



CAMP VERDE COMMUNITY LIBRARY

130 Black Bridge Road Camp Verde AZ 86322 | 928-554-8380

MEMORANDUM

TO: Russ Martin, Town Manager
FROM: Kathy Hellman, Library Director
SUBJECT: Monthly Report September 2020
DATE: 10/7/2020
CC: Department Heads, Town Council

Report from the Library Director: A large part of our circulation in the past couple of months has been due to renewals of items people have out. In June, the Yavapai Library Network began auto-renewing items for public and academic library patrons. Borrowed library materials will be renewed automatically on their due date, with some exceptions. Items will NOT be renewed if:

- Another patron has requested it
- The item reached its maximum number of renewals (up to 3 times for most items)
- Your account is blocked due to billed items or fees of \$10 or more
- The item is a digital item, such as an eBook or downloadable audiobook

[Click Here](#) for details about how auto-renewals work for you.

Thank you to Alice Gottschalk for taking on the scheduling and tracking of the second phase of the LSTA grant-funded Community Assessment project. She agreed to take the list of 50+ names of community leaders our crew hoped to interview one-on-one, distribute them among staff, track progress and follow-up as needed. Eight library staff members have been going out into the community to interview a leaders from a variety of fields and professions. I appreciate the energy and time library staff have dedicated to this exercise, executed and successfully monitored by Alice.

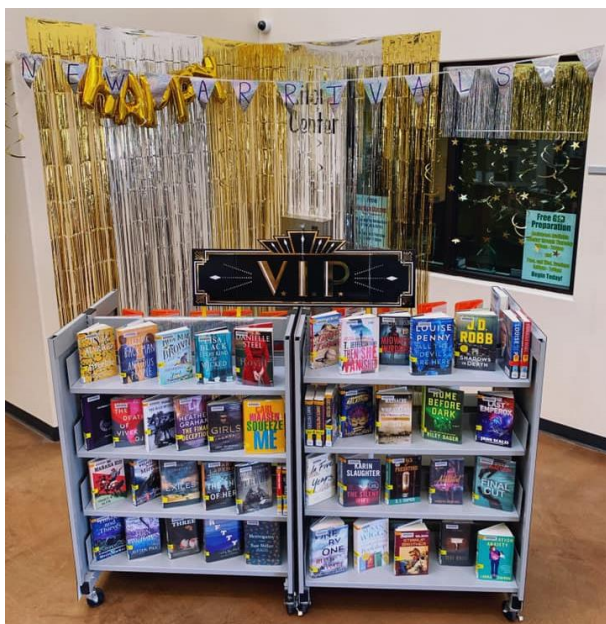
Report from Circulation: I enjoy it when a patron asks a question like, "What kind of plant is that outside the front of the door?" I walk outside with them and, using my smartphone, take a picture of the plant and answer their question in a matter of minutes. When they learn a new way to use their smartphone, their eyes light up and they can't thank me enough. This is one way we serve the community at the library. What seems like a simple tasks to me is a big thing to someone else.

Report from the Adult Library: I have had countless patrons tell me in the last few months how thankful they are for that the library has been open during the pandemic. With a limited number of libraries in Yavapai County open to visitors, they really appreciate being able to continue to check out books & movies, use the public computers, use the WiFi with their own laptop for school or work, and reserve the community rooms again.

Report from the Children's Library: In September the Children's area experienced an increase in families coming to the library to get books required for their online school requirements. September 15th began Hispanic Heritage month and we decorated one of the bulletin boards with a pyramid and the sun since Mexico is known as the "land of the sun." To celebrate, Spanish books were highlighted for circulation with biographies of Latino heroes such as Juana Inez de la Cruz, a women who became a nun so she could learn to read. I had a chance to read a book to a child in Spanish on a one-on-one basis and put to use some of the skills and tools I am learning through the current Early Literacy Training that I am taking. The young child enjoyed the book and her mother signed up for a new library card. Now, they both come often to check out books!

Report from the Teen Library: In September, the Teen Library partnered with AZ Humanities to host our first [FRANK Talk](#). The event registration, capped at 30, completely filled up. Fifteen people attended the actual event, held via Zoom, which is fantastic for our first venture into this virtual programming. In October, we will host our second FRANK Talk and plan to schedule new ones in November and December. The Adulting 101 video series has become a small collection of "how-to" videos that will eventually find a home on the Teen Library page of our website. We now have Plexiglas dividers for all of the tables in the Teen Library, so as we move into phase two of our reopening plan, we are ready to welcome small groups of teens back for study, gaming, and other activities.

Report from Tech Services: I wanted to find a way to bring attention to the new books, movies, and audiobooks we add weekly to the library, so I decorated a corner in the lobby to simulate a "Book Party." If you love to read, listen or watch come checkout our new books and media!



Report from PC Helpdesk: Patrons are using public computers for personnel business such as registering to vote, registering automobiles, and signing up for social security. Staff have helped many patrons apply for unemployment benefits and vehicle registrations this month. There has been an increased interest from community members looking to register to vote.

To really keep up with what is going on at the library, don't forget to follow us on Facebook at:

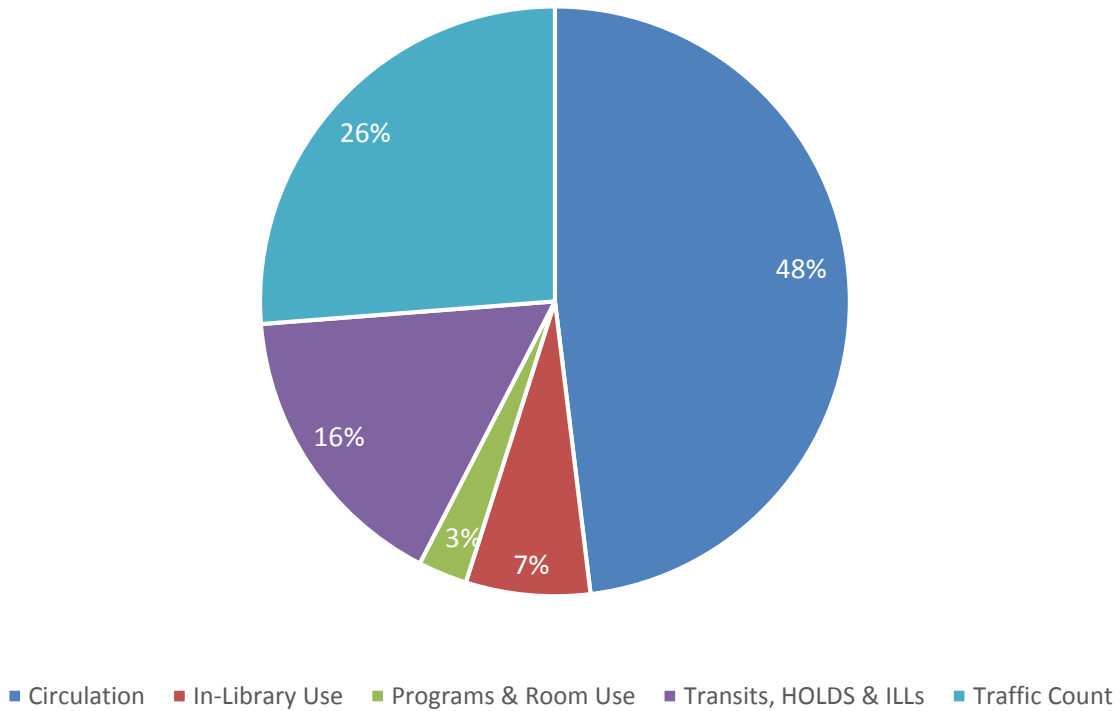
<https://www.facebook.com/campverdelibrary>

	Sep-20	Sep-19	% change	YTD-FY21	YTD-FY20	% change
In-Library Uses						
Traffic Count	4,682	8,415	-44.4%	12,887	26,395	-51.2%
New Cards Issued	59	82	-28.0%	153	207	-26.1%
Computer Use - All Ages	767	1,130	-32.1%	2,207	3,665	-39.8%
PC Helpdesk Answered Calls	95	n/a		404	n/a	
PC Helpdesk Missed Calls	78	n/a		220	n/a	
Requests for Computer Help	55	100	-45.0%	141	372	-62.1%
Reference Questions	47	81	-42.0%	148	322	-54.0%
Study Room Uses	45	60	-25.0%	94	183	-48.6%
Study Room Use - Hours	90	125	-28.0%	175	389	-55.0%
Study Room Use - People Served	45	76	-40.8%	120	221	-45.7%
Total In-Library Use	5,963	10,069	-40.8%	16,549	31,754	-47.9%
Library Programs						
Community Room Uses	16	41	-61.0%	25	117	-78.6%
Community Programs Attendance	119	332	-64.2%	700	861	-18.7%
Adult Programs	6	20	-70.0%	10	64	-84.4%
Adult Program Attendance	60	210	-71.4%	143	758	-81.1%
Children's Programs	23	24	-4.2%	62	77	-19.5%
Children's Program Attendance	84	233	-63.9%	743	651	14.1%
Teen Programs	6	15	-60.0%	26	37	-29.7%
Teen Program Attendance	50	273	-81.7%	121	491	-75.4%
Total Library Program Attendance	313	1048	-70.1%	1707	2761	-38.2%
Circulation						
Self-Checkout Use	2,779	1,457	90.7%	8,148	4,360	86.9%
Items Checked Out	3,441	5,219	-34.1%	10,774	15,242	-29.3%
Items Checked In	3,672	5,485	-33.1%	11,144	17,139	-35.0%
Renewed Items	1,469	1009	45.6%	5,066	2,876	76.1%
Total Circulation	8,582	11,713	-26.7%	26,984	35,257	-23.5%
Circulation Areas of Interest						
Audio Books	184	202	-8.9%	451	656	-31.3%
DVDs & Movies	1,538	2,323	-33.8%	4,502	6,721	-33.0%
eBooks	822	655	25.5%	2,537	2,131	19.1%
Laptops & iPads	13	103	-87.4%	39	228	-82.9%
Spanish Material	11	49	-77.6%	28	76	-63.2%
VOX Media Books	61	40	52.5%	131	113	15.9%
Children's Material	1,074	1,094	-1.8%	2,600	3,394	-23.4%
Teen's Material	394	536	-26.5%	1,127	1,733	-35.0%
Transits, HOLDS & InterLibrary Loans						
HOLDS Filled	1,108	1,126	-1.6%	3,318	3,580	-7.3%
Transit Items Sent & Received	1,760	1,656	6.3%	5,444	5,429	0.3%
CVCL ILL Items Going Out	18	31	-41.9%	51	84	-39.3%
ILL Items for CVCL Patrons	5	5	0.0%	10	16	-37.5%
Total Transit, HOLDS & ILL Activity	2,891	2,818	2.6%	8,823	9,109	-3.1%
Library Volunteers						
Number of Volunteers	14	26	-46.2%	32	75	-57.3%
Number of Hours Given	159	484	-67.1%	354	1,425	-75.2%
Average Hours/Volunteer	11.4	18.6	-39.0%	11.1	19.0	-41.8%
Collection & Development						
New Kids & Teen Material Added	32	71	-54.9%	155	187	-17.1%
New Books & Magazines Added	35	205	-82.9%	408	745	-45.2%
New Audio-Visual Material Added	130	191	-31.9%	295	416	-29.1%
Total Items Added	165	396	-58.3%	703	1161	-39.4%

Mending & Donations

Items Mended or Repaired	35	102	-65.7%	35	309	-88.7%
Donations Processed	612	1,557	-60.7%	1,037	6,118	-83.1%
Donations Cataloged	45	198	-77.3%	106	424	-75.0%

Library Use: September 2020



Library Use: September 2019 vs. September 2020

