

Library Advisory Board Report
August 15, 2013
John & Judy Gay Library Update
Prepared by Amy Albrecht, Library Manager

Since expanding to full hours in November 2012, the John and Judy Gay Library has continued to experience growing numbers of happy patrons visiting the library and applying for new library cards. This growth can be seen with the number of people visiting the library on a daily basis, the full capacity of the building, the increase in usage of the computer lab, and the circulation of the Library's various collections.

Check OUT numbers	May 2013: 52,390	June 2013: 67,747	July 2013: 72,156
	May 2012: 48,055	June 2012: 64,561	July 2012: 60,676

Check IN numbers for	May 2013: 35,800	June 2013: 43,802	July 2013: 53,041
	May 2012: 34,232	June 2012: 42,922	July 2012: 45,036

The staff also records a tally mark for each reference inquiry or interaction with a patron when that interaction is not a "normal" circulation function. Since moving to full hours, our team has also made an effort to staff the Information desk and patrons have enjoyed having a librarian at this desk to assist with questions, the computer lab, and reader's advisory. The additional staff and hours have changed the level of service we are able to offer the public, making it comparable to the service offered at Hall.

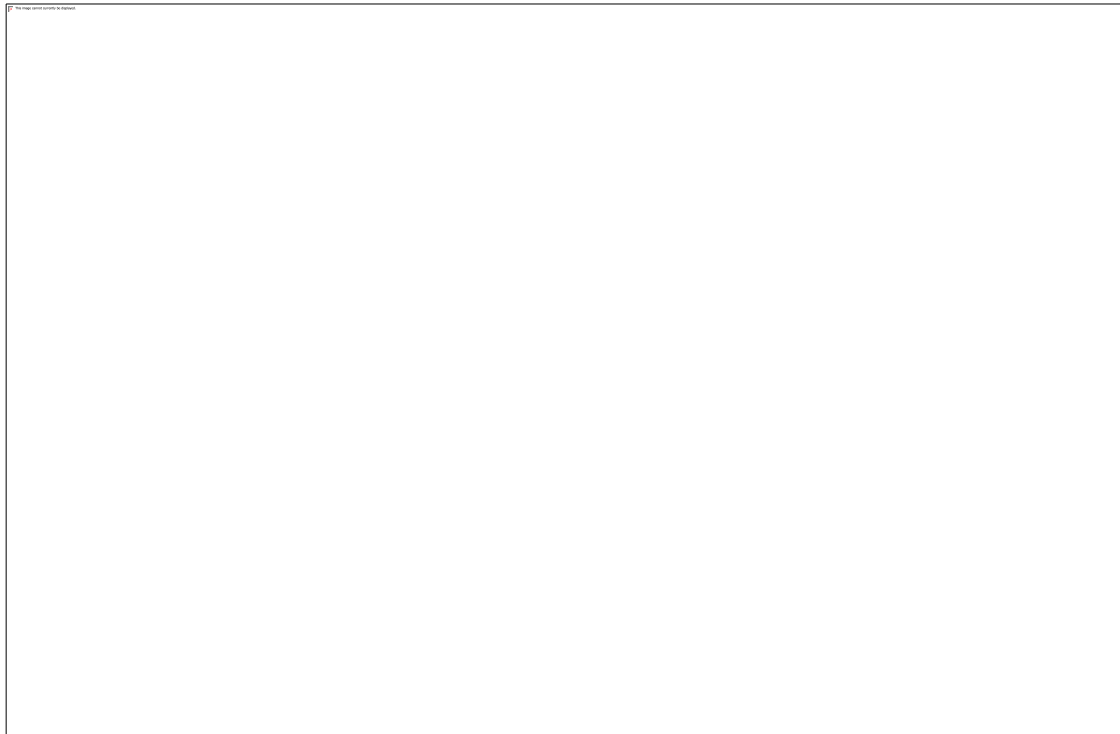
Tally marks for	May 2013: 4,518	June 2013: 8,365	July 2013: 7,941
	May 2012: 3,060	June 2012: 4,854	July 2012: 2,970

Additional changes have included the creation of a "Shelf Maintenance" slot on our daily schedule. Staff scheduled in this slot spend time on the floor straightening and picking up books, usually resulting in a full cart of materials that patrons have considered. Then they return to the back staff area to empty the bookdrop and place those returned items in the check-in area. This position has been helpful to keep the library and books in a presentable state during our busy summer. In the fall, staff will resume shelf reading duties to get our collections back in order.

JJGL has a large meeting room that can be rented out to the public. This room has been consistently filled with meetings for home owners associations, non-profits, and various homeschooling groups. The Library also partners with other city departments, such as Environmental Education and Community Outreach, which has hosted several successful programs at the library including building a rain barrel, composting, irrigation

101 and fall vegetable gardens. Martha Cavazos-Fipps, Environmental Coordinator, makes an effort during each program to talk about the resources and materials located within the library.

Staff has seen an increase in tutoring of students this summer which has put a strain on the one study room we have for public use. To adjust to this demand, the policy for the room now states that the room is for groups of two or more people. Individuals studying alone are directed to the Quiet Study area within the library. The Quiet Study room offers several tables and chairs within a “no talking zone” of the library. However, quite frequently this section is also full. It is common for all the tables and chairs in the library to be in use and several tutors now use the block tables in the Teen Zone or sit on the floor to tutor their students.



The John and Judy Gay staff welcomed the new Youth Services Coordinator, Michaela Watson to our team. Michaela rotates to this location on Tuesday afternoons and Wednesday mornings to assist with our youth programming. Preschool storytime and Music and Movement are extremely popular at this location with patrons and children waiting in the parking lot for our doors to open on program days. It is common to hand out all tickets to the 10:15 programs in under 5 minutes.

Summer reading has also been a success with all staff on board to hand out logs, help with programs, help with crowd control, and of course, to hand out prizes. Our team has handed out over 2,816 logs to children. To provide the best service during busy program days, we now staff the circulation desk with three staff members and the Information Desk with two staff members. Two staff members are also located in the back checking in materials that have been returned. Even with the additional staff in place, the pace is busy and lines form. Our team has been lucky that each team member has approached this busy summer with a positive attitude and a goal for the whole team and library to be successful. I am proud of the team here as they have stepped up to provide incredible customer service to patrons under extremely busy demands.

The library finishes the Summer Reading Program in August with two large family programs and moves into September to prepare for elections in October and November. Elections increase the number of patrons visiting the library on a daily basis and our team will be ready for the challenge. To help guide our team, I will be attending the Public Library Association Bootcamp - Results Are What Matters: Management Tools and Techniques to Improve Library Services and Programs, in August to learn about the roles of innovation, risk, and change in public library management; the impact of trends on local service priorities; the value of data-based decision-making; and the skills to effectively allocate resources. Following my training, Steve Sexton, our circulation supervisor, will attend a three day supervisor training in mid-August. Armed with this new information and strategies, Steve and I are up to the challenge of leading our team to provide the best service and resources to our community.