

Director's Report for March 2023

The NLHA's annual **Writer's Write** program where middle schoolers from LPS visit the Heritage Room, meet and mentor with local authors, and produce an essay that gets deposited in the collection was outstanding again this year—with its return to an in-person event the first time since 2019. Many thanks to the NLHA, the Foundation for Lincoln City Libraries, and Heritage Room Librarian Diane Wilson for their coordination.

The message mapping activity regains its momentum with a 2nd session set for April 17. Upcoming related work includes hiring a photographer this Spring to help create the necessary photo art stock that reflects the vision and vibrancy of the library's mission and activities, which will be used in digital and print promotions and communications. Also, the library's upcoming strategic planning process will also get underway this spring-summer as we identify potential planning experts to bring the right process to LCL. The goal is to have a completed plan by mid-late Fall.

Stay tuned for upcoming changes in **library card options** for patrons. Several different designs will be available for new cardholders and those seeking card replacement, including a children's design that will be determined by a fun patron-determined contest this summer. The traditional card will continue to be available.

One Book One Lincoln – The community will be presented more of a splash of the top 10 titles, leading up to the Memorial Day event at the Mill where the Top 3 are announced. Over the course of the next month, we'll be releasing 2 titles per week via video and social media.

I've held a series of "**Donuts with the Director**" gatherings with the staff members from several library locations over the past couple months—and two branches yet to go—that have been good for introductions, feedback, and ideas. I've assembled the feedback and ideas, and in some instances we're able to put into action some items quickly.

Recent changes to the **PIN numbers** format for ConnectEd have strengthened patron privacy concerns for student cardholders—and we thank LPS for their ability to make those changes. Also, we are now requiring PINS on all self-check machines, again to add a level of security and protect patrons. Those items—and the upcoming online card application (this month)—have required the expert help of Support Services and Virtual Services together to make necessary changes happen rather expeditiously.

I've been asked to serve as board member for a 3-year term on the Wayne State (MI) School of Information Science **Advisory Board**, as the program begins a strategic planning phase in preparation for ALA re-accreditation.

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

- Cal Harman (Gere-South) shared this customer interaction: “One evening at Gere I helped a customer, and her three children check out some books. She had just gotten a replacement library card but didn’t know about the 150-item limit – she thought it would’ve been closer to ten. After I told her it was 150, I also informed her of our new fine-free status. She was very appreciative. After she left with her kids, she came back about five minutes later and checked out another dozen or so items. She left *again* and then came back in *again* with one of her sons and checked out another handful of items. She told me, regarding her son, “I had to beg him to come to the library today but now I can’t get him to leave.”
- Lisa Voss (Eiseley) shared this: I have been helping a patron with LCL's Ancestry database this month. Fred is retired, and he is trying to trace some of his family history while he is still in good health so he can pass it along to his children. This is not the most common use of our Tech Help appointments, but it's definitely one thing we can help folks with if they need it. He has been so excited to see where great grandparents and great GREAT grandparents were born, and where some of his cousins are living now. This is just one of the great electronic resources we can offer patrons through our subscription databases.
- Nancy Peters (BMPL) reports “I had a patron stop and thank us for allowing the tax preparers use our space. And also for assistance printing off extra forms that she needed.” Many people have had positive things about access to tax assistance that VITA provides here during tax season.
- Scott Clark (BMPL) had a memorable interaction, “helping an older gentleman in his late 60s or early 70s, who stopped in with his grand-daughter, and wanted to show her his Lincoln High yearbooks, and his photos in them – he was active in both sports and academic clubs. These books were from back in the early 1970s. We were able to show them two of his years.”

Programming

- At Gere, Cally O'Brien reported: “Our storytimes continue to be strong with 1,257 attendees at 41 sessions. This is the highest storytime attendance we have seen since the return to in-person programming and is actually the highest March attendance since 2017 when we had 1,392 attendees at 54 sessions.”
- NESU Librarian Karrie Simpson reported, “On March 13, we hosted a Maisy Mouse Family Night at Anderson Branch Library. Seventy-nine (79) people attended for crafts, games, and a chance to get their picture taken with Maisy.” Karrie acknowledges that this event was definitely a team effort, as numerous NESU staff members helped prepare and oversee activities. Special acknowledgement goes to Stephanie Eischeid for wearing the Maisy costume.

- On March 25, Polley Music Library had composer Jeremy Young visit from Montreal, his final stop on a tour of the Midwest. He performed a piece based on using ¼" analog tape loops containing his guitar work. After touring this piece around the world, we may have hosted its last performance, as he handed out some of the tape loops to the audience at the end. Around 20 people attended.
- Nebraska Literary Heritage Association's annual "Writers Write" program returned to the Heritage Room at BMPL on March 23. Over 50 talented LPS middle school students were mentored by local authors and enjoyed a full morning at BMPL.
- Lane Gibson hosted the LGBTQ Book Group on the 29th, discussing the book – *Rainbow Rainbow* by Lydia Conklin. There were 5 attending.
- Former Walt LSA Miranda McCown came back to lead a four-day Cosplay Camp which included: Intro, Advanced, Making Armor, and a Cosplay Contest. Everyone attending the third day left with their own forearm armor. For the contest on the fourth day, everyone had 60 minutes to create a cosplay character from the materials they were given. The character had to be a hero, villain or animal sidekick and attendees had to create their backstory. Everyone had So Much Fun.

Outreach

- "Matt Norsworthy represented NESU at two Pershing Elementary School Conference Nights," reported Librarian Karrie Simpson. "This was an event we participated in last fall, and the School Librarian emailed me asking if we'd come again this spring, as she had heard so many good things about our visit. Matt talked to 455 people about future library events!"
- Greg Welch (Gere/South) visited 11 classes at UNL Daycare this month on four days with 156 attending for story times.
- Vicki Clarke (Walt) represented LCL at the two-day Nebraska Christian Home Educators Conference again this year. The library, as an essential resource for homeschooling families, creates a community bridge in this setting.

Collaboration

- On March 18 at Anderson Branch Library, LSA Jodi Rethmeier noted, "Conrad Good hosts a music show of old swing music on KZUM 8-10 a.m. Mondays. He praised our staff on always being very helpful in finding music he can play on his radio show."

Community Engagement

- Longtime volunteers JoAnne Thiele and Judy Smith were recognized along with other volunteers at the Nebraska Library Association's Advocacy Day at the Cornhusker Hotel. Vicki Clarke nominated them as Walt Library's "OG volunteers." While Walt Branch Library opened on 02-02-02, both JoAnne and Judy have volunteer hours dating back to 2001. Collectively they have given 5,493 volunteer hours to the library in the last 21 years – JoAnne, 2,890 hours and Judy 2,603 hours and counting.
- Cait Lombardo (BMPL) provided outreach to Lincoln High School in the form of the LHS Book Club. Small groups were formed to discuss a number of titles

Technology

- Charlotte McAvoy (BMPL) helped a customer save some money, "A woman needed to send documentation to a company and by fax it would have cost over \$15. I suggested she contact them to see if she could email the info and to get the email address. Then I helped her to scan all those documents and attach them to her email and saved her a bundle of money."
- Tech Time Staff at Gere helped 15 patrons during an equivalent of 23 half-hour appointments. Of those patrons, 7 needed assistance with digital library services.
- Laurie Johnson (Walt) led two Cubelets robotics programs for children in Pre-K through grade 2 and in grade 3-5. She had ten in the first (younger ages) session. The kids each got a set of Cubelets and built their own DIMBOT with the help of their parents. One mother was happy to see her daughter playing with the Cubelets and using all the different blocks to solve the challenges. She explained that she works with artificial intelligence and was happy that the library had a program allowing her daughter to engage with the mother's work at her own level.

Facilities

- Hillary Umland (Gere) shared this interaction: "A man who comes in with a group every Tuesday morning is wheelchair bound. He came up to the Info desk and right away said, 'Thank you so much for putting that ramp up – it's like you did it just for me.'" Pat Sloan also shared that she heard from a number of library customers who expressed their gratefulness for work on access ramps near the front door of Gere.

Areas of Excellence and Focus

Early Childhood

- Garren Hochstetler reported, "We started a six-week session of Prime Time Family Reading at Bennett Martin. This would be the bilingual Spanish/English preschool version. This is in partnership with Humanities Nebraska and grant funded from various sources. In the first two sessions, we've had nine families attending for a meal, storytime and discussion, and activity centers. I'm acting as coordinator while two others who aren't library staff are being paid by the grant to lead the storytime, design activities, and recruit families. This is a great way to get families into the library and talk about what we offer in a way that they can manage on weeknights. Each week, families get to keep a copy of the featured book."
- Read Aloud Advocate Ali Bousquet had a booth at the Lincoln Early Childhood Conference (March 25), where she gave away library info, and spoke on story times and library resources with 76 attendees.

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

Employment

- Jackie Spackman (BMPL) reported "A patron who was new to the area, came in to get a library card and use the computer. He mentioned wanting help with resumes and I told him that he could definitely use our computers to create a resume. I also mentioned that we would be happy to show him where he could find the different templates on Microsoft Word, or how to search for some online. I then mentioned American

Job Center recently opened next door and how they could more specifically help with that kind of work. I printed off a Community Resource sheet and highlighted that section for him. It's been great to have the resource right across the street. It seems to make people much more likely to go over and see what resources they have."

Services to Our Aging Population

- Cal Harman (Gere-South) worked with Jen Jackson (BMPL) to host an OLLI (Osher Lifelong Learning Institute) program at Gere on the 31st. Jen gave a presentation on all of the digital services that library customers have access to with their cards and then Cal helped provide one-on-one tech assistance for those attending. There were 39 total attendees.

Building up the Culture of Lincoln

Reading

- Bethany BookTalks took place 10:30-11:30 AM every Friday morning at Bethany Branch Library. Guest presenters included Leanne Dynneson from Gere Branch (March 3), Karrie Simpson and Stephanie Eischeid of NESU (March 10), Jodi Rethmeier of NESU (March 17), and Diane Wilson from the Heritage Room (March 24). Stephanie and Karrie shared their reading recommendations with an impressive 18 attendees.
- Members of the LCL OverDrive Support Team assisted at least 43 patrons with OverDrive and Hoopla questions/issues in March.

Refugee and Immigrant

- Laura Nickel recounted this interaction, "A man came to the computer lab needing some help scanning and emailing. He spoke a little English, mostly Spanish. As I helped him scan his document, we laughed about how each of us knew a little - his little bit of English and my little bit of Spanish. He was unable to get into his email account from the computer, so we went back and forth on Google translate for a bit, but eventually we got the document emailed to himself and another address. He thanked me and took out his wallet to pay. I waved him on, and he thanked me again."

Ryan Wieber, Library Director

April 14, 2023

**Lincoln City Libraries
March 2023 Circ Report**

Location	Loans	Visits	Computer Reservations	Program & Outreach Attendance	March 2023 Total Use	March 2022 Total Use	CHANGE
Bennett Martin Public Library	13,758	11,703	2,568	733	28,762	27,361	5.12%
Anderson Branch	12,327	5,857	686	918	19,788	17,210	14.98%
Bethany Branch	9,480	3,078	213	278	13,049	12,434	4.95%
Eiseley Branch	26,082	9,952	1,449	1,116	38,599	33,084	16.67%
Gere Branch	68,719	19,208	1,340	1,638	90,905	84,136	8.05%
South Branch	10,638	3,786	478	443	15,345	13,741	11.67%
Walt Branch	44,378	13,357	1,051	1,471	60,257	55,953	7.69%
Williams Branch	890	696	102	71	1,759	1,851	-4.97%
Lied Bookmobile	1,471	481	0	35	1,987	3,289	-39.59%
InterLibrary Loan	240	0	0	0	240	319	-24.76%
SUBTOTAL	187,983	68,118	7,887	6,703	270,691	249,378	8.55%
DownloadStream Audio	38,368	0	0	0	38,368	32,256	18.95%
Download/Stream eBooks	30,403	0	0	0	30,403	26,420	15.08%
Stream Video	815	0	0	0	815	687	18.63%
Download SUBTOTAL	69,586	0	0	0	69,586	59,363	17.22%
TOTAL CIRCULATION	257,569	68,118	7,887	6,703	340,277	308,741	10.21%

WiFi Sessions	111,255	105,631	5.32%
WiFi Users	9,736	10,231	-4.84%
Website Users	62,850	64,525	-2.60%
Website Sessions	123,708	126,850	-2.48%
Database Use	10,905	14,957	-27.09%

Holdings Report	PRINT		NON PRINT		Total	REGISTRATIONS	2023	2022	Change
	Adult	Youth	Adult	Youth		Purged			
Owned	360,780	298,928	76,412	32,406	768,526	Active			
Added	2,870	3,293	368	271	6,802	Resident	146,576	200,119	-26.76%
Withdrawn	-1,587	-1,322	-373	-93	-3,375	ConnectED	42,603	44,169	-3.55%
Current	362,063	300,899	76,407	32,584	771,953	County	9,131	13,005	-29.79%
						NonResident	943	1,074	-12.20%
						Reciprocal	482	795	-39.37%
						Limited Use	8,502	10,797	-21.26%
						Total Active	208,237	269,959	-22.86%

**March 2023 Use Compared to March 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	10,814	11,175	-3.23%	2,944	3,509	-16.10%	13,758	14,684	-6.31%
Anderson	10,030	9,320	7.62%	2,297	2,322	-1.08%	12,327	11,642	5.88%
Bethany	8,292	7,909	4.84%	1,188	1,279	-7.11%	9,480	9,188	3.18%
Eiseley	22,561	19,924	13.24%	3,521	3,090	13.95%	26,082	23,014	13.33%
Gere	59,986	56,152	6.83%	8,733	8,929	-2.20%	68,719	65,081	5.59%
South	9,118	8,298	9.88%	1,520	1,331	14.20%	10,638	9,629	10.48%
Walt	39,032	37,558	3.92%	5,346	5,442	-1.76%	44,378	43,000	3.20%
Williams	597	733	-18.55%	293	324	-9.57%	890	1,057	-15.80%
Lied Bookmobile	1,239	1,896	-34.65%	232	150	54.67%	1,471	2,046	-28.10%
InterLibrary Loan	240	319	-24.76%	0	0	0.00%	240	319	-24.76%
Subtotal Checkouts	161,909	153,284	5.63%	26,074	26,376	-1.14%	187,983	179,660	4.63%
Download/Stream Audio	0	0	0.00%	38,368	32,256	18.95%	38,368	32,256	18.95%
Download/Stream eBook	0	0	0.00%	30,403	26,420	15.08%	30,403	26,420	15.08%
Stream Video	0	0	0.00%	815	687	18.63%	815	687	18.63%
TOTAL CHECKOUTS	161,909	153,284	5.63%	95,660	85,739	11.57%	257,569	239,023	7.76%

Location	Youth Checkouts		Youth Loan	Adult Checkouts		Adult Loan	Visits	Visits	Visits
	2023	2022	Change	2023	2022	Change	2023	2022	Change
BMPL	5,096	5,188	-1.77%	8,662	9,496	-8.78%	11,703	9,741	20.14%
Anderson	6,359	5,603	13.49%	5,968	6,039	-1.18%	5,857	4,620	26.77%
Bethany	5,953	5,664	5.10%	3,527	3,524	0.09%	3,078	2,830	8.76%
Eiseley	17,860	14,699	21.50%	8,222	8,315	-1.12%	9,952	8,237	20.82%
Gere	40,378	37,132	8.74%	28,341	27,949	1.40%	19,208	17,283	11.14%
South	6,010	5,474	9.79%	4,628	4,155	11.38%	3,786	3,367	12.44%
Walt	30,831	29,532	4.40%	13,547	13,468	0.59%	13,357	11,339	17.80%
Williams	521	709	-26.52%	369	348	6.03%	696	619	12.44%
Lied Bookmobile	892	1,318	-32.32%	579	728	-20.47%	481	132	264.39%
InterLibrary Loan	0	0	0.00%	240	319	-24.76%	0	0	0.00%
Subtotal Checkouts	113,900	105,319	8.15%	74,083	74,341	-0.35%	68,118	58,168	17.11%
Download/Stream Audio	5,349	4,600	16.28%	33,019	27,656	19.39%	0	0	0.00%
Download/Stream eBook	4,820	3,902	23.53%	25,583	22,518	13.61%	0	0	0.00%
Stream Video	0	0	0.00%	815	687	18.63%	0	0	0.00%
TOTAL CHECKOUTS	124,069	113,821	9.00%	133,500	125,202	6.63%	68,118	58,168	17.11%

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	598	615	-2.76%	135	123	9.76%	2,568	2,198	16.83%
Anderson	918	152	503.95%	0	0	0.00%	686	796	-13.82%
Bethany	229	124	84.68%	49	32	53.13%	213	260	-18.08%
Eiseley	1,106	671	64.83%	10	0	0.00%	1,449	1,162	24.70%
Gere	1,597	430	271.40%	41	18	127.78%	1,340	1,324	1.21%
South	436	246	77.24%	7	18	-61.11%	478	481	-0.62%
Walt	1,277	575	122.09%	194	23	743.48%	1,051	1,016	3.44%
Williams	71	66	7.58%	0	0	0.00%	102	109	-6.42%
Lied Bookmobile	0	749	-100.00%	35	362	-90.33%	0	0	0.00%
TOTAL	6,232	3,628	71.78%	471	576	-18.23%	7,887	7,346	7.36%

Prepared by: Tina Queen

Lincoln City Libraries
March 2023 Fiscal Year To Date Use Report

Location	Loans			Visits			Computer Reservations			Program & Outreach Attendance			Total Use		
	FY 22-23 YTD	FY 21-22 YTD	YTD Change	FY 22-23 YTD	FY 21-22 YTD	YTD Change	FY 22-23 YTD	FY 21-22 YTD	YTD Change	FY 22-23 YTD	FY 21-22 YTD	YTD Change	FY 22-23 YTD	FY 21-22 YTD	YTD CHANGE
Bennett Martin Public Library	91,156	95,511	-4.56%	74,100	59,392	24.76%	16,807	14,839	13.26%	5,227	3,295	58.63%	187,290	173,037	8.24%
Anderson Branch	79,121	73,579	7.53%	34,014	29,186	16.54%	4,761	5,587	-14.78%	5,048	925	445.73%	122,944	109,277	12.51%
Bethany Branch	58,199	54,855	6.10%	20,276	17,451	16.19%	1,610	1,555	3.54%	1,894	450	320.89%	81,979	74,311	10.32%
Eiseley Branch	165,084	147,202	12.15%	58,925	48,940	20.40%	7,853	7,038	11.58%	10,369	5,608	84.90%	242,231	208,788	16.02%
Gere Branch	432,511	419,347	3.14%	120,976	106,457	13.64%	8,735	8,575	1.87%	8,866	1,657	435.06%	571,088	536,036	6.54%
South Branch	65,311	63,493	2.86%	23,193	21,211	9.34%	3,096	3,380	-8.40%	1,680	1,066	57.60%	93,280	89,150	4.63%
Walt Branch	277,509	268,568	3.33%	80,624	66,680	20.91%	6,814	6,372	6.94%	7,038	1,845	281.46%	371,985	343,465	8.30%
Williams Branch	5,372	4,912	9.36%	4,508	3,376	33.53%	382	335	14.03%	595	66	801.52%	10,857	8,689	24.95%
Lied Bookmobile	11,856	15,493	-23.48%	2,856	1,040	174.62%	0	0	0.00%	1,810	8,745	-79.30%	16,522	25,278	-34.64%
InterLibrary Loan	1,416	1,750	-19.09%	0	0	0.00%	0	0	0.00%	0	0	0.00%	1,416	1,750	-19.09%
SUBTOTAL	1,187,535	1,144,710	3.74%	419,472	353,733	18.58%	50,058	47,681	4.99%	42,527	23,657	79.76%	1,699,592	1,569,781	8.27%
DownloadStream Audio	248,104	210,389	17.93%	0	0	0.00%	0	0	0.00%	0	0	0.00%	248,104	210,389	17.93%
Download/Stream eBooks	197,077	173,647	13.49%	0	0	0.00%	0	0	0.00%	0	0	0.00%	197,077	173,647	13.49%
Stream Video	5,984	5,541	7.99%	0	0	0.00%	0	0	0.00%	0	0	0.00%	5,984	5,541	7.99%
Download SUBTOTAL	451,165	389,577	15.81%	0	0	0.00%	0	0	0.00%	0	0	0.00%	451,165	389,577	15.81%
TOTAL LOANS	1,638,700	1,534,287	6.81%	419,472	353,733	18.58%	50,058	47,681	4.99%	42,527	23,657	79.76%	2,150,757	1,959,358	9.77%

WiFi Sessions	804,340	816,459	-1.48%
WiFi Users	73,511	77,437	-5.07%
Website Users	424,758	424,818	-0.01%
Website Sessions	827,166	834,836	-0.92%
Database Use	83,421	90,948	-8.28%