

## **Presentation to Council - 26 Jan 2015**

Some of the results of our Annual Patron Satisfaction survey, along with some statistics provided by Peace Library System. Both of these items are part of our submission to the provincial government for our Annual Report and 2015 Operating Grant.

First of all, I'm glad to report that our membership keeps increasing. In 2014 we gained 161 new patrons for a total of 1,432 cardholders to our library. This of course has increased the library traffic, with there being 17,350 visits to the building this past year – an average of 8 per hour. During those visits, patrons used – but did not take out – 2,550 books. These are books taken from the shelf, looked at while sitting in our lounge area, or read to children while in the building. They are checked in through the library circulation system by staff prior to re-shelving so that accurate numbers can be kept.

When people actually DID take items out with their card, they did so to the tune of 31,872 books, audiobooks, DVDs and magazines.

Interlibrary loans added to the numbers. We borrowed 6,710 items from other libraries within Alberta while loaning out 8,516 of OUR items. These are actually two important numbers, as within the library world, it's always better to be a lender than a borrower. If you lend, that means that your collections are in demand, and it confirms the wise purchase decisions you have made. Sometimes this means that a new book or movie will leave our library on loan and not be seen for 2 or 3 months. We occasionally get complaints that we don't have the bestsellers on our shelves, at which point we gently remind our patrons that if they want the latest James Patterson book, they better make a hold request.

With all of this in-and-out of books, etc. you may very well ask how many we actually have. We currently have 22,574 books, 482 audiobooks, 457 DVDs and subscriptions to 48 magazines.

Throughout 2014, we ran children's and other programs that added up to 131 sessions, with a total of 1,049 participants. The largest of these programs are of course our regular Children's Storytime and the TD Summer Reading Club.

Our public computers, in 2014, were used 1,966 times for a total of 983 hours. Visits to our website increased from 4,038 in 2013 to 4,757 in 2014. Staff answered 520 reference questions throughout the year. These are questions such as "Can you help me access my email" or "Can you help me find this book" or "How do you download books onto your iPad?"

In closing, I hope you'll be as pleased as I am with our patron's ratings. Out of 5, they gave a rating of 4.88 for satisfaction with staff, 4.40 for satisfaction with collections, 4.86 for satisfaction with information services, 4.72 for satisfaction with our operating hours, and a whopping 4.92 for satisfaction with the facilities.