Agenda

Dover Public Library Advisory Commission
March 17, 2020
5:00 PM

Conference Room

I. Call to order by Zach Carter

II. Minutes of January 21, 2020

III. Old business

A. Statistics: December 2019 & January 2020
B. Staffing status
C. Security in Library
D. Council on Libraries report
E. The Friends of Library report
F. Dover Library Foundation Report

IV. New Business

V. Other

Next meeting: May 19, 2020

Minutes

Dover Public Library Advisory Commission
January 21, 2020
5:00 PM

Conference Room

IN ATTENDANCE: Audrey Avery, Patricia Crosby, Matt Harline, Beth Petit de Mange, Jill Street, Bob Wetherall

CALL TO ORDER
Bob Wetherall called the meeting to order at 5:20pm.

Bob introduced the Interim Library Director, Patricia Crosby to the Commission. Patricia is a Library Partnership Director for Library Systems and Services. Patricia has been in libraries most of her career as a Library Director or Assistant Director. She is excited about finding the right people for the Library Director and Assistant Library Director positions for the Dover Public Library. She believes the City will have a really good experience with LS&S.

MINUTES OF NOVEMBER 19, 2019
After discussion, it was determined that a second to the motion to adjourn is not needed to adjourn a meeting and will be corrected in the November minutes. Beth Petit de Mange made a motion to accept the Minutes of November 19, 2019 with the correction. Jill Street seconded the motion. All were in favor. Motion passed.

OLD BUSINESS

Statistics: October & November 2019
In general Bob is seeing an increase in computer use and a slight decrease in wireless usage. Dover has the highest computer usage in the state. Programming was up in October and slightly down in November. Circulation and new library cards are down.

Staffing status
Audrey Avery announced that Kathy Joseph started last week as a part-time Librarian I in Adult Services; Teresa Howerin started as a Library Page today. Next week we have Oliva Hobbs starting as a part-time Library Clerk I in Circulation and Tracy Hatfield as a Library Page. The library still has one part-time Librarian I for Youth Services position open as well as the Library Director and Assistant Library Director. The City has a one year contract with LS&S to hire the Director & Assistant Director. Within that one year contract, the City will decide whether to transition the LS&S Director & Assistant Director over as City of Dover employees.

Security in Library
Matt reported that Sunstates Security started their contract on December 3, 2019. In general they are doing a great job. They are issuing one incident report about every other day. The security contract allows for the guards to carry a weapon; the City has decided that this is not an option at this point.

The library received excess reciprocal borrowing monies from Kent County in the amount of $125,000. This money will be used to have exterior cameras placed on the library, which will be fed back to the Dover Police department. The original police grant funding fell through. The library is also having more key cards installed on doors including the restrooms, A/V upgrades in the Children's Program Room and Small Business Center and the library will be painted.

Council on Libraries report
Bob reported that nothing involving Dover was discussed at the last COL meeting.

The Friends of Library report

The Friends met earlier in January and discussed the annual luncheon being planned for library staff and volunteers on February 12, 2020. The Friends make approximately $24,000 a year on used books sold through the Book Shop in the library lobby. There are approximately 15–20 active volunteers that work in the Book Shop. The annual meeting is planned for April 29, 2020 at 6:30pm in Multi-Purpose Room "B". The Friends have supported the library in the past year or so with A/V upgrades, stools for the Maker Space, the construction of several Little Free Libraries and the ongoing subscription to Book Page.

Dover Library Foundation Report

Margie Cyr has agreed to remain on the Foundation Board as Secretary/Treasurer. The annual board meeting will be held on February 27, 2020.

NEW BUSINESS

Other

Jill inquired about the passport office, which is doing well. Passports were down some in December but have picked back up in January. Business is up from FY2019.

The Maker Space is doing well and fully stocked. Along with all their technological offerings, they also hold weekly meet-up groups to include Purl-fectly Knit, Creative Crafting, Chix with Stix and Adult Coloring as well as Origami and Cricut Crafting. The 3D printer is used by appointment only.

Matt reported that Susan Elizabeth Cordle and Rosie Muijca did a segment on DelMarVa Life about the Winter Reading Program which aired on WBOC. The Delaware State News did a story about the hiring of a new Library Director which included a photo of Matt and Library Clerk, Hallie Lightfoot.

Matt announced that Robin Eaton is taking over as the Parks & Recreation Director, Robin has been with the City for several years in the Public Works department and will be an easy transition over to Parks & Rec. Parks is working on getting the Little Free Libraries re-stocked. The Elks Club is interested in providing several more Little Free Libraries for the City parks.

Beth made a motion to adjourn. All were in favor. Meeting adjourned at 6:40pm.

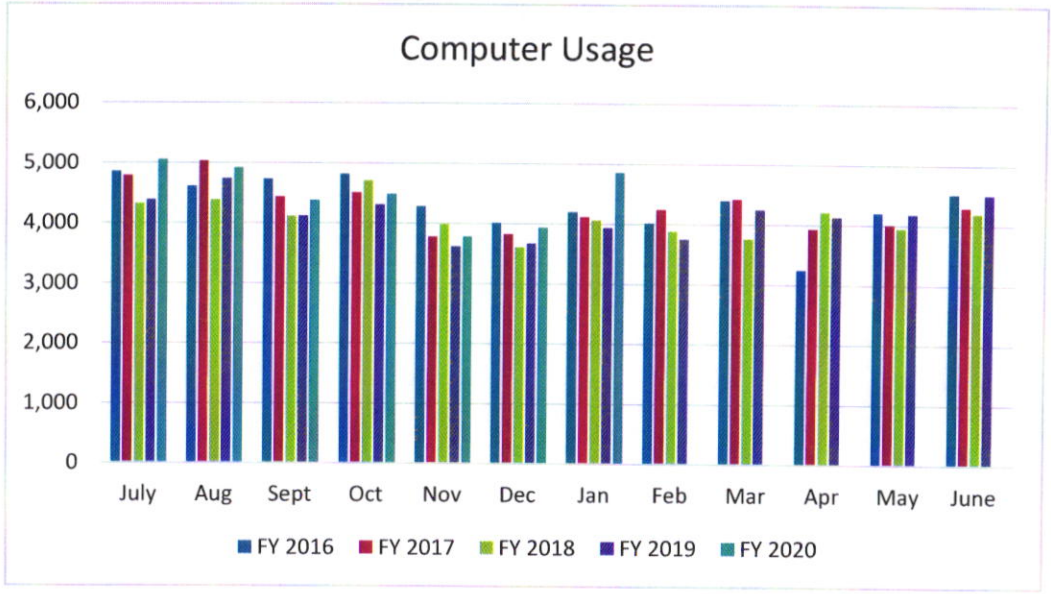
Next meeting: March 17, 2020

Dover Public Library
Usage Statistics

FY 2019-2020

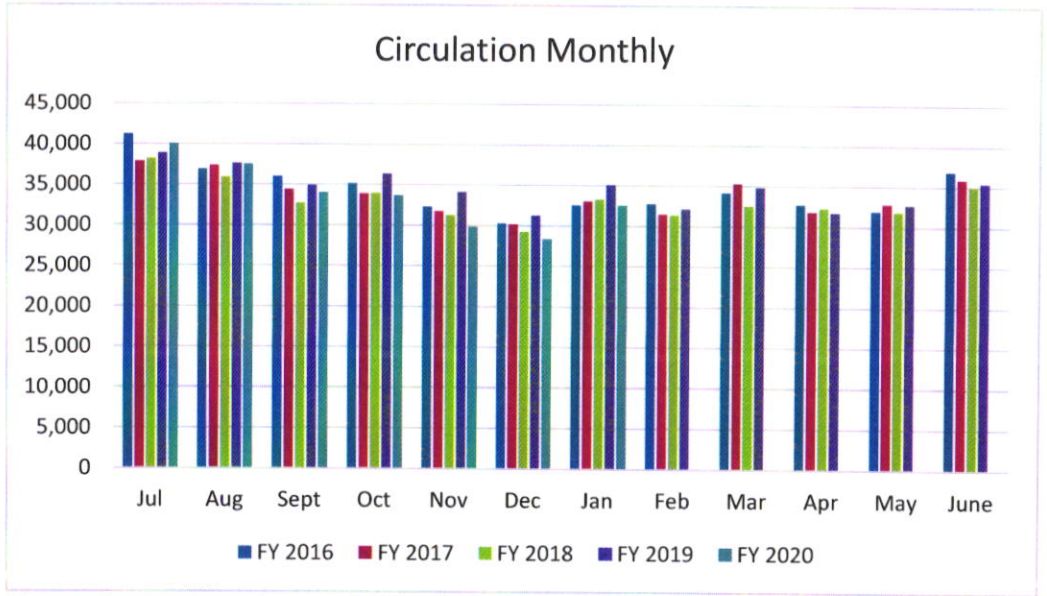
Computer Usage - Monthly

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
July	4,855	4,784	4,319	4,386	5,059
Aug	4,609	5,029	4,381	4,735	4,920
Sept	4,734	4,432	4,112	4,119	4,382
Oct	4,819	4,509	4,708	4,311	4,487
Nov	4,284	3,775	3,983	3,616	3,782
Dec	4,013	3,824	3,606	3,669	3,939
Jan	4,199	4,113	4,060	3,938	4,852
Feb	4,015	4,242	3,884	3,748	
Mar	4,396	4,415	3,759	4,248	
Apr	3,248	3,929	4,213	4,131	
May	4,204	4,004	3,949	4,183	
June	4,518	4,293	4,200	4,507	
	51,894	**51,349**	**49,174**	**49,591**	



Circulation - Monthly

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Jul	41,222	37,834	38,187	38,881	40,010
Aug	36,902	37,336	35,904	37,609	37,510
Sept	36,013	34,395	32,735	34,910	34,040
Oct	35,142	33,897	33,971	36,335	33,679
Nov	32,321	31,758	31,257	34,124	29,863
Dec	30,291	30,162	29,240	31,275	28,376
Jan	32,562	33,063	33,303	35,072	32,588
Feb	32,787	31,481	31,392	32,125	
Mar	34,175	35,264	32,537	34,835	
Apr	32,753	31,836	32,308	31,729	
May	31,947	32,825	31,878	32,688	
June	36,854	35,860	34,993	35,413	
	412,969	**405,711**	**397,705**	**414,996**	



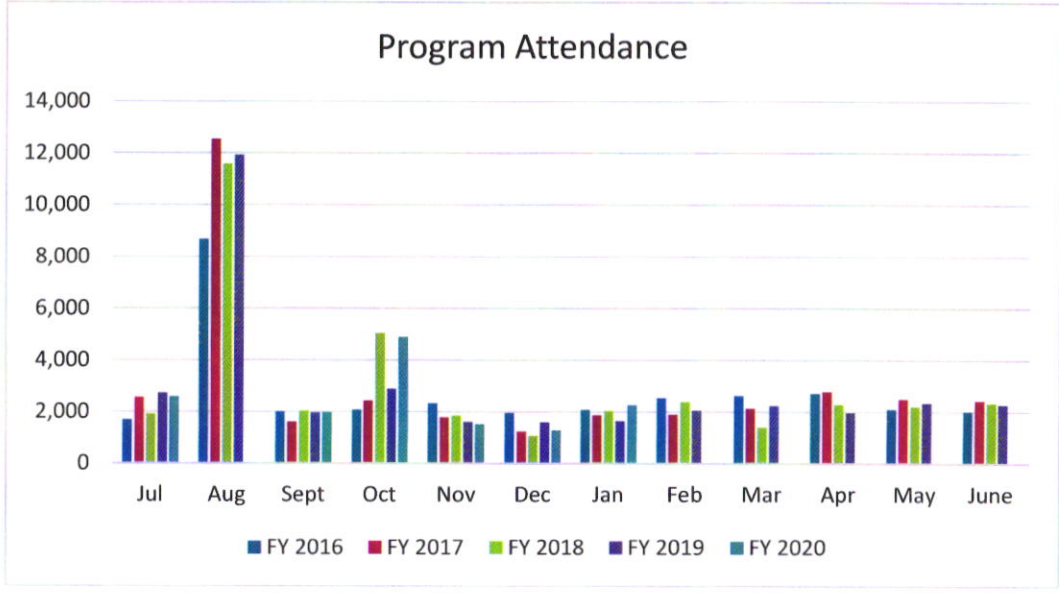
Dover Public Library
Usage Statistics

FY 2019-2020

Program Attendance - Monthly

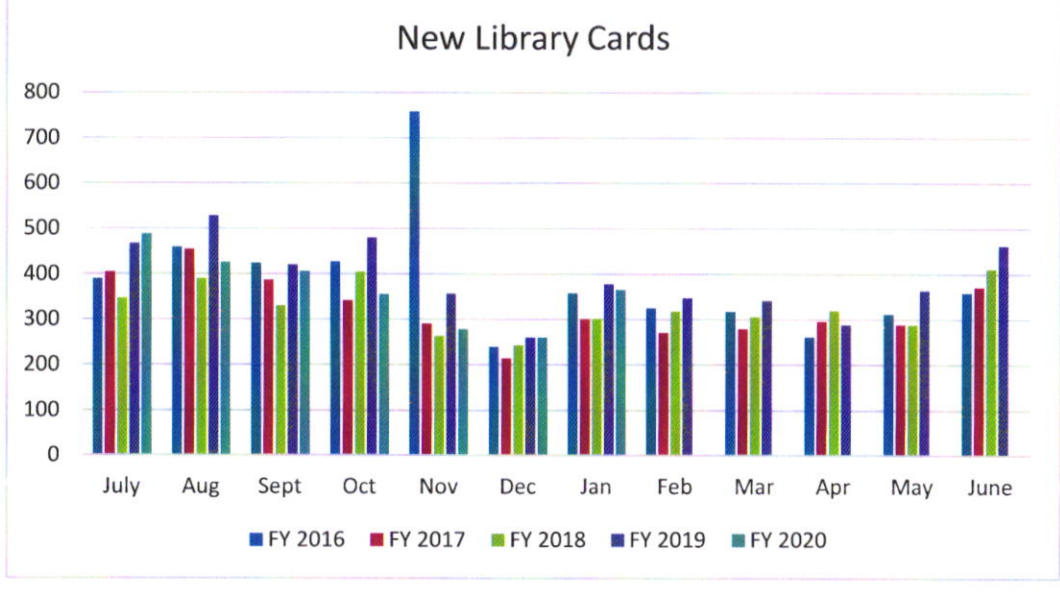
	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Jul	1,683	2,553	1,908	2,728	2,590
Aug	8,673	12,529	11,586	11,920	1,938*
Sept	1,994	1,594	2,031	1,960	1,965
Oct	2,066	2,430	5,044	2,887	4,895
Nov	2,317	1,767	1,846	1,597	1,508
Dec	1,945	1,222	1,066	1,588	1,270
Jan	2,066	1,852	2,026	1,631	2,254
Feb	2,541	1,884	2,396	2,038	
Mar	2,624	2,112	1,400	2,223	
Apr	2,710	2,779	2,275	1,959	
May	2,094	2,495	2,195	2,344	
June	2,005	2,424	2,337	2,267	
	32,718	**35,641**	**36,110**	**35,142**	

* Did not collect attendance for Comic Con in 2019



New Library Cards - Monthly

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
July	389	404	346	467	488
Aug	459	454	390	528	426
Sept	424	386	330	420	406
Oct	427	341	405	480	355
Nov	758	290	263	356	278
Dec	239	214	243	260	260
Jan	357	300	301	378	366
Feb	325	270	318	347	
Mar	317	279	306	341	
Apr	261	295	319	288	
May	311	288	288	364	
June	358	371	411	462	
	4,625	**3,892**	**3,920**	**4,691**	

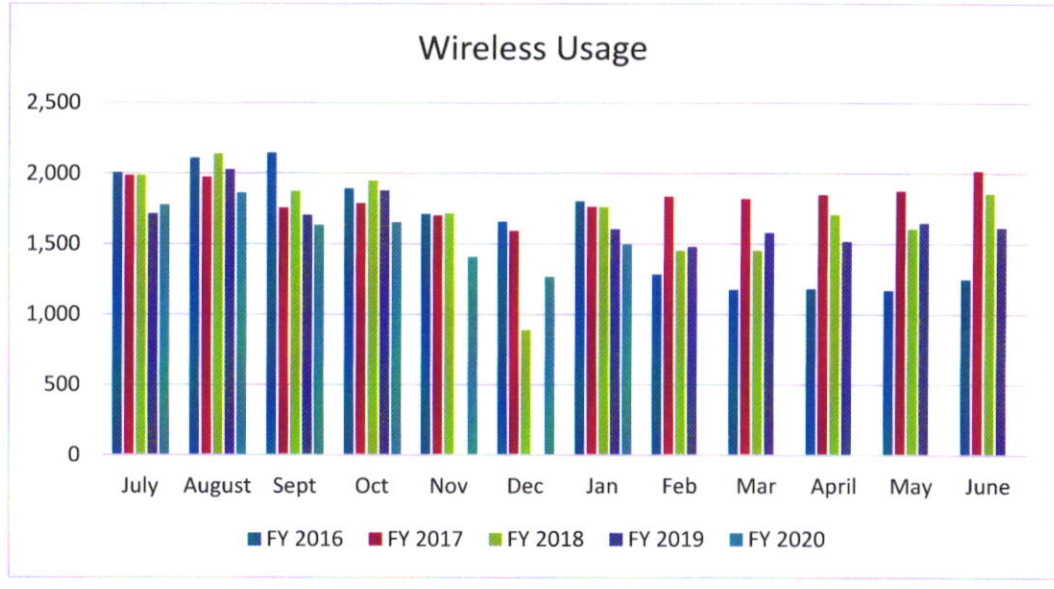


Dover Public Library
Usage Statistics

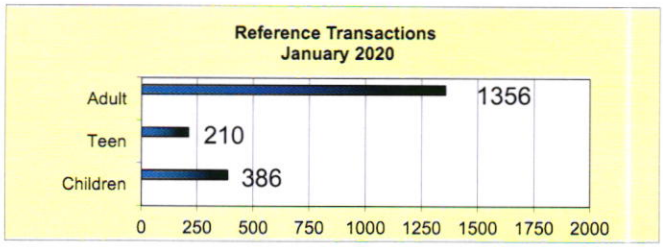
FY 2019-2020

Wireless Usage - Monthly

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
July	2,005	1,985	1,988	1,713	1,777
August	2,109	1,973	2,140	2,027	1,862
Sept	2,147	1,753	1,872	1,703	1,632
Oct	1,892	1,785	1,948	1,875	1,652
Nov	1,711	1,699	1,715		1,406
Dec	1,655	1,590	886		1,264
Jan	1,800	1,759	1,759	1,604	1,497
Feb	1,283	1,833	1,451	1,478	
Mar	1,175	1,816	1,451	1,578	
April	1,180	1,846	1,709	1,518	
May	1,169	1,874	1,605	1,646	
June	1,246	2,017	1,856	1,612	
	19,372	**21,930**	**20,380**	**16,754**	



DOVER PUBLIC LIBRARY



Circulation	Jan. '20	FYTD '20	Jan. '19	FYTD '19
Dover Residents	17,696	129,609	18,816	137,562
E-Books	3,449	23,720	3,353	22,059
Kent Residents Total -	9,319	68,241	10,959	76,334
~Harrington	133		294	
~Milford	165		92	
~Smyrna	728		788	
~Unincorporated Kent Co.	8,293		9,785	
Non-County Residents	2,124	14,493	1,944	12,251
New Registrations				
Dover Residents	296	2,024	271	2,256
Kent Residents Total -	68	527	101	591
~Harrington	0		0	
~Milford	1		0	
~Smyrna	0		2	
~Unincorporated Kent Co.	67		99	
Non-County Residents	2	28	6	42

Registered Library Users as of 1/31/20		Registered Library Users as of 1/31/19	
City of Dover Residents	23,131	City of Dover Residents	23,787
Kent County Residents	7,409	Kent Co. Residents	7,469
Sussex County Residents	358	Sussex Co. Residents	365
New Castle Co. Residents	442	New Castle Co. Residents	435
Out of State	31	Other	40
TOTAL	31,371		32,096

Other				
*Visiting Patrons	21,987	159,436	22,673	157,605
Meeting Room Usage	448	3,343	690	5,070
Photocopier Usage	1,120	5,945	1,192	7,239
Computer Printing Usage	4,338	24,861	3,518	23,468
Computer Users	4,852	31,421	3,938	28,774
Wireless Computer Users	1,497	11,090	1,604	11,523
Inter/Intralibrary - Loaned	83		74	
Inter/Intralibrary - Borrowed	126		74	
Holds Sent	4,928		4,188	
Holds Received	4,456		2,812	
TOTAL	9,593	57,847	7,148	47,468
Tech Services/Items Added	1,641		1,794	
Tech Services/Items Deleted	701		1,416	
Passport Services	310	1,281	230	1,001

Monthly Highlights

- ►979 attended 94 program for adults.
- ►396 attended 36 programs for teens.
- ►879 attended 37 programs for children.
- ►18 volunteers completed 134.5 hours of service.

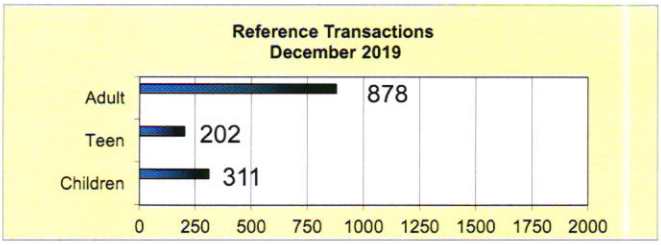
* Estimated Figure

Job Center Statistics

	January 2020	January 2019
Number of Walk-in Hours Open	50	44.5
Number of Walk-in Participants	118	103
Resumes and Cover Letters (Created/Edited/Critiqued)	0	0
Mock Interviews Conducted	0	0
Job Center Volunteers	0	0
Number of Volunteer Hours	0	0

263 attended 25 programs/classes coordinated through the Job Center.

DOVER PUBLIC LIBRARY



Circulation	Dec. '19	FYTD '20	Dec. '18	FYTD '19
Dover Residents	15,329	111,913	17,179	118,746
E-Books	3,200	20,271	3,150	18,706
Kent Residents Total -	8,296	58,922	9,403	65,375
~Harrington	165		207	
~Milford	103		79	
~Smyrna	522		530	
~Unincorporated Kent Co.	7,506		8,587	
Non-County Residents	1,551	12,369	1,543	10,307
New Registrations				
Dover Residents	211	1,728	195	1,985
Kent Residents Total -	48	459	63	490
~Harrington	2		0	
~Milford	0		1	
~Smyrna	5		3	
~Unincorporated Kent Co.	41		59	
Non-County Residents	1	26	2	36

Registered Library Users as of 12/31/19		Registered Library Users as of 12/31/18	
City of Dover Residents	23,133	City of Dover Residents	23,534
Kent County Residents	7,395	Kent Co. Residents	7,365
Sussex County Residents	361	Sussex Co. Residents	364
New Castle Co. Residents	445	New Castle Co. Residents	429
Out of State	32	Other	40
TOTAL	31,366		31,732

Other				
*Visiting Patrons	20,209	137,449	20,267	134,932
Meeting Room Usage	417	2,895	379	4,380
Photocopier Usage	498	4,825	786	6,047
Computer Printing Usage	3,400	20,523	2,970	19,950
Computer Users	3,939	26,569	3,669	24,836
Wireless Computer Users	1,264	9,593	886	9,919
Inter/Intralibrary - Loaned	56		57	
Inter/Intralibrary - Borrowed	74		73	
Holds Sent	4,030		3,403	
Holds Received	3,085		2,565	
TOTAL	7,245	48,254	6,098	40,320
Tech Services/Items Added	1,183		1,664	
Tech Services/Items Deleted	2,916		2,893	
Passport Services	113	971	116	771

Monthly Highlights

- ►476 attended 83 program for adults.
- ►162 attended 23 programs for teens.
- ►632 attended 28 programs for children.
- ►14 volunteers completed 172.25 hours of service.

* Estimated Figure

Job Center Statistics

	December 2019	December 2018
Number of Walk-in Hours Open	44.5	39.5
Number of Walk-in Participants	84	75
Resumes and Cover Letters (Created/Edited/Critiqued)	0	0
Mock Interviews Conducted	0	0
Job Center Volunteers	0	0
Number of Volunteer Hours	0	0

165 attended 28 programs/classes coordinated through the Job Center.