



## CAMP VERDE COMMUNITY LIBRARY

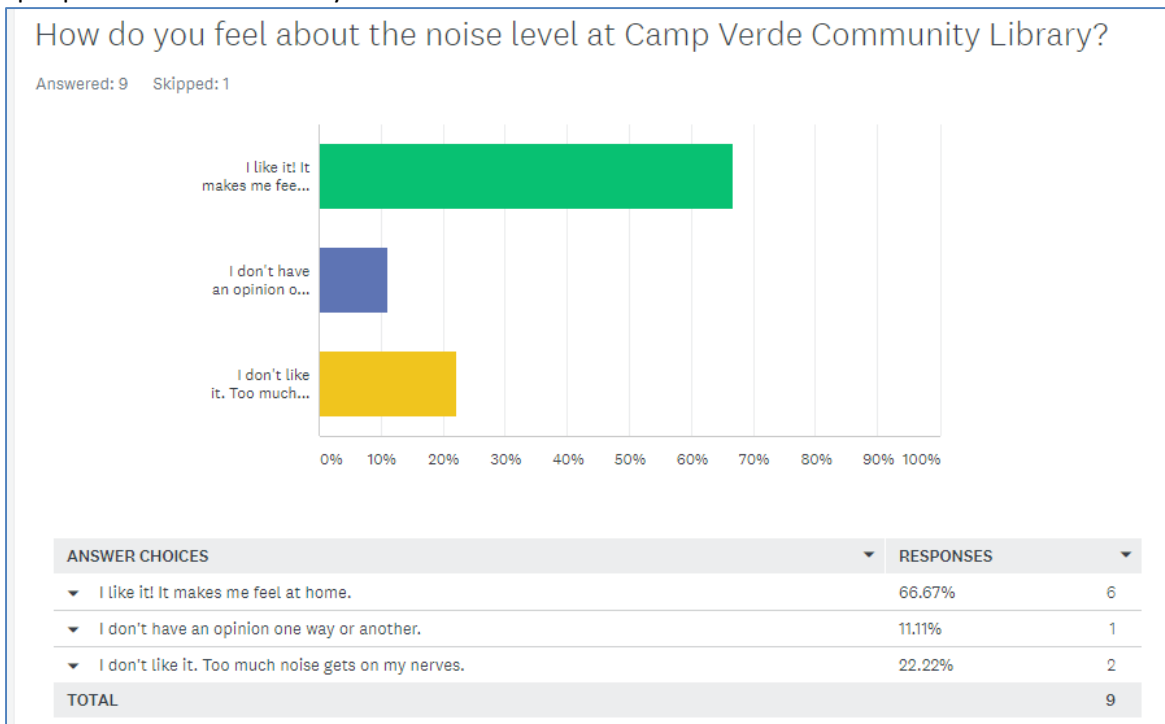
130 Black Bridge Road Camp Verde AZ 86322 | 928-554-8380

### MEMORANDUM

**TO:** Russ Martin, Town Manager  
**FROM:** Kathy Hellman, Library Director  
**SUBJECT:** Monthly Report – March 2018  
**DATE:** 4/6/2018  
**CC:** Department Heads, Town Council

**Report from Library Director, Kathy Hellman:** I am grateful to have two more fulltime people helping to cover the public service points at the library. With the additional 37 hours to figure into our schedule, we are able to cover lunches and other absences due to illness, training, or vacations, or meetings at the Computer Help/Reference Desk and in the Children’s Library. Both of these areas are key points to monitor and the extra help from Carson and Zack relieves the pressure on other staff who get pulled away from their own duties to fill in.

Only 10 people filled out our survey from the March eNewsletter. Here are the results:



I attended an ARMP Risk Management Roundtable with Carol Brown and Barbie Bridge in Cottonwood. The discussion/presentation gave me renewed appreciation for the jobs performed by both these ladies on behalf of every department and employee. I gained insight into the importance of minimizing the risk to the Town and its citizens through careful planning, awareness of what is happening in the work environment, and good communication between the department, Risk Management and Human Resources. When I think of how far we have come in both these areas in the six short years I have been working for the Town of Camp Verde, I am impressed, relieved, and encouraged.

**Report from Youth Services Librarian, Nadia Torabi:** In April, we will continue with regular programming. April 8th begins National Library Week. The Children's Library is hosting a library scavenger hunt for children to learn the Dewey Decimal and catalog system. Those who turn them in the correct answers will be put into a drawing to win a prizes! 3 Winners will be announced on April 17th. Prizes will be books. April 12th is D.E.A.R. Day. (Drop Everything and Read). Children are encouraged to come in and read silently or aloud to Dewey for at least 15 minutes, then to pick a small prize from the treasure box. We will make birdseed ornament feeders during Family Craft Night on Thursday, April 26th. On April 30th, we will celebrate El día de los niños/El día de los libros (Day of the Child/Day of the Book) during a bilingual Story Time. Kindergarteners from CVES will visit us on Thursday, April 19th to learn how to get a library card and the responsibilities that go with it, as well as hearing highlights of our Summer Reading Program.

**Report from Reference & PC Help Librarian, Gerry Laurito:** I attended my first network Yavapai Library Network E-Materials Committee meeting this month. This group deals with network-wide policy and procedures for the purchase and lending of e-books and electronic audiobooks.

**Report from Teen Librarian, Zack Garcia:** In March, the newly formed Youth Advisory Council had their first meeting. The group covered several topics, including meeting time and date, bylaws, and bringing new business to Camp Verde. Also on my horizon is the annual Summer Reading Program. The theme this year is Libraries Rock! Carson, Nadia, and I have begun planning out our events. Some of the things I have planned include building cigar box guitars, teaching recording and composing techniques with GarageBand, and having an open mic night. It should be a fun program this summer!

**Report from Circulation Librarian, Alice Gottschalk:** This month we celebrate National Library Week, but more importantly to Circulation, is the chance to celebrate our wonderful volunteers and all the work they do for us. I have been getting ready for April 15, the start of National Volunteer Appreciation Week and the day we get together for our annual appreciation luncheon.

To really keep up with what is going on at the library, don't forget to follow us on Facebook at:  
<https://www.facebook.com/campverdelibrary>

#### **FUN FACT!**

**Last year at this time we were including all community room use and library programs under one heading: Adult Programs. We separated community use of the facility in order to accurately track how often other organizations use library rooms. Combine Community Room Use with Adult Programs and the total is 76 compared with 43 for March 2017 – a 77% increase. Combine Community Program Attendance with Adult Program Attendance and the total is 561 compared to 434 for March 2017 – a 29% increase.**

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*February 2018 - In This Issue:*

**Update from Your Library Director...**

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**Children's Library**

**Teen Library**

**What Else is Happening?**

## Update from your Library Director...

Is the Library too noisy? Occasionally, we get an anonymous comment or complaint. So [take our survey](#) and tell us what **you** think!

Here's what they say: The library is noisy. Staff and volunteers talk too loud. Patrons carry on extended conversations with each other or on their cellphones. Where is the quiet library of my childhood?

Granted, we tolerate a level of noise at Camp Verde Community Library that is higher than libraries 50 years ago. Several factors come into play here.

1. Sounds do travel and bounce throughout the building. Sitting in my office with the door open, I can hear nearly every word spoken at the main desk. The building design called for installation of noise absorbing panels along the open walkway that were cut when funding was tight. Maybe someday we will be able to add them.
2. Obviously, some of us talk louder than others. We try to be mindful of that fact but often fail. Remember, some customers who are hard-of-hearing appreciate those with vocal volume. Personally, I'd rather hear loud, happy greetings that lead to conversations than whispered shushing and glaring.
3. We believe that the sounds of people socializing, visiting, laughing, etc. add value to our library and our lives. A building, no matter how beautiful, is not worth much if people are not using and enjoying it. It's like a dining room table laid with fine china. If a family never sits down to eat a meal together, then what's the point?
4. We permit cellphones because they are integrated into the fabric of our lives these days. However, we do have tools to deal tactfully with someone who is having a phone conversation that is too personal, too long and too loud. If a cellphone conversation is bothering you, just mention it to a staff person and we will take care of it.
5. Finally, this is not the traditional library of 50 or so years ago and is more than a library to Camp Verde. It is functions like a community center with many activities for all ages, interests and types of people. It can get messy where we overlap but we do have options/solutions if you just ask.

Since, as Library Director, it is my responsibility to set the standard, it is only fair to let you know where I stand. I believe that most of the sounds of people interacting with one another inside the library are pleasant sounds creating an ambiance that, if you could see it, would resemble a colorful patchwork quilt. It may be imperfect, but it is beautiful and something to be enjoyed.

## What's New...

### APS: Get a Guide to New AZ Public Service Plans

**Wednesday, 03/14 @10:00a.** Limited to the first 35 people who register with Carson at 928-554-8391. Please give your address when registering and bring a copy of your recent electric bill. Additional information will be available for fixed and low-income customers. Light refreshments will be provided. Meet in the 1st Floor Terracotta Room.

## Level 2 Computer Class

### MS Word

**Friday 03/23 - 04/06 @9:30a**

### Learn How To:

- write a letter or create a resume
- create a flyer or poster
- add images to your document
- and more...

**CVCL** Camp Verde Community Library 554-8380

### Computer Classes in MS Word & Ms Excel

With one 3-week series in Microsoft Word and one in Microsoft Excel complete, we are starting each series again. Participants must have basic computer knowledge such as using a mouse, finding and opening various computer programs, and navigating and saving documents and picture to folders. Feel free to repeat the classes or sign-up for the first time. Either way, space is limited so be sure to register by calling 928-554-8380.

### Sedona Breast Friends

A cancer support group offering strength, encouragement, compassion and more for those facing a diagnosis of breast cancer. Begins meeting **Saturday, March, 24 at 2:30p** and continues the 4th Saturday of the month in the Copper Room.

### Camp Verde Business Alliance Meetings

Did you know CVBA meets one Monday per month at the Library? **CVBA** is a group of people joining forces to help the Town of Camp Verde (and beyond) build sustainable economic prosperity. Their meetings include teaching, advising, and learning opportunities laced with networking and sharing prospects. Join them Monday, March 26 for two excellent classes FREE.

**@3:45p-5:45p Laying the Groundwork: Introduction to Government Contracting**  
**@6:00p 2018 Business Branding**

### Yavapai College Resource Center is Back

Yavapai College established a learning, resource center at the library in 2017 in partnership with the Town of Camp Verde. Now, Yavapai College staff members are back at the library twice a month

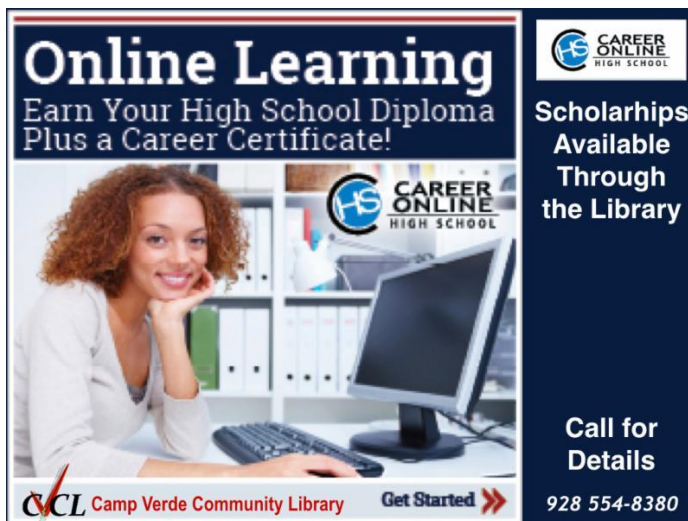
to answer questions and provide hands-on help with online courses, college programs and resources, You are invited to visit with YC staff on a first-come, first-served basis between **1:00p and 6:00p Thursday, 03/22, 04/12, 04/26, and 05/10**. Or, ask us how you can access YC resources via a laptop during regular library hours.

## FEATURING...

### Career Online High School Scholarship Opportunity

Career Online High School is a fully accredited online high school program that is gaining popularity with major employers across the country. In addition to receiving a high school diploma, students graduate with a career certificate in one of eight career fields, giving them the skills to succeed in the workplace. The Yavapai County Library District is offering 25 scholarships to Yavapai County residents age 19 and older.

This project is supported by the Arizona State Library, Archives & Public Records, a division of the Secretary of State, with federal funds from the Institute of Museum and Library Services.



**Online Learning**  
Earn Your High School Diploma  
Plus a Career Certificate!

**Scholarships Available Through the Library**

**Call for Details**  
928 554-8380

CVCL Camp Verde Community Library Get Started >>>

If you, or someone you know is interested in learning more, visit [Career Online High School](#) or call 928-442-5388 to learn the details about this program.

## CHILDREN'S LIBRARY

*Check out the changes Ms. Nadia has made in the Children's Library and know that this is just the beginning. Hoping to make the space feel more inviting to children and safer to parents, staff have worked several weekends moving, painting and cleaning.*

### Family Craft Night is Thursday, 03/15 @4:00p

The family that crafts together, laughs together. Crafting and laughing are excellent ways to build strong bonds and release tension. Celebrate Saint Patrick's Day with us!

### StoryTime is Wednesdays @3:00p

Encourage a love of reading. Join Ms. Nadia for themed stories and crafts for preschoolers.

### Lego Club is Thursdays @5:00p

Kids and Tweens join Ms. Nadia or Ms. Jamie for new Lego challenges each week.

### S.T.E.A.M. Time is Saturdays @1:00p

S.T.E.A.M. Time is an interactive program highlighting science, technology, engineering, art and math themes for elementary school aged kids that meets weekly from 1:00p to 2:30p. S.T.E.A.M. themes for the rest of the month are On the Trail of Trees, Tracks & Tails a series focused on learning in the library and exploring at Rezzonico Family Park. Sturdy shoes and clothing appropriate for the weather should be worn since the S.T.E.A.M. Kids may be exploring Rezzonico Family Park with Ms. Jamie. Water will be provided by library staff.





### Friday Movie Matinee (Parents' Time Out) March 02 @2:00p - 4:00p

Parents, sign your 6-11 year-old child/children in at the Children's Library with Ms. Nadia for a movie matinee on the first Friday of the month. Take time out, run errands or do something for yourself for a couple of hours while we entertain your kids. April 6 we will celebrate Earth Day with the movie WALL-E. Popcorn is served FREE. Candy and soda are for sale to benefit the Friends of Camp Verde Library.

## TEEN LIBRARY

*Welcome Mr. Zack to full-time employment. That means we will be opening the Teen Library on Mondays starting in April!*

### Game Night with Zack - Thursdays @5:00p

Lay aside your tablets & smartphones, close that laptop and join with other teens to play games with Zack.

### All-Ages Magic the Gathering (MTG) - Friday, 03/31 @12:00p

Meet Zack in the Teen Library for a rousing game of MTG!

### Camp Verde Youth Council

Teens ages 12-17 are invited to get involved with the Youth Council. This is your opportunity to make your voice heard among your peers and in your community. See Zack for details about date and time of the next meeting.

## What Else is Happening?

[Click Here](#) to explore details about continuing programs/events like Music in the Stacks, Writer's groups, new items, and more...

[Library Calendar of Events](#)

STAY CONNECTED

[LIKE us on Facebook](#)

**Confirm that you like this.**

	Mar-18	Mar-18	% change	YTD-FY18	YTD-FY17	% change
<b>In-Library Uses</b>						
Traffic Count	8,851	9,368	-5.5%	73,678	65,725	12.1%
New Cards Issued	98	121	-19.0%	843	1,021	-17.4%
Public Computer Sessions	1,527	1,657	-7.8%	12,704	14,246	-10.8%
Early Literacy Computer Use	178	73	143.8%	1,358	459	195.9%
Requests for Computer Help	106	145	-26.9%	985	1,099	-10.4%
Reference Questions	152	201	-24.4%	1,636	1,444	13.3%
Study Room Uses	53	n/a		475	n/a	
Study Room Use - Hours	122	n/a		1,014	n/a	
Study Room Use - People Served	62	n/a		711	n/a	
Community Room Uses	55	n/a		326	n/a	
Community Programs Attendance	409	n/a		2,467	n/a	
<b>Total In-Library Use</b>	<b>10,912</b>	<b>11,565</b>	<b>-5.6%</b>	<b>91,204</b>	<b>83,994</b>	<b>8.6%</b>
<b>Library Programs</b>						
Adult Programs	21	43	-51.2%	119	221	-46.2%
Adult Program Attendance	153	434	-64.7%	1,560	1,933	-19.3%
Children's Programs	16	n/a		162	n/a	
Children's Program Attendance	94	n/a		1,202	n/a	
Teen Programs	7	n/a		79	n/a	
Teen Program Attendance	62	n/a		560	n/a	
<b>Total Library Program Attendance</b>	<b>309</b>	<b>863</b>	<b>-64.2%</b>	<b>3322</b>	<b>3679</b>	<b>-9.7%</b>
<b>Circulation</b>						
Items Checked Out	5,087	5,217	-2.5%	47,466	39,647	19.7%
Items Checked In	5,434	5,728	-5.1%	48,544	42,581	14.0%
Renewed Items	861	870	-1.0%	7,968	6,678	19.3%
<b>Total Circulation</b>	<b>11,382</b>	<b>11,815</b>	<b>-3.7%</b>	<b>103,978</b>	<b>88,906</b>	<b>17.0%</b>
<b>Circulation Areas of Interest</b>						
Audio Books	280	230	21.7%	2,196	1,673	31.3%
Playaway MP3 Books	144	140	2.9%	934	894	4.5%
DVDs & Movies	2,164	1,830	18.3%	18,691	14,813	26.2%
eBooks	320	390	-17.9%	3,385	3,186	6.2%
Laptops & iPads	6	9	-33.3%	45	49	-8.2%
Large Print	322	351	-8.3%	2,740	2,139	28.1%
Magazines	130	107	21.5%	853	760	12.2%
Spanish Material	23	8	187.5%	190	54	251.9%
Children's Material	1,239	1,490	-16.8%	9,961	10,162	-2.0%
Teen's Material	975	621	57.0%	6,487	3,723	74.2%
<b>Transits, HOLDS &amp; InterLibrary Loans</b>						
HOLDS Filled	955	1,010	-5.4%	8,554	6,063	41.1%
Transit Items Sent & Received	1,640	1,674	-2.0%	14,551	11,464	26.9%
CVCL ILL Items Going Out	21	24	-12.5%	130	177	-26.6%
ILL Items for CVCL Patrons	9	4	125.0%	72	24	200.0%
<b>Total Transit, HOLDS &amp; ILL Activity</b>	<b>2,625</b>	<b>2,712</b>	<b>-3.2%</b>	<b>23,307</b>	<b>17,728</b>	<b>31.5%</b>
<b>Library Volunteers</b>						
Number of Volunteers	37	38	-2.6%	305	339	-10.0%
Number of Hours Given	586	793	-26.1%	5,125	5,764	-11.1%
Average Hours/Volunteer	15.8	20.9	-24.1%	16.8	17.0	-1.2%
<b>Collection &amp; Development</b>						
New Kids & Teen Material Added	86	49	75.5%	431	391	10.2%
New Books Added	123	186	-33.9%	1,089	1,102	-1.2%
New Audio-Visual Material Added	7	18	-61.1%	397	500	-20.6%
<b>Total Items Added</b>	<b>130</b>	<b>204</b>	<b>-36.3%</b>	<b>1486</b>	<b>1602</b>	<b>-7.2%</b>

<b>Mending &amp; Donations</b>							
	Items Mended or Repaired	435	65	569.2%	859	507	69.4%
	Donations Processed	1,401	835	67.8%	12,280	8,028	53.0%
	Donations Cataloged	5	207	-97.6%	580	1,031	-43.7%
<b>Online Public Access Catalog</b>							
	OPAC Searches	n/a	15,434		n/a	99,906	
<b>Library Website</b>							
	Sessions	2,500	n/a		26,700	n/a	
	Users	1,900	n/a		19,200	n/a	