

## Library Director's Report for November 2023

The Library's Staff Association hosted a warm gathering for staff at the annual Holiday Breakfast at Anderson Branch on Friday, December 8. Good food and connecting with each other made for a festive morning. Thanks to all who made it happen again!

The library's catalog and account App: "LibraryLnk" has ceased functioning due to the severance of service between those companies who support it: SirsiDynix and Solus. Sirsi is our partner for ILS services (catalog and patron databases) and Solus was the company who held proprietary rights for the app. Solus and Sirsi ended their relationship abruptly, which affected not only LCL and our patrons but many libraries across the country—leaving everyone scrambling. The good news is that our patrons can simply use our website catalog (create an "app" for it on the home screen of their phone or tablet) in nearly identical fashion. Searching and reserving items and checking account status works wonderfully with this method. We are releasing a media statement immediately to update patrons and point them to instructions on how to create the app for the website catalog on their device. Sirsi is also releasing a new app that we have available later this spring.

Future Libraries update: The library is ready to move to Phase 1.1 with BVH Architecture for continue planning development—moving forward with identifying the best solutions for improvements in the North, South, and Central Lincoln via a 10-15 year master plan and arriving at estimated costs. Conceptual drawings will be produced during this phase, which will run through approximately May 2023, and a contract to move forward is in process. I'll seek approval from the Board at the December meeting for this work.

Strategic Planning Update: Parlay Consulting met with two public groups this past week at "Community Conversations," and also facilitated 3 staff focus groups at different branches. During our biweekly check-in meeting, Parlay related that the public and staff participation was excellent with a lot of good interaction and feedback. The online survey in late November produced over 1,000 completed surveys. There will be a 4-5 week period now where Parlay will review and produce a report on the data and input, and then bring that for the all-day strategic plan workshop slated for February, when the plan is developed. That workgroup will consist of a mixture of staff, board members, and community.

Badges and Books, a collaborative program with the Lincoln Police Department, brought in Officer Jason Hellmuth as a special storyteller at Walt, Anderson, and Eiseley Branches during the first weekend in November. Officer Hellmuth described his work as a police officer and gave a show and tell with all the equipment on his uniform. Each child who attended the program went home with a free book. A reporter from Channel 8 filmed during the program at Walt and it appeared on the 10pm news.

The NLHA Spelling Bee in early November was once again a great fundraising event that brought attention to their support for the Heritage Room. We're grateful for the Foundation and NLHA, and all who made the evening a fun event.

## **Monthly Examples of the Strategic Plan in Action**

### **Our Vision: The Library Experience—setting a distinctive tone in promoting and providing lifelong education for our entire community**

#### **Interactions**

- From Lisa O. at Eiseley: “One afternoon, I noticed a patron walking around the display area, carrying a stack of about 8 books. I asked her if she’d like a basket or a cart and she said she thought she was just about done, and then added another title to her stack. She told me that she had lived in this neighborhood before she and her husband retired, and she still comes back to Eiseley about once a month to get her “reading fix”. She said she has always enjoyed our displays and the staff is always so helpful. I thanked her and she made her way to the circ desk to check out. Nice to have repeat customers like this!
- Also, at Eiseley: “A man who had earlier been using the ELL room with another person, stepped up to the circ desk and said, “I want to introduce you to Maria.” He gestured to a young woman who was standing to his side. “Tomorrow, around this time, she will be one of our newest citizens after she passes her test!” Staff at the circ desk clapped and congratulated her. Both patrons left the library smiling.
- A patron with The Bridge came to the Walt desk to figure out how to get a card. During his registration process he mentioned that technology can be overwhelming for him, especially as he had been institutionalized for the last 20 years or so. He was very happy to be back in the library but wanted some assistance in finding an item to read. Staff explored the catalog with him and assured him that we are always happy to help him find materials. A title by his favorite author was on the shelf and he was jazzed to find a book that was "new."
- Caralyn K. [BMPL] shared: “A patron was looking at movies and had me help him place holds on some series that aren't here at BMPL. He was very appreciative of the service, explained he travels by bus so it's difficult for him to get to other branches, and our bringing things to BMPL really helps a lot.”

#### **Programming**

- There were 4 weekends for Polley radio programs, which featured “Sound Actions,” a book about new kinds of musical interfaces, “Dissonant Landscapes,” a book about the relationship between music and nature among the artists of Iceland, “Re-Sisters,” a book that intertwines the lives and careers of Cosey Fanni Tutti, Delia Derbyshire, and Margery Kempe, and the 25-year anniversary edition of Brian Eno’s 1995 diary.
- Walt's first Puzzle Fest was held in the library proper. A huge selection of puzzles of varying difficulties were available to choose from on the front of the grey tier display in the front. Places were reserved in the front, the back, and the youth area of the library. Naturally the youth tables saw the most puzzle activity. Over the course of the two days, 41 people participated in this fun past time. Plans are being made for future puzzle fests.
- NLHA’s Lunch at the Library was on November 1<sup>st</sup>, with 41 attendees. Matt Steinhausen was the visiting author and he spoke of his recent book *The Least Interesting Place*.

- Memory Café at Walt is going to take a hiatus during the winter quarter to reorganize promotional activity and programming. Circle of Friends will fill in the time slot each week, increasing to 4-5 sessions per month. Participation in Circle of Friends has soared to over 40 people plus a dog several of the last few sessions. A morning time slot will be investigated for the Memory Café participants, as that is better for people who have dementia. A goal is to reach more people who are still living at home.

### **Outreach**

- On November 7, Susan S. [Eiseley] wrapped up Teentober booktalks at Leffler Middle School. At the conclusion of her final visit, Susan book talked LCL resources to 1,436 middle school students across Lincoln.

### **Collaboration**

- On 11/6/2023, two representatives from Lincoln Public Schools visited Anderson Branch Library. They were creating a promotional video about the Library OneCard. NESU employees Karrie S., Matt N., Lisa V., Kolette S., and Stephanie E. were each taped highlighting a different part of the collection.
- Scott C. [BMPL] created a new booklist to accompany the premiere of "Finding Nemo JR." at the Lincoln Community Playhouse, and our contact with this creative partner thanked us very much for this cross-promotional resource, saying they love partnering with the libraries!

### **Community Engagement**

- On Saturday, 11/4/2023, Anderson Branch Library hosted the final pop-up book sale of the year. The Foundation for Lincoln City Libraries [FLCL] organized and facilitated each of the sales. Traffic at Anderson Branch Library during the sale was significantly higher than usual, with 337 people visiting the library that day (127 of which visited during the first hour the library was open). During the rest of the month, Anderson Branch Library averaged 195 visitors/day. In addition to boosting traffic at the library, the Pop-Up Sale also gave a boost to the Anderson Branch Book Nook donations for the month.
- Courtney S., Harris L., Catherine S. and Selena S. [Eiseley] are working on special programming for Williams to promote the library to the community in January. Currently, we have scheduled afterschool check-out for Park & Rec students each Wednesday and preschool storytime each Thursday. After the special programming in January, we plan to add more program options for Air Park residents.

### **Early Childhood**

- Ali B. [BMPL] has spent a lot of time this month working to create a more user-friendly and engaging youth space at Bennett Martin. Ali said, "I've shifted/pulled out several collections for better browsing. I've also moved around the layout of the picture book room, to create a space that is focused on play and books!" The picture book room feels refreshed!

### **Facilities**

- Walt Branch had a security audit with Officer Hellmuth in August. One of the things he suggested for staff to do was develop interior walking routes to assess situations on a regular basis in the absence of the recommended five additional cameras. At the beginning of the month, a group of staff gathered before opening to walk through the three main services areas of the building (checkout, adult, and youth) and discuss what needed to be checked every hour, what to look for, etc. A tracking form has been created for

each service area where staff note the time, their initials and any observations or problems. Almost immediately this form was moved online with columns added for “action by staff” and “action by manager.”

### Technology

- Anthony V. [BMPL] stated that he has assisted an increased number of patrons with scanning. He said people are very appreciative of the help and Anthony enjoys being able to make a positive difference here at the library.

**Additional Areas of Focus**—in these, the library usually collaborates with other organizations

### All Students

- A high school student came to the Walt front desk asking about resources for a biography report on Harry Connick Jr. She mentioned that she couldn't find much aside from music. Meagan M. mentioned that we had digital resources which might have more information and pulled up the Biography Reference Bank Center and found a wealth of interviews and articles on Connick Jr. The student especially appreciated that it is a reliable source that she can access from home using her library card.

### Building up the Culture of Lincoln

#### Collections

- Cindy K. [BMPL] said, “I spotted a regular patron looking perplexed by the new book displays. I asked if there was something I could help her with. She said that she had been wanting to find some other books that were similar to the writing of Gladys Taber. I sat down at the desk and found a list of countries and traditional novelists through the Novelist database. I brought her a list of items that we had at Bennett Martin by those authors. She was thrilled. She said “I've been wanting to do this. This is just like Christmas.” I then showed her how easy it was to find Novelist at the PAC computer and how to locate book and author readalikes. She was excited to try it out for herself.”
- We've been struggling at Walt with patrons hiding books behind cubbies in the board book room. Lisa W. created a bell “alarm” system which makes a noise if someone drops a book behind the cubbies trying to hide it.

#### Employment

- Caralyn K. [BMPL] relayed this interaction, “A patron came to the desk to say he was wanting a book about balancing part-time work with going to school part-time. We found several books about work life balance but not so many that explain how to go to school and work at the same time. He didn't know what kind of work he wanted, and he didn't know what school he would be going to or what he'd study. After pulling several books, I asked if he'd be interested in going across the street to the Job Center. I explained how they have “navigators” there help people find good jobs, and I think they would have some practical resources for him. I had earlier gone to the training at Gere branch where the speaker informed us of how many different agencies they work with, and her enthusiasm for helping people find good jobs and finding ways to make things work, gave me confidence that they would be able to help our patron receive the services that would help him.”

### Reading

- Maddie O. [Eiseley] shared “we had four new members attend November’s Once Upon a Crime, thanks to the Facebook Event on our Lincoln City Libraries page! It has been a while since our group has gotten attention, so I am thankful for the upswing in publicity with the Facebook event and the shout-out in the news!

**Refugees and Immigrants Services**

- Kim J. [BMPL] said, “A Lincoln High School teacher brought her English as a Second Language Class to Bennett Martin to show her students, most of whom are Arabic speakers, all of the resources we have available for them to use in their own language. The students were thrilled to find books that they could check out in Arabic and Kurdish, especially in our New Non-Fiction section on first floor. I showed a couple of students how to use the self-check machine using their Library OneCard accounts. They were happy to be able to check out books to take with them.”

Ryan Wieber, Library Director

December 15, 2023

**November 2023 Use Compared to November 2022  
Lincoln City Libraries**

Location	Print Checkouts		Print Loan	Non-Print Checkouts		Non-Print	Total Checkouts		Total Loan
	2023	2022	Change	2023	2022	Loan Change	2023	2022	Change
BMPL	10,468	10,393	0.72%	2,514	2,461	2.15%	12,982	12,854	1.00%
Anderson	9,015	8,938	0.86%	2,320	1,976	17.41%	11,335	10,914	3.86%
Bethany	6,390	6,825	-6.37%	880	1,196	-26.42%	7,270	8,021	-9.36%
Eiseley	19,292	20,671	-6.67%	2,845	2,789	2.01%	22,137	23,460	-5.64%
Gere	48,575	51,795	-6.22%	6,736	7,902	-14.76%	55,311	59,697	-7.35%
South	8,241	7,844	5.06%	1,103	1,309	-15.74%	9,344	9,153	2.09%
Walt	34,167	33,056	3.36%	4,621	4,576	0.98%	38,788	37,632	3.07%
Williams	796	628	26.75%	182	202	-9.90%	978	830	17.83%
Lied Bookmobile	1,417	1,463	-3.14%	92	177	-48.02%	1,509	1,640	-7.99%
InterLibrary Loan	176	119	47.90%	0	0	0.00%	176	119	47.90%
<b>Subtotal Checkouts</b>	<b>138,537</b>	<b>141,732</b>	<b>-2.25%</b>	<b>21,293</b>	<b>22,588</b>	<b>-5.73%</b>	<b>159,830</b>	<b>164,320</b>	<b>-2.73%</b>
Download/Stream Audio	0	0	0.00%	40,059	33,554	19.39%	40,059	33,554	19.39%
Download/Stream eBook	0	0	0.00%	29,863	26,419	13.04%	29,863	26,419	13.04%
Stream Video	0	0	0.00%	975	1,074	-9.22%	975	1,074	-9.22%
<b>TOTAL CHECKOUTS</b>	<b>138,537</b>	<b>141,732</b>	<b>-2.25%</b>	<b>92,190</b>	<b>83,635</b>	<b>10.23%</b>	<b>230,727</b>	<b>225,367</b>	<b>2.38%</b>

Location	Youth Checkouts		Youth Loan	Adult Checkouts		Adult Loan	Visits	Visits	Visits
	2023	2022	Change	2023	2022	Change	2023	2022	Change
BMPL	4,398	4,961	-11.35%	8,584	7,893	8.75%	9,871	9,910	-0.39%
Anderson	5,565	5,360	3.82%	5,770	5,554	3.89%	5,206	5,027	3.56%
Bethany	4,310	4,870	-11.50%	2,960	3,151	-6.06%	2,608	2,730	-4.47%
Eiseley	14,823	15,928	-6.94%	7,314	7,532	-2.89%	8,088	8,501	-4.86%
Gere	31,913	34,629	-7.84%	23,398	25,068	-6.66%	16,609	16,976	-2.16%
South	5,575	5,333	4.54%	3,769	3,820	-1.34%	3,341	3,140	6.40%
Walt	26,557	25,747	3.15%	12,231	11,885	2.91%	11,206	11,066	1.27%
Williams	718	586	22.53%	260	244	6.56%	830	589	40.92%
Lied Bookmobile	1,102	920	19.78%	407	720	-43.47%	360	405	-11.11%
InterLibrary Loan	0	0	0.00%	176	119	47.90%	0	0	0.00%
<b>Subtotal Checkouts</b>	<b>94,961</b>	<b>98,334</b>	<b>-3.43%</b>	<b>64,869</b>	<b>65,986</b>	<b>-1.69%</b>	<b>58,119</b>	<b>58,344</b>	<b>-0.39%</b>
Download/Stream Audio	5,219	4,518	15.52%	34,840	29,036	19.99%	0	0	0.00%
Download/Stream eBook	5,158	3,862	33.56%	24,705	22,557	9.52%	0	0	0.00%
Stream Video	0	0	0.00%	975	1,074	-9.22%	0	0	0.00%
<b>TOTAL CHECKOUTS</b>	<b>105,338</b>	<b>106,714</b>	<b>-1.29%</b>	<b>125,389</b>	<b>118,653</b>	<b>5.68%</b>	<b>58,119</b>	<b>58,344</b>	<b>-0.39%</b>

Location	Program & Outreach Attendance - Youth		P&O Att - Youth	Program & Outreach Attendance - Adult		P&O Att - Adult	Computer Use		Computer
	2023	2022	Change	2023	2022	Change	2023	2022	Change
BMPL	374	250	49.60%	255	502	-49.20%	2,042	2,265	-9.85%
Anderson	188	375	-49.87%	0	0	0.00%	693	638	8.62%
Bethany	158	199	-20.60%	15	31	-51.61%	179	199	-10.05%
Eiseley	929	1,104	-15.85%	8	7	14.29%	1,088	993	9.57%
Gere	1,203	1,098	9.56%	0	46	-100.00%	1,129	1,188	-4.97%
South	236	249	-5.22%	6	3	100.00%	392	431	-9.05%
Walt	1,055	576	83.16%	123	60	105.00%	905	872	3.78%
Williams	99	16	518.75%	0	0	0.00%	107	52	105.77%
Lied Bookmobile	14	42	-66.67%	38	309	-87.70%	0	0	0.00%
<b>TOTAL</b>	<b>4,256</b>	<b>3,909</b>	<b>8.88%</b>	<b>445</b>	<b>958</b>	<b>-53.55%</b>	<b>6,535</b>	<b>6,638</b>	<b>-1.55%</b>

**Lincoln City Libraries  
November 2023 Use Report**

Location	Loans	Visits	Computer Reservations	Program & Outreach Attendance	November 2023	November 2022	CHANGE
					Total Use	Total Use	
Bennett Martin Public Library	12,982	9,871	2,042	629	25,524	25,781	-1.00%
Anderson Branch	11,335	5,206	693	188	17,422	16,954	2.76%
Bethany Branch	7,270	2,608	179	173	10,230	11,180	-8.50%
Eiseley Branch	22,137	8,088	1,088	937	32,250	34,065	-5.33%
Gere Branch	55,311	16,609	1,129	1,203	74,252	79,005	-6.02%
South Branch	9,344	3,341	392	242	13,319	12,976	2.64%
Walt Branch	38,788	11,206	905	1,178	52,077	50,206	3.73%
Williams Branch	978	830	107	99	2,014	1,487	35.44%
Lied Bookmobile	1,509	360	0	52	1,921	2,396	-19.82%
InterLibrary Loan	176	0	0	0	176	119	47.90%
<b>SUBTOTAL</b>	<b>159,830</b>	<b>58,119</b>	<b>6,535</b>	<b>4,701</b>	<b>229,185</b>	<b>234,169</b>	<b>-2.13%</b>
DownloadStream Audio	40,059	0	0	0	40,059	33,554	19.39%
Download/Stream eBooks	29,863	0	0	0	29,863	26,419	13.04%
Stream Video	975	0	0	0	975	1,074	-9.22%
<b>Download SUBTOTAL</b>	<b>70,897</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>70,897</b>	<b>61,047</b>	<b>16.14%</b>
<b>TOTAL CIRCULATION</b>	<b>230,727</b>	<b>58,119</b>	<b>6,535</b>	<b>4,701</b>	<b>300,082</b>	<b>295,216</b>	<b>1.65%</b>

<b>WiFi Sessions</b>	111,970	96,766	15.71%
<b>WiFi Users</b>	9,337	9,400	-0.67%
<b>Website Users</b>	84,125	56,040	50.12%
<b>Website Sessions</b>	112,508	109,375	2.86%
<b>Database Use</b>	8,243	8,085	1.95%

Holdings Report	PRINT		NON PRINT		Total	REGISTRATIONS	2023	2022	Change
	Adult	Youth	Adult	Youth		Purged			
<b>Owned</b>	355,554	309,635	78,118	32,851	776,158	Active			
<b>Added</b>	2,009	2,754	435	0	5,198	Resident	147,210	146,633	0.39%
<b>Withdrawn</b>	-4,140	-2,395	-65	-111	-6,711	ConnectED	47,279	41,905	12.82%
<b>Current</b>	353,423	309,994	78,488	32,740	774,645	County	9,060	9,153	-1.02%
						NonResident	932	944	-1.27%
						Reciprocal	482	474	1.69%
						Limited Use	9,211	8,600	7.10%
						<b>Total Active</b>	<b>214,174</b>	<b>207,709</b>	<b>3.11%</b>

**Lincoln City Libraries  
November 2023 Fiscal Year To Date Use Report**

Location	Loans			Visits			Computer Reservations			Program & Outreach Attendance			Total Use		
	FY 23-24 YTD	FY 22-23 YTD	YTD Change	FY 23-24 YTD	FY 22-23 YTD	YTD Change	FY 23-24 YTD	FY 22-23 YTD	YTD Change	FY 23-24 YTD	FY 22-23 YTD	YTD Change	FY 22-23 YTD	FY 21-22 YTD	YTD CHANGE
Bennett Martin Public Library	41,026	39,557	3.71%	31,067	31,316	-0.80%	6,760	7,410	-8.77%	3,236	2,862	13.07%	82,089	81,145	1.16%
Anderson Branch	34,730	33,871	2.54%	16,386	15,105	8.48%	2,302	2,284	0.79%	2,718	3,486	-22.03%	56,136	54,746	2.54%
Bethany Branch	22,471	24,723	-9.11%	8,545	8,978	-4.82%	666	721	-7.63%	644	1,100	-41.45%	32,326	35,522	-9.00%
Eiseley Branch	69,347	70,338	-1.41%	27,216	25,365	7.30%	3,644	3,310	10.09%	3,681	6,851	-46.27%	103,888	105,864	-1.87%
Gere Branch	177,098	185,053	-4.30%	53,863	52,163	3.26%	3,714	3,811	-2.55%	4,743	4,005	18.43%	239,418	245,032	-2.29%
South Branch	28,808	28,078	2.60%	10,751	10,140	6.03%	1,387	1,371	1.17%	870	842	3.33%	41,816	40,431	3.43%
Walt Branch	119,137	117,352	1.52%	36,091	34,826	3.63%	2,986	2,860	4.41%	5,737	2,543	125.60%	163,951	157,581	4.04%
Williams Branch	3,210	2,527	27.03%	3,447	1,879	83.45%	613	158	287.97%	472	58	713.79%	7,742	4,622	67.50%
Lied Bookmobile	4,558	5,441	-16.23%	1,182	1,545	-23.50%	0	0	0.00%	185	1,019	-81.84%	5,925	8,005	-25.98%
InterLibrary Loan	616	533	15.57%	0	0	0.00%	0	0	0.00%	0	0	0.00%	616	533	15.57%
<b>SUBTOTAL</b>	<b>501,001</b>	<b>491,897</b>	<b>1.85%</b>	<b>188,548</b>	<b>153,282</b>	<b>23.01%</b>	<b>22,072</b>	<b>20,668</b>	<b>6.79%</b>	<b>22,286</b>	<b>14,706</b>	<b>51.54%</b>	<b>733,907</b>	<b>733,481</b>	<b>0.06%</b>
DownloadStream Audio	121,525	102,699	18.33%	0	0	0.00%	0	0	0.00%	0	0	0.00%	121,525	102,699	18.33%
Download/Stream eBooks	92,706	79,350	16.83%	0	0	0.00%	0	0	0.00%	0	0	0.00%	92,706	79,350	16.83%
Stream Video	2,480	2,624	-5.49%	0	0	0.00%	0	0	0.00%	0	0	0.00%	2,480	2,624	-5.49%
<b>Download SUBTOTAL</b>	<b>216,711</b>	<b>160,925</b>	<b>34.67%</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>216,711</b>	<b>184,673</b>	<b>17.35%</b>
<b>TOTAL LOANS</b>	<b>717,712</b>	<b>652,822</b>	<b>9.94%</b>	<b>188,548</b>	<b>153,282</b>	<b>23.01%</b>	<b>22,072</b>	<b>20,668</b>	<b>6.79%</b>	<b>22,286</b>	<b>14,706</b>	<b>51.54%</b>	<b>950,618</b>	<b>918,154</b>	<b>3.54%</b>

	FY 23-24 YTD	FY 22-23 YTD	YTD Change
Online Registrations	0	0	0.00%
Overall Registrations	3156	2815	12.11%

WiFi Sessions	371,762	330,575	12.46%
WiFi Users	30,379	30,329	0.16%
Website Users	266,067	174,833	52.18%
Website Sessions	351,529	347,707	1.10%
Database Use	26,506	36,394	-27.17%