

Pledge of Allegiance Roll Call of Members Public Participation (limited to 5 minutes per speaker)

# Rebekkah Smith-Aldrich, Coordinator for Library Sustainability from MHLS, will join us to discuss best practices in Library Planning and Community Engagement.

- I. Approval of Minutes from October 2017 meeting
- II. Financial Report for October 2017
  - a. Motion to accept approve bills
  - b. Motion to accept financial reports
- III. President's Report
- IV. Director's Report
- V. Old Business/Committee Reports
  - a. Board Development/Policy Committee (R. Lashua)
  - b. Building Committee (T. Rigney
  - c. Finance Committee (P. Posner)
  - d. Personnel/Nominating Committee (S. Christensen)
  - e. Planning Committee (J. Dolan)
  - f. Friends Liaison Report (J. Dolan)
- VI. New Business
- VII. Good and Welfare
- VIII. Adjournment and announcement of next meeting December 5, 2017

# HOWLAND PUBLIC LIBRARY MINUTES OF THE RE-ORGANIZATION MEETING OF THE BOARD OF TRUSTEES October 10, 2017

# Pledge of Allegiance

**Call to Order:** P. Posner called the meeting to order at 7:01 PM.

# **Roll Call of Members:**

Stacy Christensen, Donna Haynes, Randy Lashua, Prudence Posner, Thomas Rigney, and Director Amy Raff, ex officio. April Farley arrived at 7:15 PM. Jan Dolan, Rajene Hardeman, and Karen Twohig were excused.

**Votes:** All votes were unanimous, unless otherwise noted.

Public Participation: None

<u>Guest Speakers:</u> None – Rebekkah Smith Aldrich was supposed to attend for Board training, but was ill and unable to attend.

# Reading of the Minutes of the Previous Meeting:

T. Rigney made a **motion** to accept the September 12, 2017 meeting minutes as presented. Seconded by R. Lashua and the motion carried.

# Treasurer's Report: See attached report.

The **motion** to accept the warrants and claims for vouchers # 1691 - 1735 for the month was made by D. Haynes and seconded by T. Rigney. Motion carried. R. Lashua made a **motion** to accept the Financial Report for September 2017 as presented. Seconded by S. Christensen and the motion carried. P. Posner reported that the first quarter report for 2017-2018 matches the two prior years and is relatively unremarkable.

President's Report: See attached report.

<u>Director's Report:</u> See attached report. A. Raff thanked all those that helped during Spirit of Beacon Day.

# **Unfinished/Committee Reports:**

**Board Development:** 

R. Lashua stated the committee was presenting a Conflict of Interest Policy and an Investment Policy for the Board's approval. On a **motion** by R. Lashua and seconded by D. Haynes, the Conflict of Interest Policy was approved. On a **motion** by T. Rigney and seconded by S. Christensen, the Investment Policy was approved.

**Building Committee:** 

T. Rigney stated they had not met yet.

Finance Committee:

P. Posner stated they met October 4 to go over the quarterly report. She stated that the library's expenses will be checked against a few other libraries, especially the payroll account. They were looking forward to R. Smith's presentation before they moved forward on anything else. P. Posner explained the encumbered accounts. A. Farley asked if a PayPal account could be opened to receive donations. A. Raff will work on this.

Personnel/Nominating:

S. Christensen stated they will meet December 6<sup>th</sup> at 6:00 PM and it will be a combined meeting with the Finance Committee.

Planning:

The committee met and went over the abridged 2020 Plan and will discuss this when more of the Board members are present. There is no additional meeting scheduled.

## Friends:

The Friend-raiser was a success and they made approximately \$2,500.00. There will be a meeting next Monday.

# **New Business:**

T. Rigney will set up a Building Committee meeting.

# **Good and Welfare:**

S. Christensen's son got engaged. T. Rigney's 22<sup>nd</sup> wedding anniversary was this week. A. Farley and her son participated in World Hoop Day. The library will have a table at Pumpkin Fest, this Sunday from 12 – 5 PM. Anyone available should stop in to help A. Raff.

# Agenda for November 14 Board Meeting to start at 7:00 PM:

# Adjournment:

S. Christensen made a motion to adjourn at 7:40 PM. Seconded by R. Lashua and the motion carried.

Respectfully submitted,

Julie Beyer, Recording Secretary

Attachments

Motion to accept the minutes
Motion to accept the Claims Audit Process
Motion to accept the Financial Report
Motion to accept the Conflict of Interest Policy
Motion to accept the Investment Policy

# Howland Public Library Budget vs. Actual

|                                       | Jul - Oct 17 | Budget       | \$ Over Budget | % of Budget     |
|---------------------------------------|--------------|--------------|----------------|-----------------|
| Income                                |              |              |                |                 |
| 4009 · Transfer from fund balance     | 0.00         | 20,000.00    | -20,000.00     | 0.0%            |
| 4010 · Library District Tax           | 993,935.00   | 993,935.00   | 0.00           | 1 <b>O</b> 0.0% |
| 4030 · Beacon District / Pilot Pymts  | 1,628.40     | 6,933.00     | -5,304.60      | 23.49%          |
| 4100 · Circ Desk                      |              |              |                |                 |
| 4120 · Copy Sales                     | 1,171.21     |              |                |                 |
| 4130 · Fax Sales                      | 264.83       |              |                |                 |
| 4140 · Fines                          | 3,376.80     |              |                |                 |
| 4150 · Lost Cards                     | 87.00        |              |                |                 |
| 4155 · Ear Bud Sales                  | 22.00        |              |                |                 |
| 4160 · Battle of the Books - Income   | 1,975.00     |              |                |                 |
| 4530 · Lost Audio Visual Material     | 109.90       |              |                |                 |
| 4550 · Lost Books - Non-Fiction       | 27.00        |              |                |                 |
| 4555 · Lost Materials - Refunded      | 137.00       |              |                |                 |
| 4560 · System Holds not picked up     | 146.76       |              |                |                 |
| 4100 · Circ Desk - Other              | 0.00         | 20,000.00    | -20,000.00     | 0.0%            |
| Total 4100 · Circ Desk                | 7,317.50     | 20,000.00    | -12,682.50     | 36.59%          |
| 4200 ⋅ Donations                      |              |              |                |                 |
| 4210 · Miscellaneous                  |              |              |                |                 |
| 4211 · Donations to offset PROGRAMS   | 19.10        |              |                |                 |
| 4212 · Amazon Smiles Rebates          | 21.21        |              |                |                 |
| 4245 · Donation - Friends of HPL      | 6,500.00     |              |                |                 |
| 4700 · Grant - Misc                   | 0.00         | 20,000.00    | -20,000.00     | 0.0%            |
| 4210 Miscellaneous - Other            | 681.60       | 20,000.00    | 20,000.00      | 0.070           |
| Total 4210 · Miscellaneous            | 7,221.91     | 20,000.00    | -12,778.09     | 36.11%          |
| 4200 · Donations - Other              | 0.00         | 0.00         | 0.00           | 0.0%            |
| Total 4200 · Donations                | 7,221.91     | 20,000.00    | -12,778.09     | 36.11%          |
| 4300 · Grants (NYS Source)            |              |              |                |                 |
| 4374 · NYS Spec Legislative Grant     | 13,500.00    |              |                |                 |
| 4616 · MHLS - Local Library Incentive | 7,921.00     | 6,700.00     | 1,221.00       | 118.22%         |
| Total 4300 · Grants (NYS Source)      | 21,421.00    | 6,700.00     | 14,721.00      | 319.72%         |
| 4800 · Refund of W/C Insurance        | 735.60       |              |                |                 |
| 4900 · Interest Income                | 100.02       | 750.00       | -649.98        | 13.34%          |
| Total Income                          | 1,032,359.43 | 1,068,318.00 | -35,958.57     | 96.63%          |
|                                       | 1,032,359.43 | 1,068,318.00 | -35,958.57     | 96.63%          |
| Expenses                              |              |              |                |                 |
| 5000-00 · Personnel Expense           |              |              |                |                 |
| 5000 Salaries - Part Time             | 55,783.53    |              | •              |                 |
| 5100 · Salaries - Full Time           | 117,434.68   |              |                |                 |
| 5000-00 · Personnel Expense - Other   | 0.00         | 602,868.00   | -602,868.00    | 0.0%            |
|                                       |              |              |                |                 |

# Howland Public Library Budget vs. Actual

July through October 2017

|  | Jul - Oct 17 | Budget     | \$ Over Budget | % of Budget |
|--|--------------|------------|----------------|-------------|
| 300-00 · Employee Benefits Expense       |              |            |                |             |
| 5100a · Salary - Health Insurance        | 4,997.81     |            |                |             |
| 5200 · Salaries - Special (bonus)        | 0.00         | 800.00     | -800.00        | 0.0%        |
| 5300 · FICA                              | 13,468.37    | 47,000.00  | -33,531.63     | 28.66%      |
| 5400 · SUI Expense                       | 526.13       | 3,000.00   | -2,473.87      | 17.54%      |
| 5500 · NYS Disability Insurance          | -82.35       | 1,000.00   | -1,082.35      | -8.249      |
| 5700 · Insurance - Workers Comp          | 2,968.00     | 7,700.00   | -4,732.00      | 38.55%      |
| 5750 · Insurance - Health                | 16,067.23    | 59,000.00  | -42,932.77     | 27.239      |
| 5760 · NYS Retire Benefits Fee           | 0.00         | 71,000.00  | -71,000.00     | 0.09        |
| otal 5300-00 · Employee Benefits Expense | 37,945.19    | 189,500.00 | -151,554.81    | 20.029      |
| 000-00 · Materials                       |              |            |                |             |
| 6015 · Audio/Movies/Music                |              |            |                |             |
| 6009 · Movies                            |              |            |                |             |
| 6210 · Adult DVD                         | 1,648.21     | 8,000.00   | -6,351.79      | 20.69       |
| 6220 · Children DVD                      | 27.40        | 3,000.00   | -2,972.60      | O.91%       |
| Total 6009 · Movies                      | 1,675.61     | 11,000.00  | -9,324.39      | 15.23%      |
| 6019 · Audio Books                       |              |            |                |             |
| 6110 · Adult Audio                       | 680.52       | 3,400.00   | -2,719.48      | 20.029      |
| 6120 · Children & YA Audio               | 1,240.15     |            |                |             |
| 6019 · Audio Books - Other               | 0.00         | 3,400.00   | -3,400.00      | 0.09        |
| Total 6019 · Audio Books                 | 1,920.67     | 6,800.00   | -4,879.33      | 28.25%      |
| 6260 · Music                             |              |            |                |             |
| 6260.1 · Adult Music                     | 659.39       | 1,500.00   | -840.61        | 43.96%      |
| 6260.2 · Childrens Music                 | 0.00         | 700.00     | -700.00        | 0.09        |
| Total 6260 · Music                       | 659.39       | 2,200.00   | -1,540.61      | 29.979      |
| Total 6015 · Audio/Movies/Music          | 4,255.67     | 20,000.00  | -15,744.33     | 21.289      |
| 6100 · Books                             |              |            |                |             |
| 6020 · Non-Fiction                       | 6,205.11     | 10,000.00  | -3,794.89      | 62.05%      |
| 6030 · Young Adult                       | 373.61       | 2,000.00   | -1,626.39      | 18.689      |
| 6040 · Children Fiction                  | 2,598.85     | 6,000.00   | -3,401.15      | 43.319      |
| 6050 · Large Print                       | 728.36       | 1,500.00   | -771.64        | 48.569      |
| 6060 · Foreign Language                  | 150.73       | 100.00     | 50.73          | 150.739     |
| 6070 · Reference                         | 583.47       | 4,500.00   | -3,916.53      | 12.979      |
| 6070.1 · Reference - Standing Order      | 99.73        |            |                |             |
| 6130 · Fiction                           | 5,347.56     | 14,900.00  | -9,552.44      | 35.899      |
| Total 6100 · Books                       | 16,087.42    | 39,000.00  | -22,912.58     | 41.25       |
| 6200 · Data Bases                        |              |            |                |             |
| 6230 In-House Data Bases                 | 2,134.00     | 3,000.00   | -866.00        | 71.139      |
| 6230.1 · Freegal - Music Data Base       | 0.00         | 3,000.00   | -3,000.00      | 0.09        |
| 6240 · Electronic Data Bases             | 374.65       | 5,500.00   | -5,125.35      | 6.819       |
| Total 6200 · Data Bases                  | 2,508.65     | 11,500.00  | -8,991.35      | 21.819      |

# Howland Public Library Budget vs. Actual July through October 2017

|   | Jul - Oct 17 | Budget    | \$ Over Budget | % of Budget      |
|---|--------------|-----------|----------------|------------------|
| 6140 · e-books                          | 0.00         | 2,000.00  | -2,000.00      | 0.0%             |
| 6280 · Newspapers                       | 492.10       | 1,500.00  | -1,007.90      | 32.81%           |
| 6290 · Magazines                        | 4,278.09     | 4,500.00  | -221.91        | 95.07%           |
| Total 6250 · Periodicals                | 4,770.19     | 8,000.00  | -3,229.81      | 59.63%           |
| 6300 · Programs                         |              |           |                |                  |
| 6310 · Adult Programs                   | 2,928.14     | 6,500.00  | -3,571.86      | 45.05%           |
| 6315 · Adult Summer Reading             | 1,154.13     | 1,000.00  | 154.13         | 115.41%          |
| 6320 · Childrens Programs               | 2,003.51     | 5,500.00  | -3,496.49      | 36.43%           |
| 6325 · Young Adult Programs             |              |           |                |                  |
| 6325a · Maker Space Program             | 4,362.75     |           |                |                  |
| 6325 · Young Adult Programs - Other     | 1,232.92     | 2,000.00  | -767.08        | 61.65%           |
| Total 6325 · Young Adult Programs       | 5,595.67     | 2,000.00  | 3,595.67       | 279.78%          |
| 6330 · Children Summer Reading          | 35.58        | 2,000.00  | -1,964.42      | 1.78%            |
| 6335 · Battle of the Books - Expense    | 1,976.24     | 1,500.00  | 476.24         | 13 <b>1</b> .75% |
| 6340 · Art Exhibits                     | 105.79       |           |                |                  |
| Total 6300 · Programs                   | 13,799.06    | 18,500.00 | -4,700.94      | 74.59%           |
| 6000-00 · Materials - Other             | 0.00         |           |                |                  |
| Total 6000-00 · Materials               | 41,420.99    | 97,000.00 | -55,579.01     | 42.7%            |
| 6800 ⋅ Bldg & Maintenance               |              |           |                |                  |
| 6810 · Janitorial                       | 957.46       | 4,000.00  | -3,042.54      | 23.94%           |
| 6820 · Bldg Repairs/Maint               |              |           |                |                  |
| 7711-35 · Roof Repair - Capital Project | 185.00       | 20,000.00 | -19,815.00     | 0.93%            |
| 6820 · Bldg Repairs/Maint - Other       | 4,042.32     | 25,000.00 | -20,957.68     | 16.17%           |
| Total 6820 · Bldg Repairs/Maint         | 4,227.32     | 45,000.00 | -40,772.68     | 9.39%            |
| 6840 · Utilities                        |              |           |                |                  |
| 6841 · Gas                              | 173.17       | 5,000.00  | -4,826.83      | 3.46%            |
| 6842 · Electric                         | 4,320.23     | 14,000.00 | -9,679.77      | 30.86%           |
| 6843 · Water (City of Beacon)           | 352.53       | 1,000.00  | -647.47        | 35.25%           |
| Total 6840 · Utilities                  | 4,845.93     | 20,000.00 | -15,154.07     | 24.23%           |
| 6845 · Property Insurance & Boiler      | 4,060.33     | 13,500.00 | -9,439.67      | 30.08%           |
| 6800 · Bldg & Maintenance - Other       | 56.21        |           |                |                  |
| Total 6800 · Bldg & Maintenance         | 14,147.25    | 82,500.00 | -68,352.75     | 17.15%           |
| 7100-00 · General & Administrative      |              |           |                |                  |
| 6492 · Director & Officers Insurance    | 0.00         | 600.00    | -600.00        | 0.0%             |
| 7002 · Communications                   |              |           |                |                  |
| 7090 · Telephone                        | 1,063.11     |           |                |                  |
| 7091 · Cable/Internet                   | 402.80       |           |                |                  |
| 7644 · On-line Calendar                 | 738.00       |           |                |                  |
| 7002 · Communications - Other           | 0.00         | 5,200.00  | -5,200.00      | 0.0%             |
| Total 7002 · Communications             | 2,203.91     | 5,200.00  | -2,996.09      | 42.38%           |
| 7003 · Dues/Board/Travel/Training       | 100.00       |           |                |                  |
| 7010 · Audit/Acctg Fees                 | 0.00         | 11,000.00 | -11,000.00     | 0.0%             |

# Howland Public Library Budget vs. Actual July through October 2017

|  | Jul - Oct 17 | Budget       | \$ Over Budget | % of Budget |
|--|--------------|--------------|----------------|-------------|
| 7020 · Consulting Fees                       | 0.00         | 2,000.00     | -2,000.00      | 0.0%        |
| 7030 · Legal Fees                            | 0.00         | 1,000.00     | -1,000.00      | 0.0%        |
| 7040 · Automation                            | 6,999.56     | 19,000.00    | -12,000.44     | 36.84%      |
| 7050 · Network Maintenance                   | 6,000.00     | 14,400.00    | -8,400.00      | 41.67%      |
| 7063 · Postage                               | 210.07       | 800.00       | -589.93        | 26.26%      |
| 7064 · Fax Expense - Cards                   | 0.00         | 1,500.00     | -1,500.00      | 0.0%        |
| 7066 · Public Legal/Referendum               | 0.00         | 2,500.00     | -2,500.00      | 0.0%        |
| 7067 · Board - Recorder, Other               | 0.00         | 500.00       | -500.00        | 0.0%        |
| 7070 · Furniture & Equipment                 | 503.34       | 2,850.00     | -2,346.66      | 17.66%      |
| 7085 · Advertising Printing/Publicity        | 323.18       | 1,200.00     | -876.82        | 26.93%      |
| 7355b · Computer Equipment                   | 72.00        |              |                |             |
| 7400 · Office Supplies                       |              |              |                |             |
| 6196 · Collections Maint Tech Services       | 445.79       | 3,700.00     | -3,254.21      | 12.05%      |
| 7401 · Office Supplies - Public              | 139.33       |              |                |             |
| 7402 · Ink and Toner Cartridges              | 634.53       |              |                |             |
| 7400 · Office Supplies - Other               | 1,688.95     | 7,300.00     | -5,611.05      | 23.14%      |
| Total 7400 · Office Supplies                 | 2,908.60     | 11,000.00    | -8,091.40      | 26.44%      |
| 7410 · Banking Fees                          | 61.66        | 1,400.00     | -1,338.34      | 4.4%        |
| 7411 · Payroll Service Fees                  | 1,310.05     | 4,000.00     | -2,689.95      | 32.75%      |
| 7552 · Equip Rental - Copier/Postage         |              |              |                |             |
| 7557 · Postage Meter                         | 210.04       |              |                |             |
| 7558 · Equip Lease - Patron 001              | 1,351.55     |              |                |             |
| 7559 · Equip Lease Business Office 002       | 922.94       |              |                |             |
| 7552 · Equip Rental - Copier/Postage - Other | 0.00         | 7,000.00     | -7,000.00      | 0.0%        |
| Total 7552 · Equip Rental - Copier/Postage   | 2,484.53     | 7,000.00     | -4,515.47      | 35.49%      |
| 7553 · Membership Dues                       | 1,094.04     | 1,500.00     | -405.96        | 72.94%      |
| 7643 · Safe Deposit Box                      | 93.75        |              |                |             |
| 7713 · Computer Expense                      | 150.82       | 5,500.00     | -5,349.18      | 2.74%       |
| 7751 · Travel and Meetings                   | 399.42       | 1,000.00     | -600.58        | 39.94%      |
| 7752 · Conference, Convention, Meeting       | 0.00         | 1,500.00     | -1,500.00      | 0.0%        |
| 7755 · Staff Training/Continuing Ed          | 152.52       | 1,000.00     | -847.48        | 15.25%      |
| Total 7100-00 · General & Administrative     | 25,067.45    | 96,450.00    | -71,382.55     | 25.99%      |
| Total Expense                                | 291,799.09   | 1,068,318.00 | -776,518.91    | 27.31%      |



November 14, 2017
Director's Report
prepared & presented by Amy Raff

# MHLS Annual Meeting October 27, 2017 at Wallace Center/FDR Presidential Library and

Home, Hyde Park: After MHLS Business Meeting, Rajene was elected as Dutchess County Representative for the MHLS Board for a 5 year term. Paul Grondahl, Director of the New York State Writers Institute at the University at Albany presented "News Literacy, Fake News and the Job of an Informed Citizenry." Thank you Prue, Jan, April, and Rajene for attending.

## REPORT FROM NYLA 11/09/17-11/11/17

### Thursday

- An Adventure in Inspiration: Advocacy with Soul with Dr. Camila Alire: If you are passionate about your cause it is easy to be a vocal and effective advocate. The greatest hazard is to risk nothing we must put voice to our "soul."
- Level Up Your Productivity with Ron Kirsop: Productivity is where time, energy and attention overlap. Productivity is meaningful work not just work. "Eat the Frog" start day with most difficult task. Make sure that tasks and goals are in line with the vision/mission.
- Innovation & Disruption in Libraries with Jessamyn West: "Economies of scale can quickly become economies of hassle or harassment." Get the data, evaluate, tell the truth, manifest values, be the conduit, use your power for good.

# Lightning Round Presentations

### Friday

- Adventures in 3D Printing with Nick Tanzi: Work the phases of keychain era, class series, print club/art show, a challenge, patron driven. Check out kickstarter for 3-D pen that uses plastic bottles for print material.
- Connecting with Patron in Poverty with Virginia Wescott & Kim Mcmann: Look at the work of Dr. Donna Beegle. Many times library policies become barriers to access.
- Lifetime Communities, a Place for Libraries with Zachary Benedict: Libraries are based on reciprocity not consumerism. (It might not be a "good experience," but it creates a memory.) Throwing services at problems doesn't solve problems. Where we live changes how we live. The built environment creates a behavioral system.
- Leadership Level Up! With Claudia Depkin, Erica Freudenberger, Evelyn Neale, Rebekkah Smith Aldrich: Best practices and ideas for strong organizations with forward thinking leadership.

### **Battle Decks**

### Saturday

- Staff Training for Success with Jennifer Bollerman and Ron Kirsop: "Telling ain't Training" use module training where trainer never touches anything. Retention level depends on relevancy and follow-up. Resistance equals fear. Skills gap analysis then develop training program around the analysis. Engage in rich and abundant communication with staff.
- Relevant, Responsive & Resilient Change Management with Rebekkah Smith Aldrich, Mary Coon, Mary-Ellen Piche: Take the spaghetti out of the library and processes. Respect the change process with follow through. Does every step in the process add value? If not can it be eliminated or reduced? A3 process & employ the 5 whys to the process. Everything is on the table and we're never done.

# HOWLAND PUBLIC LIBRARY STATISITCS

|                   |                          |        |        |        |               |               |        |               |        | Procedural Control Printer Control Con | Constitution of the last of th | - Company of the Comp | Description of the second seco |
|-------------------|--------------------------|--------|--------|--------|---------------|---------------|--------|---------------|--------|--|--|--|--|
| CIRCULATION       | NO                       | JUL 15 | JUL 16 | JUL 17 | <b>AUG 15</b> | <b>AUG 16</b> | AUG 17 | SEP 15        | SEP 16 | SEP 17   | OCT 15   | OCT 16   | OCT 17   |
|                   | Adult & YA Fic           | 1441   | 1432   | 1527   | 1648          | 1536          | 1523   | 1492          | 1379   | 1280   | 1204   | 1374   | 1199   |
|                   | Adult & YA NonFic        | 1070   | 1013   | 1074   | 1209          | 1158          | 1155   | 1068          | 1041   | 1100   | 986  | 096  | 206  |
|                   | Children's Fic           | 1869   | 1763   | 1971   | 1506          | 1540          | 1826   | 1463          | 1409   | 1536   | 1591   | 1423   | 1402   |
|                   | Children's NonFic        | 232    | 273    | 268    | 202           | 213           | 240    | 216           | 222    | 227  | 223  | 188  | 305  |
|                   | Audio Visual             | 2975   | 3063   | 3338   | 3248          | 3211          | 3259   | 2846          | 2942   | 2255   | 2936   | 2980   | 2344   |
|                   | Other - Periodicals      | 190    | 185    | 221    | 179           | 162           | 190    | 163           | 164    | 140  | 144  | 145  | 187  |
|                   | System Holds Borrowed    | 457    | 1918   | 2368   | 1712          | 2094          | 2354   | 1760          | 1398   | 1993   | 1801   | 1854   | 2279   |
|                   | System Holds Sent        | 672    | 1380   | 1481   | 1978          | 1707          | 1606   | 1937          | 1379   | 1308   | 1926   | 1328   | 1438   |
|                   | Total                    | 8906   | 11027  | 12248  | 11686         | 11621         | 12153  | 10945         | 9934   | 9839   | 10811  | 10252  | 10061  |
| REFERENCE QUERIES | E QUERIES                | JUL 15 | JUL 16 | JUL 17 | <b>AUG 15</b> | AUG 16        | AUG 17 | <b>SEP 15</b> | SEP 16 | SEP 17   | OCT 15   | OCT 16   | OCT 17   |
|                   | Adult                    | 333    | 366    | 299    | 295           | 379           | 250    | 334           | 328    | 292  | 311  | 319  | 324  |
|                   | Children                 | 111    | 85     | 70     | 61            | 74            | 70     | 75            | 65     | 80   | 132  | 70   | 61   |
|                   | Total                    | 444    | 451    | 369    | 356           | 453           | 320    | 409           | 393    | 372  | 443  | 389  | 385  |
| ONLINE SERVICES   | RVICES                   | JUL 15 | JUL 16 | JUL 17 | <b>AUG 15</b> | AUG 16        | AUG 17 | <b>SEP 15</b> | SEP 16 | SEP 17   | OCT 15   | OCT 16   | OCT 17   |
|                   | Databases (WAM)          | 1722   | 955    | 336    | 949           | 292           | 1084   | 1248          | 425    | 647  | 799  | 427  | 1056   |
|                   | Downloadable audio books | 103    | 157    | 185    | 110           | 169           | 198    | 103           | 126    | 181  | 95   | 151  | 184  |
|                   | E-Books                  | 317    | 425    | 424    | 320           | 368           | 435    | 298           | 365    | 369  | 322  | 338  | 327  |
|                   | Wireless Access          | n/a    | 1105   | 1989   | 858           | 2129          |        | 926           | 1931   | 2046   | 980  | 1848   |  |
|                   | Freegal (download)       | 115    | 82     | 50     | 82            | 22            | 59     | 94            | 73     | 50   | 66   | 20   | 100  |
|                   | Freegal (streaming)      | 579    | 401    | 274    | 539           | 321           | 223    | 482           | 254    | 231  | 567  | 400  | 248  |
|                   | Indieflix                | n/a    | 0      | 0      | 0             | 9             | 7      | 0             | 2      | 0  | 8  | 0  | 0  |
|                   | Zinio                    | n/a    | 78     | 80     | n/a           | 102           | 128    | n/a           | 110    | 58   | n/a  | 104  | 96   |
|                   | Total                    |        | 3203   | 3338   | 1379          | 3464          |        | 1649          | 3286   | 3582   | 2196   | 3338   |  |
| PUBLIC COMPUTERS  | MPUTERS                  | JUL 15 | JUL 16 | JUL 17 | AUG 15        | AUG 16        | AUG 17 | <b>SEP 15</b> | SEP 16 | SEP 17   | OCT 15   | OCT 16   | OCT 17   |
|                   | Total Computer Uses(SAM) | 1095   | 1061   | 791    | 1073          | 1261          | 1246   | 972           | 1154   | 1084   | 1271   | 786  | 1104   |
| PROGRAM           | PROGRAM ATTENDANCE       | JUL 15 | JUL 16 | JUL 17 | AUG 15        | AUG 16        | AUG 17 | <b>SEP 15</b> | SEP 16 | SEP 17   | OCT 15   | OCT 16   | OCT 17   |
|                   | Adult                    | 411    | 284    | 339    | 192           | 185           | 305    | 375           | 344    | 550  | 278  | 246  | 341  |
|                   | YA                       | 155    | 101    | 148    | 119           | 195           | 304    | 103           | 287    | 130  | 33   | 82   | 64   |
|                   | Children                 | 996    | 810    | 829    | 355           | 440           | 530    | 334           | 573    | 368  | 742  | 778  | 854  |
|                   | Non-Library Sponsored    | 303    | 125    | 150    | 447           | 132           | 195    | 274           | 212    | 79   | 300  | 175  | 89   |
|                   | Total                    | 1835   | 1320   | 1466   | 1113          | 952           | 1334   | 1086          | 1416   | 1127   | 1353   | 1281   | 1348   |
| PROGRAM SESSIONS  | SESSIONS                 | JUL 15 | JUL 16 | JUL 17 | AUG 15        | AUG 16        | AUG 17 | SEP 15        | SEP 16 | SEP 17   | OCT 15   | OCT 16   | OCT 17   |
|                   | Adult                    | 23     | 18     | 23     | 15            | 13            | 16     | 30            | 22     | 17   | 22   | 16   | 23   |
|                   |                          |        |        |        |               |               |        |               |        |  |  |  |  |

# HOWLAND PUBLIC LIBRARY

STATISITCS

| UO     | o o    | 77     | 404    | 24     | 90     | 426    | 100    | 0      | 400    | 0         | ć      | -                      |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|--------|------------------------|
| OCT 17 | OCT 16 | OCT 15 | SEP 17 | SEP 16 | SEP 15 | AUG 17 | AUG 16 | AUG 15 | JUL 17 | 15 JUL 16 | JUL 15 | NEW PATRONS REGISTERED |
| 102    | 103    | 8      | 49     | 92     | 73     | 69     | 86     | 52     | 70     | 82        | 73     | Total                  |
| 35     | 44     | 25     | 8      | 28     | 25     | 18     | 41     | 22     | 15     | 34        | 21     | Non-Library Sponsored  |
| 34     | 34     | 34     | 17     | 22     | 12     | 19     | 20     | 10     | 22     | 22        | 22     | Children               |
| 10     | 6      | 3      | 7      | 20     | 9      | 16     | 12     | 5      | 10     | 8         | 7      | ΥA                     |