



## 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 – April 2019  
**DATE:** 5/8/2019  
**CC:** Department Heads, Town Council

**Report from Library Director, Kathy Hellman:** Every April libraries around the country



#### Donated Books

**16,512** **\$8,358**  
 Sorted Sold



celebrate National Library Week and Volunteer Appreciation Week. Not only do Library Volunteers save us money, they make money that is used to support the library and enhance library services. Vital to library support, the all-volunteer force called, Friends of Camp Verde Library, purchased the following items for the library:

- 12 light-weight 60" round plastic folding tables
- 10 light-weight 30"x90" plastic folding tables

- 4 light-weight 30"x72" plastic folding tables
- Purchase and installation of 6 ceiling fans for meeting rooms and small study rooms
- 5 colorful Tiki Stools for the Children's Library
- 5 tables on wheels for the Teen Library
- 6 new Dell Computers for the Teen Library
- 3 Self-Checkout (CircIT) stations
- Co-sponsored the Discover Tech Exhibition
- Paid for access to Prenda Code Club software for youth
- 182 duplicated copies of popular titles for the POP Book browseable collection
- Co-sponsored a successful author talk with JA Jance, contributing dozens and dozens of homemade cookies for visitors to enjoy

A huge THANK YOU to Carson, Zack and Janell who worked with Salli Maxwell of Arizona's Children Association and Sokie Chagolla of Camp Verde Head Start to celebrate [el día de los niños/El día de los libros \(Children's Day/Book Day\)](#) with a Kinder Readiness Fair. Their planning



**6,625**

Volunteer Hours



Cost if paid \$15/hr.

**\$99,375**



and collaboration paid off and we hope to make this an annual event on or around April 30.

**Report from Library Specialist, Alice Gottschalk:** Three of our Volunteers were "Caught in the Act" of providing superior customer service. Thank you Chuck, Nancy & Ginger. You inspire us to go the extra mile with customer service.

**Report from Teen Librarian, Zack Garcia:** In April, YAC participated in the Earth Day Celebration that the Town and Yavapai-Apache Nation partnered in. Two members helped with prep the day before the event, folding shirts and cutting out and assembling giveaways. The day of the event, three members volunteered, working at different stations such as the Check-In table and recycling sorting. Moving forward: YAC and I will be recruiting new members. With five current members it's hard to help with events when someone is out of town or sick. More members will mean we can help out more while also giving more teens the chance to learn leadership skills and engage in civic activity. I will begin coaching YAC's President and Vice President to take on more responsibility so that we can move toward a hands-off model with the teens in the driver's seat.

**Report from Library Specialist, Gerry Laurito:** Our monthly tech user groups are attracting 1 or 2 people per session with different people each time. Patrons seem pleased with the one-on-one instruction. On April 11th Wendy & I attended an all-day training at the Phoenix Public Library about how to respond to homeless and transient people in the library or on library property. The training was enlightening, proposing staff take an empathetic approach. We learned a little about how people may become homeless and about the "homeless" lifestyle. If we start from empathy, we will successfully provide a safe, inclusive, welcoming place for all our patrons.

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>

	Apr-19	Apr-18	% change	YTD-FY19	YTD-FY18	% change
<b>In-Library Uses</b>						
Traffic Count	9,564	8,306	15.1%	84,998	81,984	3.7%
New Cards Issued	65	76	-14.5%	714	903	-20.9%
Public Computer Use	1,458	1,431	1.9%	13,807	14,135	-2.3%
Early Literacy Computer Use	139	153	-9.2%	1,453	1,511	-3.8%
Requests for Computer Help	120	122	-1.6%	1,087	1,107	-1.8%
Reference Questions	165	123	34.1%	1,418	1,759	-19.4%
Study Room Uses	78	53	47.2%	565	528	7.0%
Study Room Use - Hours	120	110	9.1%	1,149	1,124	2.2%
Study Room Use - People Served	104	65	60.0%	762	776	-1.8%
Community Room Uses	70	49	42.9%	476	376	26.6%
Community Programs Attendance	483	414	16.7%	4,418	2,961	49.2%
<b>Total In-Library Use</b>	<b>12,366</b>	<b>10,211</b>	<b>21.1%</b>	<b>110,847</b>	<b>107,164</b>	<b>3.4%</b>
<b>Library Programs</b>						
Adult Programs	17	8	112.5%	161	127	26.8%
Adult Program Attendance	324	86	276.7%	2,098	1,646	27.5%
Children's Programs	21	18	16.7%	196	180	8.9%
Children's Program Attendance	187	171	9.4%	1,577	1,373	14.9%
Teen Programs	22	7	214.3%	146	86	69.8%
Teen Program Attendance	108	74	45.9%	1,338	634	111.0%
<b>Total Library Program Attendance</b>	<b>619</b>	<b>266</b>	<b>132.7%</b>	<b>5013</b>	<b>3653</b>	<b>37.2%</b>
<b>Circulation</b>						
Items Checked Out	4,507	4,476	0.7%	49,648	51,108	-2.9%
Items Checked In	4,876	4,684	4.1%	51,230	48,185	6.3%
Renewed Items	869	839	3.6%	7,846	7,986	-1.8%
<b>Total Circulation</b>	<b>10,252</b>	<b>9,999</b>	<b>2.5%</b>	<b>108,724</b>	<b>107,279</b>	<b>1.3%</b>
<b>Circulation Areas of Interest</b>						
Audio Books	179	188	-4.8%	2,293	2,384	-3.8%
Playaway MP3 Books	100	88	13.6%	1,132	1,022	10.8%
DVDs & Movies	1,616	1,671	-3.3%	19,506	20,362	-4.2%
eBooks	551	213	158.7%	4,865	3,598	35.2%
Laptops & iPads	6	4	50.0%	485	50	870.0%
Large Print	301	298	1.0%	3,113	3,038	2.5%
Magazines	82	134	-38.8%	729	987	-26.1%
VOX Media Book	22	n/a		240	n/a	
Children's Material	773	923	-16.3%	9,713	10,884	-10.8%
Teen's Material	459	626	-26.7%	5,967	7,113	-16.1%
<b>Transits, HOLDS &amp; InterLibrary Loans</b>						
HOLDS Filled	1,010	982	2.9%	10,833	9,454	14.6%
Transit Items Sent & Received	1,628	1,556	4.6%	16,309	15,908	2.5%
CVCL ILL Items Going Out	43	20	115.0%	325	206	57.8%
ILL Items for CVCL Patrons	14	7	100.0%	61	80	-23.8%
<b>Total Transit, HOLDS &amp; ILL Activity</b>	<b>2,695</b>	<b>2,565</b>	<b>5.1%</b>	<b>27,528</b>	<b>25,648</b>	<b>7.3%</b>
<b>Library Volunteers</b>						
Number of Volunteers	31	41	-24.4%	323	346	-6.6%
Number of Hours Given	523	565	-7.4%	5,464	5,690	-4.0%
Average Hours/Volunteer	16.9	13.8	22.4%	16.9	16.4	2.9%
<b>Collection &amp; Development</b>						
New Kids & Teen Material Added	37	42	-11.9%	495	474	4.4%
New Books & Magazines Added	144	139	3.6%	1,827	1,205	51.6%
New Audio-Visual Material Added	72	17	323.5%	525	391	34.3%
<b>Total Items Added</b>	<b>216</b>	<b>156</b>	<b>38.5%</b>	<b>2352</b>	<b>1596</b>	<b>47.4%</b>

<b>Mending &amp; Donations</b>						
Items Mended or Repaired	164	263	-37.6%	1,758	1,124	56.4%
Donations Processed	1,287	975	32.0%	12,938	13,255	-2.4%
Donations Cataloged	42	25	68.0%	411	605	-32.1%