

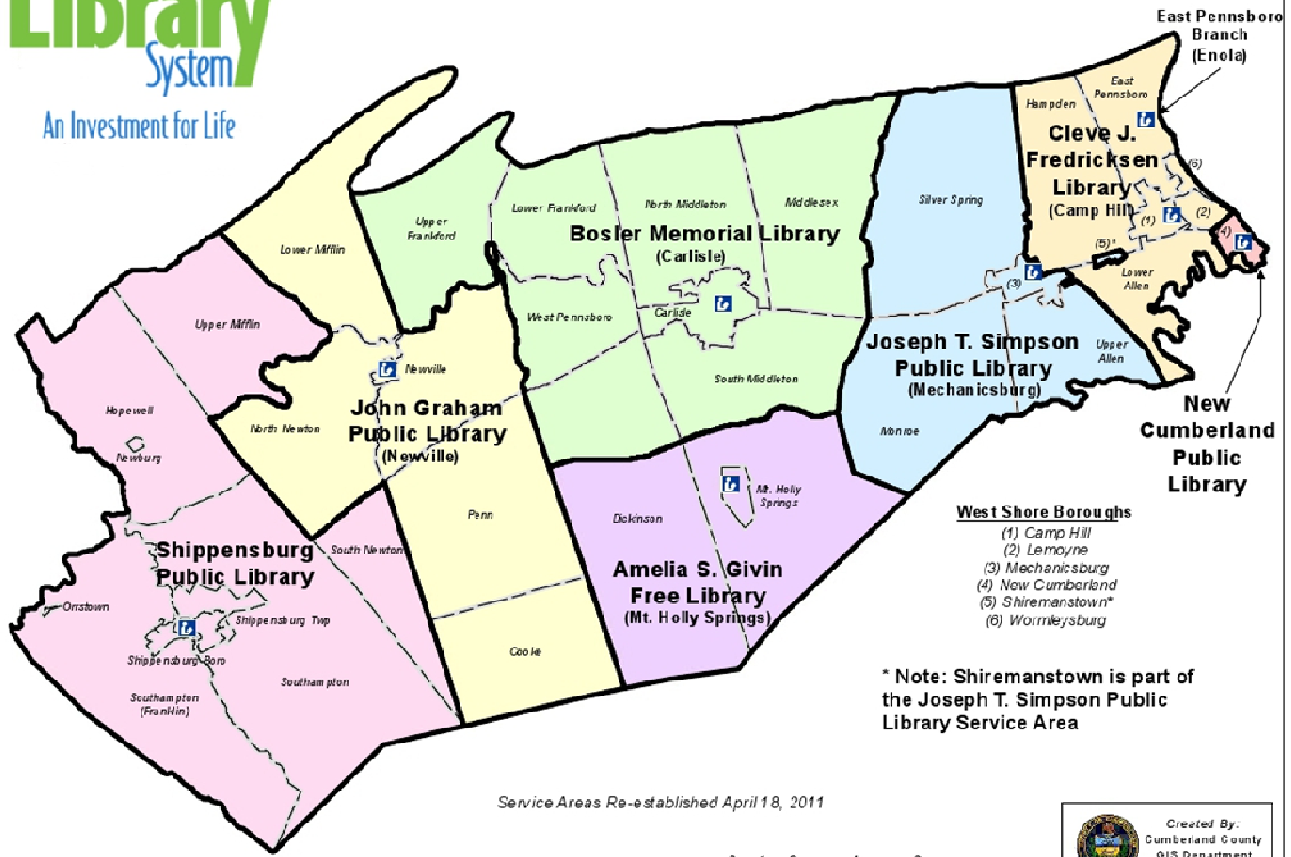


Library Services Report

February 25, 2015

An Investment for Life





Service Areas Re-established April 18, 2011

(includes Some Franklin County Jurisdictions)

MAP SCALE = 1:250,000



Created By:
 Cumberland County
 GIS Department
 May 2011

Educate

- Summer Reading Program for children
- Early literacy classes, collections and support for infants, toddlers and pre-schoolers
- Kindergarten preparation classes
- Beginning reader support
- Family Place Libraries™ that offer support for young families and their children
- Homework support
- Financial and health literacy classes and resources
- Non-fiction books, audiobooks, videos and research databases on topics such as law, history, biographies, do-it-yourself, science, languages, technology, documentaries, etc.

Inspire

- Writers' workshops
- Meet the Artist and Meet the Composer workshops
- Concerts
- Local art galleries
- Maker Spaces to learn and share hobbies and interests
- Non-fiction books, audiobooks, videos and research databases for youth and adults on topics such as art, music, poetry, literature, religion, travel, etc.

Connect

- Community meeting spaces
- Public Internet access
- WiFi Internet access
- Public computers with standard Office software
- Home schooling support
- Access to downloadable library collections such as eBooks, eAudios, reference databases, full-text magazines and reference books
- Large print book deposit collections delivered and updated regularly for 65 nursing homes
- Home delivery of library materials to about 200 homebound seniors
- Website services, such as library card registration, online requests and renewals
- Interlibrary delivery services for requested materials located at other libraries
- Library services for Cumberland County Prison inmates
- Voting/Polling places
- Blood drives and health screenings
- Access to government services (social security, unemployment, etc.), applications and tax forms
- Book discussion groups

Entertain

- Literary, mystery, thriller, suspense, romance, science fiction, western books, audio books and large print books
- Entertainers for children's programs
- Best sellers, classics and contemporary fiction and nonfiction
- Holiday, classic and contemporary films for children
- Blockbuster and family films
- Popular and educational television series and documentaries
- Family game programs such as mahjong

Inform

- Access to accurate news and current event Information
- Personal assistance with library and information questions
- Technology classes, support and assistance
- Programs and classes for adults on topics such as history, genealogy, Great Decisions (World Affairs Council), health care options, culture, world religions, etc.
- Foreign films
- Voting and candidate information

Library Services 20-Year Trends	1994	1999	2004	2009	2014
Lending Place:					
Books Borrowed	1,235,940	1,239,425	1,526,825	1,720,963	1,549,875
Audio Visual & Other Borrowed	267,742	368,596	823,470	1,038,908	982,919
eBooks & eAudios Borrowed	---	---	---	3,399	85,949
Items Borrowed Total	1,503,682	1,608,021	2,350,295	2,763,270	2,618,743
Homebound & Senior Facility Delivery	90	163	241	185	238
Learning Place:					
Class & Event Attendees	37,428	50,627	87,183	124,587	140,103
Summer Reading Registrations	3,234	3,360	6,103	6,581	7,541
Information Place:					
Reference Staff Inquiries	41,403	86,532	165,169	155,206	279,620
Technology Staff Inquiries	---	---	---	46,600	97,215
Gathering Place:					
In-Person Visits to the Library	---	518,495	1,180,342	1,337,811	1,215,445
Web Site Visits to the Library	---	---	74,800	748,874	1,029,466
Technology Hub:					
Internet Technology Use	---	---	52,065	185,526	535,828

Increases or Decreases 1994 to 2014	5-Year Increase or Decrease	10-Year Increase or Decrease	15-Year Increase or Decrease	20-Year Increase or Decrease
Population	—	11%	—	21%
Lending Place:				
Books Borrowed	-10%	2%	25%	25%
Audio Visual & Other Borrowed	-5%	19%	167%	267%
eBooks & eAudios Borrowed	2429%	---	---	---
Items Borrowed Total	-5%	11%	63%	74%
Homebound & Senior Facility Delivery	29%	-1%	46%	164%
Learning Place:				
Class & Event Attendees	12%	61%	177%	274%
Summer Reading Registrations	15%	24%	124%	133%
Information Place:				
Reference Staff Inquiries	80%	69%	223%	575%
Technology Staff Inquiries	109%	---	---	---
Gathering Place:				
In-Person Visits to the Library	-9%	3%	134%	---
Web Site Visits to the Library	37%	1276%	---	---
Technology Hub:				
Internet Technology Use	189%	929%	---	---

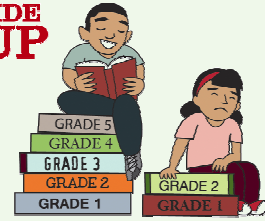
Summer Reading Programs

Reading is key to learning. Studies show that library summer reading programs prevent a drastic loss in reading skills — especially for kids in need.

SUMMER SLIDE ADDS UP

When kids don't read over the summer they fall behind.

By the end of 5th Grade, kids in need are nearly 8 grades behind their peers in reading skills.



Summer Reading Program Results:



A 2014 survey of parents found that:

- 86% of parents said that the summer reading program helped their child enjoy reading more.
- 68% of parents said that the summer reading program helped their child enjoy reading a wider variety of books.
- 75% of parents said that the program helped their child read books more easily.

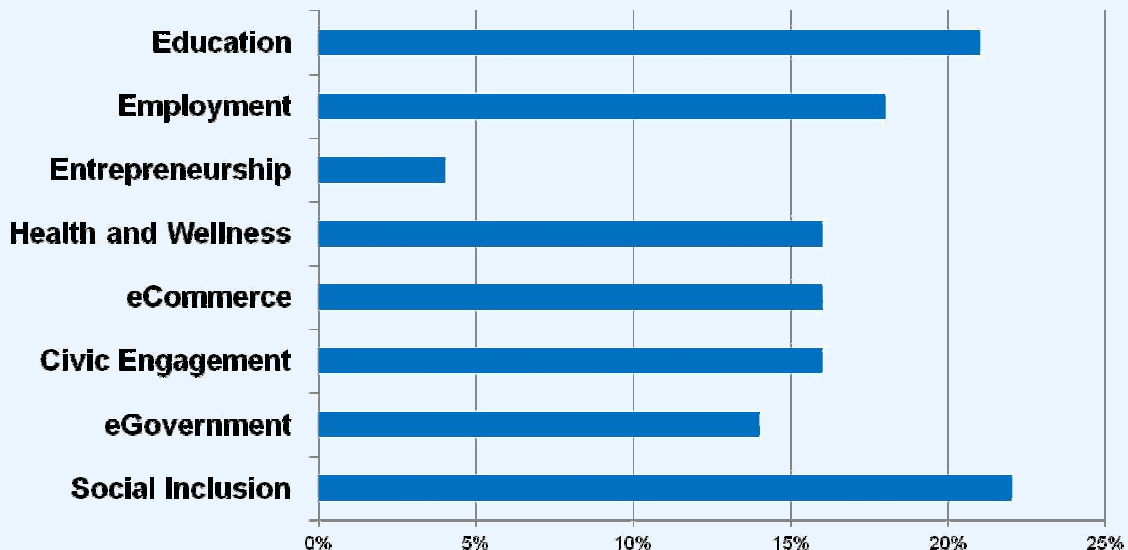
Technology Internet Access

Today, access to high-speed Internet connections is vitally important.

A 2014 survey of library users found that:

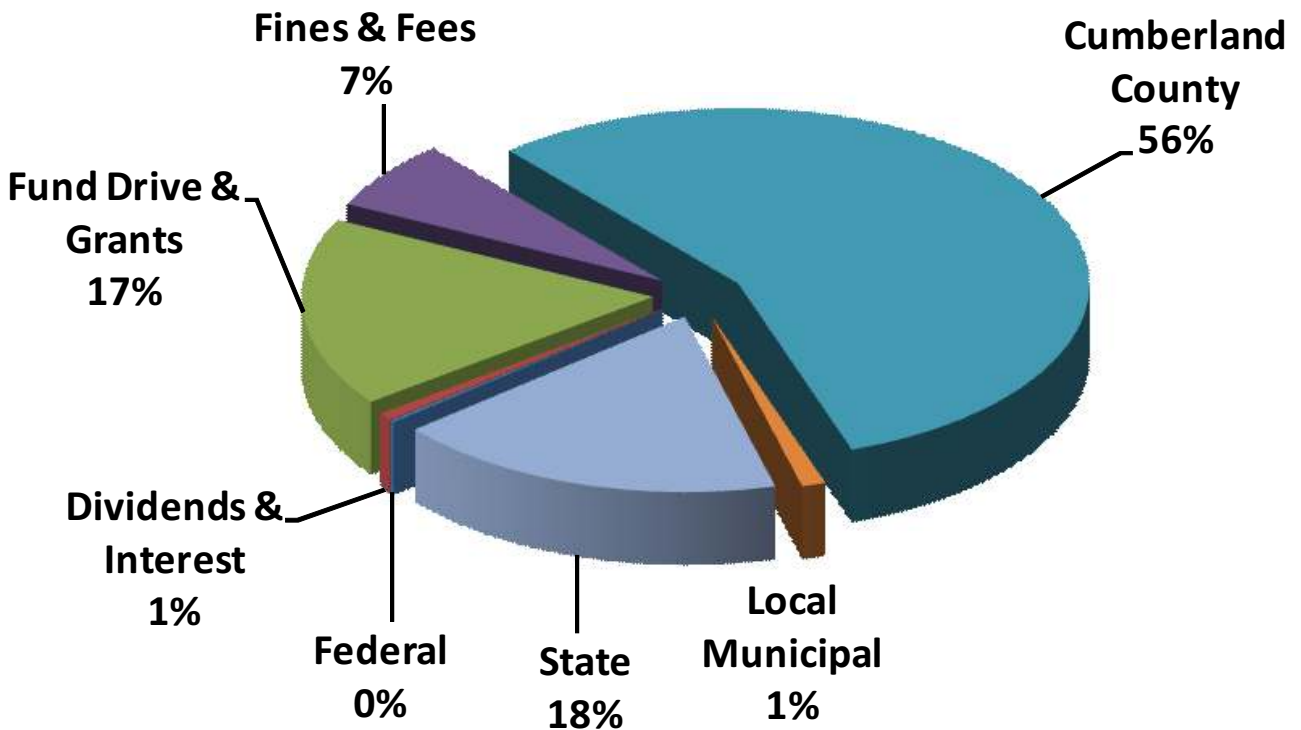
- 13% of library technology users are low income.
- 4% of library technology users don't have regular Internet access.
- 42% of library technology users ask library staff for help and assistance.

How Internet Access Is Used: (2014 Library Survey)



Operating Revenue - 2013

Total Revenue: \$5,765,100



Three-Way Partnership Provides Core Support Local Community - Local Government - State

Local Government Support: \$3,295,997 or 57% of the budget

- Cumberland County provided \$3,232,984 (56%)
- Local municipalities or school districts provided \$63,013 (1%).

State Support: \$1,039,331 or 18% of the budget.

Local Community Support:

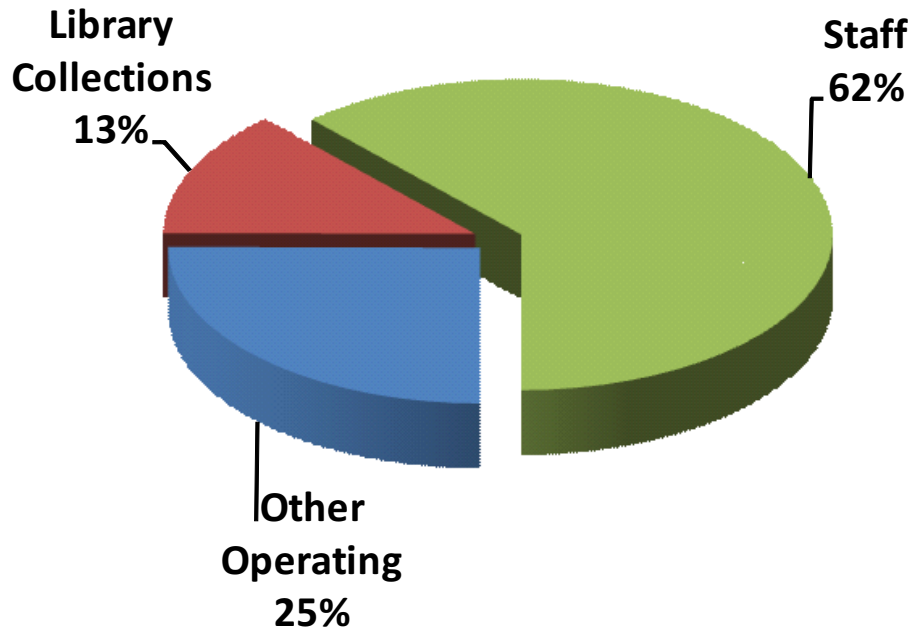
- **Fund Drives, Fund Raisers & Grants:** \$1,005,227 or 17% of the budget.
- **Fines & Fees:** \$371,692 or 7% of the budget.
- **Dividends & Interest:** \$40,280 or 1% of the budget.

Federal Support: \$12,303 or less than 1% of the budget.

Note: Municipal In-Kind support is not included above. The estimated value of these services (such as snow removal, utilities, etc.) was \$56,059.

Operating Expenses - 2013

Total Expenditures: \$6,112,581



Three Basic Library Expenditures Staff - Collections - Operating

The library system is open an average of 500 hours per week.

Nine facilities provide or support library services:

- 3 small libraries and a system office (1,775 to 9,000 square feet)
- 3 mid-size libraries (10,000 to 20,000 square feet) and
- 2 large libraries (37,200 to 53,000 square feet)
- All residents are within 9 miles of their closest library.

Staff: \$3,773,930 or 62% of the budget.

- More than 200 staff work 103.57 full-time-equivalent hours.
- Volunteers provide 15.55 full-time-equivalent hours of work.

Library materials: \$805,717 or 13% of the budget.

Other operating costs: \$1,458,339 or 25% of the budget

- Includes building expenses, technology, utilities, insurance, etc.