

Library Board Report - March 20, 2014
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The John and Judy Gay Library (JJGL) staff is a close knit team working together to successfully provide services, resources, materials, and information to the public. As library usage continues to grow, our team strives to provide a balance of these services while also dealing with growing pains, which are reflected in a need for additional group study rooms, more seating, monitoring of noise levels, and various other patron concerns.

The JJGL team includes a Library Manager, a Youth Services Coordinator, a Technology Librarian, a Senior Library Technician, and a Library Technician. The team is rounded out with four full time Library Assistants, five part time Library Assistants, and three Shelves. Additional staff from the Roy and Helen Hall Library rotates to JJGL to assist during peak times.

Since opening full hours (64 hours/7 days per week) a year ago, the team has become quite versatile in their roles, cross training on various desks to provide better customer service on the public floor. Team members are also trained to assist the Youth Services staff on programming days by handing out tickets, helping with crowd control, or assisting in the program. It has become necessary to double staff at the circulation and information desks to provide the best service to the public on programming days.

JJGL youth programs are popular and highly attended, with patrons coming for programming from McKinney, Frisco, Allen, and Plano. Due to the popularity of programs, tickets are handed out quickly and quite often patrons must be turned away. Building off this solid base of programming, JJGL recently began an Adult Book Club called BYOBook which meets one night a month and participants meet and discuss what they are currently reading. Attendance for book club has been promising with eight patrons attending the first few programs.

To further our efforts to expand Adult Programming at JJGL, the Technology Librarians from both library locations coordinate together to teach classes on how to download eBooks and audiobooks to various devices (Kindle, Nook, iPad, phones, etc.). These programs at JJGL have been quite popular and have been attended by over thirty people. JJGL also had the opportunity to partner with Collin College to present a program teaching the process required to start and run a small business.

When JJGL expanded its hours in December 2012, staff felt confident that the public would respond by visiting the library more often. Our goal was to provide consistent system wide services to patrons and expand our youth programming base. The response from the community was extremely favorable and visits to the library continue to increase to date.

JJGL check-out statistics for the first month with expanded hours reflects a 21% increase in usage over the previous year and illustrates this positive response.

- December 2012 35,390 checkouts (open 7 days a week)
- December 2013 42,926 checkouts (open 7 days a week – one year later)

Summer is the busiest time for JJGL with increased usage of 12% experienced last summer for visits, checking out and in of materials, and signing up for and enjoying the fun of the Summer Reading Program.

Check OUT numbers	June 2013: 67,747	July 2013: 72,156	Aug 2013: 61,184
	June 2012: 64,561	July 2012: 60,676	Aug 2012: 54,493

Check IN numbers for	June 2013: 43,802	July 2013: 53,041	Aug 2013: 47,582
	June 2012: 42,922	July 2012: 45,036	Aug 2012: 41,508

In January, the JJGL team began to organize for summer 2014. Since summer is the busiest time for our library, it is important for staff to be well prepared and ready to assist and respond to patrons. Preparations have included:

- Full time staff partnered with part time staff to review and/or teach several of the library's procedures including issuing Tex-Share cards, Interlibrary Loan, cash register training, computer guest passes, and feedback forms
- Library Manager attended, "Providing Customer Service While Dealing with Real People" an online course offered through the Texas State Library and attending the Public Library Association Conference in Indianapolis, Indiana to receive additional training
- Circulation Supervisor attended training - Team-Building, Mentoring, and Coaching Skills for Managers & Supervisors
- Full Time Staff attended training, "The Kids are All Right: Customer Service and Young People" a customer service webinar offered by the Texas State Library
- Library wide shelf reading of all collections and shelf cleaning of all shelving units
- Clean out and organization of the storage area for maximum usage of allotted space
- Maintenance of interior and exterior facilities including replacement of lights, touch-up of landscape, etc.

The John and Judy Gay Library was designed with future expansion in mind to include a dedicated children's area and more individual and group study rooms. The great usage of the library attests to the need for this expansion but until that time, our team will continue to work diligently addressing the needs of all patrons who visit this library on a daily basis.

