

Circulation/Usage Update

1. Circulation in March (6,913 items) is up by 15% when compared to February (6,033 items) but is still less than March 2017 by about 15%. March 2017 numbers were off the charts. When compared to other years, the numbers for March 2018 is on trend for normal circulation for this time period. This is encouraging since the weather and power outages led to several extra days closed which normally would mean less circulation. We believe we are beginning to see an improvement in circulation that were probably caused due to the construction.
2. New library cards in March (28 new cards) were slightly lower than February (33 new cards). This is low for March but entirely unexpected due to the weather and power issues that month.
3. Our public computer usage in March (331 sessions) is up by 10% when compared to February (300 sessions). This is the most amount of sessions since October 2017 although it is still low when compared to March 2017 (432 sessions).
4. The library had 5,152 patron visits in March which is a 5% improvement over the previous month which saw 4,915 visits. Despite the fact that the library closed early several days and also closed entirely for days at a time due to storms and the related power issues, this number is the best the library has seen since August 2017. We are happy to see patrons coming back now that the front entrance is more accessible and less confusing.

Youth Services Update

From Angela Hegadorn, Youth Services Librarian: "Last month, I had the opportunity to attend the Public Library Association's conference. I attended programs on marketing, community partnerships and fandom programming. Thank you for providing me with the chance to learn and connect with colleagues from across the country!

This month our beautiful new Community Room re-opened. We have been enjoying the new space and have lots of plans to utilize the new technology. Soon we'll host a series of TechGirlz programs. These are aimed at middle school girls and teach computer science skills. They are taught by our wonderful patron, Joseph Quinn. We also hosted students from the Newtown Square Presbyterian Nursery School. They loved the new space!

We are gearing up for Summer Quest, our summer reading and learning program. Participants read for fun and prizes. This encourages recreational reading and learning, and helps keep reading skills strong over the long vacation. I plan to visit local schools to promote it in May.

Total attendance for April so far is: 409."

Upcoming Events:

In addition to regular toddler and baby story times scheduled on most Tuesdays and Wednesdays each week, the following programs are scheduled in the coming weeks:

- Music, Art and Me, April 20 @ 10 a.m.
- Dance Me a Story, April 23 @ 10:15 a.m.
- Itty Bitty Scientists, April 25 @ 1:30 p.m.

- Why Small Business Ownership (presented by SCORE), April 25 @ 6:30 p.m.
- Fourth Thursday Book Club, April 26 @ 7 p.m. – “Beartown” by Fredrik Backman
- APPRISE Medicare Counseling, May 1 from 9 a.m.-1 p.m. This program is a 1-on-1 Medicare counseling session that occurs on the first Tuesday of every month. Interested patrons make appointments with the counselor in advance through the library.
- Newtown Square Wordsmiths Reboot, May 3 @ 6 p.m.
- Delightful Discards Sale, May 4-6 in the Community Room during regular library hours

Miscellaneous

After considering several candidates, this week we have selected an individual for the new position of Youth Services Library Assistant. We are in the process of conducting reference checks as well as the required background checks and hope to make the offer before the end of this week.

Arlene attended the Public Library Association Conference in Philadelphia in March along with Youth Services Library, Angela Hegadorn, and Technical Services Coordinator, Matthew Intindoli. In addition to reviewing the exhibits hall, she attended many programs. These programs discussed:

- Merging friends and foundations
- Strategic planning
- Using analytics to measure change and evolution in public library collections
- Customer service program of Maricopa County Library District called “Great Expectations”
- Developing a data-driven staff training program
- Project Outcome, provided for free through PLA
- Net neutrality as well as the current issues with Facebook and Cambridge Analytica
- Author Daniel Pink spoke about the science of timing and how to schedule tasks at the best time to achieve best results. He encouraged being more deliberate and intentional when scheduling individual and team work.
- Whistler (BC) Public Library spoke about Agile Project Management, which they use to plan and guide their projects to successful completion. Arlene’s favorite program by far, this has led her to register for future Agile training events as well as to personally become a member of the Project Management Institute, which is coincidentally headquartered here in Newtown Square. She is hoping to reach out to the PM community to offer introductory project management education at the library that would be helpful to libraries as well as patrons.

The Search Engine Optimization Program, presented by SCORE in March in the newly renovated Community Room here at the library, was a great success! The library has scheduled the program again in the fall for all of the folks on the waiting list who were unable to attend. The presentation utilized some of the new features of the room including the Smart Board.

Delaware County Council joined members of the Delaware County Library System, as well a few staff members from several local libraries including Newtown Public Library’s Director on April 4 to announce National Library Week (April 8-14). County Council encouraged all residents to visit their local library during National Library Week, and all year round. The Council thanked the entire staff of Delaware County Libraries and all local libraries for their dedication and passion towards encouraging and promoting literacy among youth and adults across the county.

All Newtown Public Library staff (with the exception of one staff member who had previously made plans to go to London) attended the Delaware County Libraries Staff Day on April 12. The morning session, presented by Drexel University professor, Denise Agosto, Ph.D., discussed cultural competence and public libraries. Dr. Agosto introduced staff to basic ideas about cultural differences, cultural competencies, unconscious bias, changing community demographics and how they affect public library services. After lunch, Harolyn Holton, Head of Security at Parkway Central Library, Free Library of Philadelphia, showcased best practices in defusing hostile situations, addressing homelessness, defiant trespassers, shelter in place and incident reporting. Ms. Holton's goal is that the library be a warm, welcoming and safe place for all.

Respectfully submitted,

Arlene Caruso

Director, Newtown Public Library