

MEMORANDUM

TO: Library Board

FROM: Victoria A. Chiavetta, Director of Library Services

DATE: April 6, 2017

SUBJECT: Director's Report for Library Advisory Board

Greetings Board! Although we still have things to work out, library staff and customers are settling into the new facility. The customer service model is working better now that we've made a few changes, customers are learning how to use the library and staff is learning what is effective and what isn't. It has required some team effort to figure out the details but I often say the Coppell library has the best staff ever and they are really showing their mettle. I am proud to be a part of such a dedicated group.

Workload Indicators

As you review the statistics for the month of February and March, you'll notice a healthy increase in circulation and gate count. The average increase in circulation from the time we reopened the doors is 35% (November through March). The gate count increase has averaged 98%. It's important to remember that these statistics are being compared to last year's numbers when the library was in its temporary location. If we look at FY14/15 instead, the first 4 months that we were in the new building, numbers were actually lower. I believe that it takes some time to build back up the customer base that we had prior to moving out and am pleased with the direction that gate count and circulation is taking.

Most other statistics are going up as well, compared to last year. Wi-Fi usage is extremely high and on a few days, we've had some problems with customers being able to access the Wi-Fi. Each time our IS department has responded quickly to resolving the problem. Catalog use, both mobile and stationary has increased tremendously. We are also seeing a good increase in customer cards.

Library staff have been gradually rebuilding our program offerings and planning the Summer Reading Program. In the month of March, attendance to programs increased 193% over last March! Staff are doing some wonderful things to bring people in the library.

An Assistant Library Director has been selected and will begin April 17th.

Programs

The author visit with Janice Kaplan, sponsored by the Friends of the Coppell Public Library went very well. Ms. Kaplan was very gracious and spent about 45 minutes answering questions and another hour or so signing books.

The library partnered with the Chamber of Commerce to present their Summer Expo on April 1st. We had around 200 people attend with a lot of activity going on during the event including a mariachi band from Austin Elementary School and dance team performances. It was a lively Saturday!

Between the Lines events were the focus of March 11-17. Each day the library hosted a Harry Potter movie in the teen area that 262 teens participated in that week.

Library Board Bylaws

Approval of housekeeping changes to the Bylaws is requested.

Strategic Plan Review

Friends of the Coppell Public Library Report

Youth Advisor Report

Library Board Goals & Objectives

FY17 Library Board Goals:

1. Participate in the implementation of the strategic plan
 - a. Promote library services in the community
 - b. Solicit volunteers in the community
 - c. Identify potential community partners
2. Support and promote the Friends of the Coppel Public Library
3. Promote the library by active individual participation in library programs, outreach and community events
 - a. Attend Library Programs and Council meetings
 - b. Represent the Library Board at City and civic events (i.e. Earth Fest, Farmer's Market)
 - c. Actively use social media to market library activities.

OUR VISION

The Cozby Library and Community Commons is the heart of the community where citizens are empowered to Imagine, Discover, Engage and Achieve in an environment that cultivates curiosity, collaboration and creativity.

OUR MISSION

We serve our community by helping our citizens develop their talents, acquire knowledge, embrace their passions, and fulfill their dreams.