	566	403	1,721	3,868	4,644
WiFi Unique Users	135	227	159	752	1,496	1,760
Mobile App Launches	873	1,652	1,103	5,510	9,702	10,520
Mobile App Page Views	1,051	1,775	1,840	6,515	10,738	12,628

Public Meeting Room	Dec 2021	Dec 2022	Dec 2023	YTD-FY22	YTD-FY23	YTD-FY24
Number of Meetings	7	11	5	58	58	79
Meeting Attendance	73	58	27	202	359	507

