

Library Director's Report for December 2023

The library is proud of the recent actions of several Bennett Martin staff and contracted security staff for their direct involvement in identifying a patron in distress on December 22, and for their immediate, calm, and unflinching response which resulted in a saving a person's life by their actions. Our staff across the system care immensely for anyone who walks through our doors, and actions big and small to reflect that are demonstrated daily.

Budget instructions for 2024-2026 have been received from the Mayor's Office and admin staff will coordinate its development and completion by the late February submission date. The Board Finance Committee will meet for a review of the projected operating and CIP budgets nearer that point.

The process for One Book One Lincoln 2024 is set to begin with appointment of new selection committee members finalized in January, and the closing of title nominations from the public. The library celebrated longtime committee Chair David Smith's contributions with a reception for him on January 10. Alyssa Diehl is the new Chair this year, and we're looking forward to continued good things from everyone in this 23rd year of OBOL.

The new Lancaster County-funded ballot boxes have been installed at the four LCL exterior-locations in convenient drive-up or walk-up locations. Thanks to the Election Commission, City Attorney Jocelyn Golden, Assist Dir. Traci Glass, Branch Managers, and Building Superintendent Dan Miller for this smooth process, which will be a really good improvement for citizen accessibility and also demonstrates the library's important role as an agency for civic matters.

Future Libraries update: Phase 1.1 has begun with BVH Architecture and MSR Design for refining projected needs and costs for facility improvements. We expect the development of this Master Plan to lead to additions to the 2024-2030 Capital Improvement Plan.

Strategic Planning Update: Parlay Consulting very recently delivered a qualitative report derived from the focus group meetings and stakeholder interviews, and forthcoming we'll also receive a quantitative report based upon the community survey data. Our projected timing for the strategic planning workshop is mid to late February.

The Lincoln Police Department has long had a small substation located at Walt Branch Library and has recently vacated that space. We expect to utilize it in the near future for library purposes.

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

- Public Services Coordinator LeeAnn Sergeant related: "A number of Bennett Martin staff worked together to save a patron's life. Sharon S. noticed a man who appeared to be sleeping at the PAC and notified guard, Firas P. (contracted through Frye Frazey and Associates). Firas approached the patron and found him

unresponsive. He notified Cindy K. to call 911. Ali B., supervisor on duty grabbed the cell phone to call and she and Cindy joined Firas with the patron as Firas had assisted him to the floor by that point. Because he wasn't responding, Kim J. retrieved the AED and joined the other staff with the patron. Firas ended up providing chest compressions, and the man came around shortly before LFR arrived on the scene. Sharon provided assistance and assurance to other patrons at the front desk throughout. This is a VERY brief rundown of the incident, but without staff jumping in without any hesitation, the man may have lost his life.

- Lisa W. [Walt] took a call from a customer making study room reservations for his wife. He was making the reservations as a "gift" for his wife so that she could get away for some solo quiet time at the library.
- Pam C. shared this: Two women who live in the Air Park area came into the Williams library Saturday afternoon and asked if it was part of the Lincoln City Libraries. I assured them that it was and they were very excited to look around. They asked if books from other libraries could be sent to this branch and I confirmed that they could. They said they were very happy to know about Williams and it would be very convenient for them to pick up their books. It was fun to see how excited they were!
- Jackie S. at BMPL recalled, "A patron came in wanting help finding information about social security disability for a family member. She specifically wanted books about the subject and I was able to find a couple in our collection that were pretty recent. I also showed her the government website for social security and demonstrated how she might be able to look up information there. I also gave her numbers for DHHS and the social security disability office. I encouraged her to call them with some of her more difficult questions about the subject. She was really grateful for all the resources we were able to provide."
- A mother and young adult daughter came to the circulation desk to get a replacement library card for the daughter. After Jessica S. finished the procedure, the daughter took off into the library proper and Jessica heard the mother shout after her, "I'll be back after a while to get you!" The mother then turned to Jessica with a big smile and said "There's nothing like dropping your college-aged daughter off at the library! She's home for Christmas, just woke up at 1:00 p.m. and wanted to go straight to the library. She prefers to 'shop' here more than anywhere else!"
- Jenae D. at Gere shared this interaction: "A mother and young daughter came in to get her first library card as her reward for reading her first entire chapter book by herself. The mother told me about how she has her own first library card at home with her signature as a young child, and how she was excited to cherish this first card of her daughter's. I asked the daughter what the first book is she was planning to check out on her own card, and she told me she is reading *The Boxcar Children* series. The mother asked if I would be willing to be in a picture with the daughter to commemorate this momentous occasion. I obliged and I love to think about how I got to be a part of the beginning of this young girl's reading journey."

Programming

- Ronda H. and Diane V. [Gere] hosted Dance & Groove at Gere on the 26th. Diane shared: "We had a great turn out for the Dance Party considering it was the day after Christmas and snowing. Having 52 children and adults hopping and bopping around with disco lights, bubbles, parachutes, and scarves was fun for all."
- Laurie J. [Walt] led the Manga/Anime club in a discussion of ways people interact with their favorite stories and characters outside of reading and watching the original work. They also flipped through fan zines while making their own mini-8-page zines.
- NLHA's Lunch at the Library was on December 6th, with 33 attendees. Melissa Homestead was the speaker.

- Cally O., Melanie N., Ronda H., and members of the Teen Advisory Board (TAB) hosted Family Fun Night on the 5th with the theme Pokemon. There were 125 attending. Teens picked out the activities and ran 8 stations for kids. The TAB kids had a great time and did a super job working with the children – many of which came dressed in Pokémon attire.

Outreach

- On December 14, Arnold CLC held their open house for parents and Kara G. was available to visit with parents about the Build with Books program.
- Ali B. [BMPL] did an Around Town Storytime at Gateway Mall as well as storytimes at UNL Childcare Center. She also gave presentations to Belmont Family Literacy, Randolph/Hartley Family Literacy, McPhee Elementary SNAC (school/neighborhood advisory committee), and Lincoln Housing Authority Reading Matters.
- Jessie A. Gere worked with Cait L. (BMPL) for an Hour of Code event at Nebraska Innovation Campus Conference Center on December 2.

Collaboration

- Lincoln citizens continue to flock to Lincoln City Libraries to obtain free COVID tests. Throughout much of the pandemic, Lincoln City Libraries have served as distribution sites for the tests on behalf of the Lincoln/Lancaster County Health Department. During the winter holidays, there was a resurgence in requests for free COVID tests. Staff at Anderson and Bethany Branch Libraries were restocking the tests several times per day.
- Kim J. [BMPL] said, "A curator from Morrill Hall stopped by at the end of the month to ask about the Elizabeth Dolan painting "Hansel and Gretel." Elizabeth Dolan was an internationally acclaimed artist who lived and worked in Lincoln Nebraska. The museum had a copy of an article from the 1940s showing that painting hanging up in the old City Library and they were wondering if we still had it. I was able to take her upstairs to third floor and showed her the painting and told her about the Triptych painting of Elizabeth Dolan's that we have hanging in the Conference Room on fourth floor as well. Morrill Hall is putting together an educational exhibit about the life and art of Elizabeth Dolan for their re-opening in 2024. Our library will be mentioned as one of the locations that the public can go to see other examples of her work."

Early Childhood

- Yoel S. shared this: At Williams, a Spanish-speaking family came to visit and see the new location. They were very happy that we had Spanish-language children's books (most notably *Llama Llama*), and the children selected a number of English and Spanish-language books for checkout.

Facilities

- Exterior ballot boxes were installed at Gere, Anderson, Eiseley, and Walt branches.
- Saturdays at Gere get the highest gate counts – even with two hours less of public service time. On Saturday the 9th Gere's door count was 962.
- Gere staff discovered a bat resting on a display table in the youth fiction area before opening on the 26th. Animal Control was able to retrieve the very much alive bat. We made note that the book the bat was resting by was a youth nonfiction title on bats.

Technology

- Nancy P. at BMPL assisted a patron with getting his bus tickets: "I had a patron, who had been using our phone, approach me asking for the libraries' email address so he could have his bus tickets emailed to us so we could print them. I explained that he could not have his tickets sent to us, but that if he had an email address, he could go to our computer lab and receive and print them himself. He spoke again with the person he was phoning, went upstairs and within the hour was back downstairs with his bus tickets in hand and on his way to the depot."
- The Tech Time Staff at Gere helped 10 unique patrons during an equivalent of 16 half-hour appointments. Of these, 4 needed assistance with digital library services, including Ancestry.
- Marie' M. shared this story 12/19/2023 from Bethany Branch Library: "I had a very sweet interaction with a regular Bethany patron. He asked me to show him how to send a YouTube video to his email. I showed him how as he took notes. Upon leaving, he said, "Hey! Have you ever heard the expression, 'If you give a man a fish, you'll feel him for a day, but if you teach a man to fish, you feed him for a lifetime?'" I said, "Yes, I've heard that!" And he said, "Well, you just taught me how to fish!"

Building up the Culture of Lincoln**All Students**

- At Walt, nine teens attended December's Teen Advisory Board meeting. Jessica Smith led them in a discussion of the ideas they brainstormed last month with Laurie Johnson. They will be doing a Mystery Date with a Book display in February. The remaining part of the meeting was spent creating questions for the Kahoot! Trivia Night for Teens taking place in February.
- NESU Librarian Karrie S. shared: On December 15, we held a Riley School Night after hours at Anderson Branch Library. We served pizza, had a scavenger hunt, two crafts and a door-prize drawing. Ninety-two people attended. Each child got to go home with a free book. We heard lots of good things from families, and the Riley coordinators asked when we could do it again!

Low-Income Families

- Cindy K. at BMPL said a couple came into the library before the holiday weekend and said they'd heard we might have some cold weather items available. She gave them hats, socks, gloves and handwarmers. They were very happy to receive them before the snow started. Thanks to the Lincoln Hygiene network for supplying us with hygiene kits and socks for patrons, and staff donations so we can have warm weather items on hand for customers who need it.

Employment

- Jade [BMPL] aided a patron in the lab with a resume. They spoke of the importance of cover letters and Jade was able to explain the general idea and give her some examples. She helped the patron edit and format the letter, explaining the reasoning behind what makes a good cover letter for the patron to be able to update her cover letter for any future job applications.

Maker

- Cait L. at BMPL scheduled TinkerCAD training with a few of her D&D participants. She taught an introductory session to the youth and their parents, who all enjoyed it so much they've requested another session. By the end of the first session, they each had created a 6-sided die to submit for printing on the 3D printer.
- On December 18, Gyoung K. and Celeste W. [Eiseley] provided an introduction to our makerspace items to a group from West Lincoln Family Literacy group. Thanks to Ali B. for helping set this up. The participants

were very excited about the sewing machine and cricut in particular, but they also were curious about the 3D printer.

Refugees and Immigrants Services

- Anthony V. at BMPL shared that he had assisted a patron (an immigrant who had recently received his documents and papers) on the computer with spellcheck and to make sure sentences flowed correctly. The man returned in December just to shake Anthony's hand and "specifically came to the library to let me know he secured a job at Kawasaki. With a steady stream of income, he's quickly making a living." Anthony expressed what a wonderfully feel-good moment that was for him.
- Charlotte assisted a boy for whom English is a second language who was asking about ebooks on Libby. The boy confirmed he had an iPad at home, so Charlotte took him through the steps, "I carefully showed him the App store and how to search in there for Libby, how to download Libby, enroll in Libby, and search in Libby for his book, and then how to borrow it and return it. He was excited to get home and try the process. I told him if he forgets any part of it, or needs help, to bring in his iPad and I'd help him to use it."

Services to our Aging Population

- Ronda H. at Gere shared this interaction: "I had a woman approach me at the front counter and ask if I could assist her with opening her Libby e-book. As I was helping her, she told me that she wanted an e-book to read on the airplane trip she was taking with her family to celebrate her 94th birthday!"
- Jackie at BMPL shared, "Helped several patrons this month find new and exciting materials for their HOM bags in the HOM/ILL department. We had one patron who wanted to start up the service again. It had been a few years since she had been active as a HOM patron, but she had a new living situation and was ready for more bags. I sent her some fun mystery audio books, but also mentioned that if she has a computer or smart device she could access electronic audio books as well. She was very interested in Hoopla and Libby, so I made up an easy sheet for her to follow for setting up the two services and sent it in her first blue bag. She called me back a couple weeks later to get her pin number and said that she was in the process of setting accounts up on both services."

Ryan Wieber, Library Director

January 12, 2023

**Lincoln City Libraries
December 2023 Use Report**

Location	Loans	Visits	Computer Reservations	Program & Outreach Attendance	December 2023	December 2022	CHANGE
					Total Use	Total Use	
Bennett Martin Public Library	13,735	10,704	2,205	393	27,037	24,368	10.95%
Anderson Branch	10,857	4,749	632	116	16,354	15,164	7.85%
Bethany Branch	6,539	2,631	253	29	9,452	10,019	-5.66%
Eiseley Branch	19,866	7,487	1,220	112	28,685	28,172	1.82%
Gere Branch	51,577	16,433	1,257	580	69,847	71,546	-2.37%
South Branch	8,174	3,246	396	106	11,922	11,537	3.34%
Walt Branch	33,765	10,799	890	333	45,787	44,567	2.74%
Williams Branch	849	841	142	89	1,921	1,181	62.66%
Lied Bookmobile	1,151	257	0	61	1,469	2,515	-41.59%
InterLibrary Loan	178	0	0	0	178	175	1.71%
SUBTOTAL	146,691	57,147	6,995	1,819	212,652	209,244	1.63%
DownloadStream Audio	39,699	0	0	0	39,699	33,545	18.35%
Download/Stream eBooks	30,459	0	0	0	30,459	27,631	10.23%
Stream Video	895	0	0	0	895	819	9.28%
Download SUBTOTAL	71,053	0	0	0	71,053	61,995	14.61%
TOTAL CIRCULATION	217,744	57,147	6,995	1,819	283,705	271,239	4.60%

WiFi Sessions	113,051	87,535	29.15%
WiFi Users	8,635	8,094	6.68%
Website Users	94,287	55,136	71.01%
Website Sessions	125,186	107,110	16.88%
Database Use	5,773	19,479	-70.36%

Holdings Report	PRINT		NON PRINT		Total	REGISTRATIONS	2023	2022	Change
	Adult	Youth	Adult	Youth		Purged	535	758	
Owned	353,423	309,994	78,488	32,740	774,645	Active			
Added	2,216	1,990	231	0	4,437	Resident	147,177	146,303	0.60%
Withdrawn	-106	-1	2	0	-105	ConnectED	47,452	42,063	12.81%
Current	355,533	311,983	78,721	32,740	778,977	County	9,056	9,136	-0.88%
						NonResident	932	942	-1.06%
						Reciprocal	484	474	2.11%
						Limited Use	9,321	8,556	8.94%
						Total Active	214,422	207,474	3.35%

**December 2023 Use Compared to December 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	11,068	9,395	17.81%	2,667	2,712	-1.66%	13,735	12,107	13.45%
Anderson	8,627	8,152	5.83%	2,230	2,103	6.04%	10,857	10,255	5.87%
Bethany	5,678	6,260	-9.30%	861	1,070	-19.53%	6,539	7,330	-10.79%
Eiseley	16,882	17,790	-5.10%	2,984	2,665	11.97%	19,866	20,455	-2.88%
Gere	44,507	48,343	-7.93%	7,070	7,475	-5.42%	51,577	55,818	-7.60%
South	7,086	6,873	3.10%	1,088	1,141	-4.65%	8,174	8,014	2.00%
Walt	29,360	30,127	-2.55%	4,405	4,336	1.59%	33,765	34,463	-2.03%
Williams	650	314	107.01%	199	128	55.47%	849	442	92.08%
Lied Bookmobile	1,022	1,596	-35.96%	129	202	-36.14%	1,151	1,798	-35.98%
InterLibrary Loan	178	175	1.71%	0	0	0.00%	178	175	1.71%
Subtotal Checkouts	125,058	129,025	-3.07%	21,633	21,832	-0.91%	146,691	150,857	-2.76%
Download/Stream Audio	0	0	0.00%	39,699	33,545	18.35%	39,699	33,545	18.35%
Download/Stream eBook	0	0	0.00%	30,459	27,631	10.23%	30,459	27,631	10.23%
Stream Video	0	0	0.00%	895	819	9.28%	895	819	9.28%
TOTAL CHECKOUTS	125,058	129,025	-3.07%	92,686	83,827	10.57%	217,744	212,852	2.30%

Location	Youth Checkouts		Youth Loan	Adult Checkouts		Adult Loan	Visits	Visits	Visits
	2023	2022	Change	2023	2022	Change	2023	2022	Change
BMPL	5,039	4,232	19.07%	8,696	7,875	10.43%	10,704	9,748	9.81%
Anderson	5,005	5,044	-0.77%	5,852	5,211	12.30%	4,749	4,137	14.79%
Bethany	3,574	4,162	-14.13%	2,965	3,168	-6.41%	2,631	2,434	8.09%
Eiseley	12,013	13,298	-9.66%	7,853	7,157	9.72%	7,487	6,524	14.76%
Gere	27,977	30,893	-9.44%	23,600	24,925	-5.32%	16,433	13,922	18.04%
South	4,462	4,369	2.13%	3,712	3,645	1.84%	3,246	2,980	8.93%
Walt	22,093	22,850	-3.31%	11,672	11,613	0.51%	10,799	9,088	18.83%
Williams	627	319	96.55%	222	123	80.49%	841	582	44.50%
Lied Bookmobile	618	1,014	-39.05%	533	784	-32.02%	257	257	0.00%
InterLibrary Loan	0	0	0.00%	0	0	0.00%	0	0	0.00%
Subtotal Checkouts	81,408	86,181	-5.54%	65,105	64,501	0.94%	57,147	49,672	15.05%
Download/Stream Audio	5,603	4,677	19.80%	34,096	28,868	18.11%	0	0	0.00%
Download/Stream eBook	4,958	4,142	19.70%	25,501	23,489	8.57%	0	0	0.00%
Stream Video	0	0	0.00%	895	819	9.28%	0	0	0.00%
TOTAL CHECKOUTS	91,969	95,000	-3.19%	125,597	117,677	6.73%	57,147	49,672	15.05%

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	339	113	200.00%	54	57	-5.26%	2,205	2,343	-5.89%
Anderson	116	236	-50.85%	0	0	0.00%	632	536	17.91%
Bethany	0	16	-100.00%	29	35	-17.14%	253	204	24.02%
Eiseley	104	361	-71.19%	8	0	0.00%	1,220	832	46.63%
Gere	580	645	-10.08%	0	11	-100.00%	1,257	1,150	9.30%
South	100	148	-32.43%	6	0	0.00%	396	395	0.25%
Walt	231	132	75.00%	102	22	363.64%	890	862	3.25%
Williams	83	133	-37.59%	6	0	0.00%	142	24	491.67%
Lied Bookmobile	20	124	-83.87%	41	336	-87.80%	0	0	0.00%
TOTAL	1,573	1,908	-17.56%	246	461	-46.64%	6,995	6,346	10.23%

**Lincoln City Libraries
December 2023 Fiscal Year To Date Use Report**

Location	Loans			Visits			Computer Reservations			Program & Outreach Attendance			Total Use		
	FY 23-24 YTD	FY 22-23 YTD	YTD Change	FY 23-24 YTD	FY 22-23 YTD	YTD Change	FY 23-24 YTD	FY 22-23 YTD	YTD Change	FY 23-24 YTD	FY 22-23 YTD	YTD Change	FY 22-23 YTD	FY 21-22 YTD	YTD CHANGE
Bennett Martin Public Library	54,761	51,664	5.99%	41,771	41,064	1.72%	9,392	9,753	-3.70%	3,102	3,032	2.31%	109,026	105,513	3.33%
Anderson Branch	45,587	44,126	3.31%	21,135	19,242	9.84%	2,971	2,820	5.35%	3,415	3,722	-8.25%	73,108	69,910	4.57%
Bethany Branch	29,010	32,053	-9.49%	11,176	11,412	-2.07%	954	925	3.14%	1,072	1,151	-6.86%	42,212	45,541	-7.31%
Eiseley Branch	89,213	90,793	-1.74%	34,703	31,889	8.82%	4,625	4,142	11.66%	6,789	7,212	-5.87%	135,330	134,036	0.97%
Gere Branch	228,675	240,871	-5.06%	70,296	66,085	6.37%	3,752	4,961	-24.37%	4,064	4,661	-12.81%	306,787	316,578	-3.09%
South Branch	36,982	36,092	2.47%	13,997	13,120	6.68%	1,728	1,766	-2.15%	838	990	-15.35%	53,545	51,968	3.03%
Walt Branch	152,902	151,815	0.72%	46,890	43,914	6.78%	3,783	3,722	1.64%	3,418	2,697	26.73%	206,993	202,148	2.40%
Williams Branch	4,059	2,969	36.71%	4,288	2,461	74.24%	355	182	95.05%	230	191	20.42%	8,932	5,803	53.92%
Lied Bookmobile	5,709	7,239	-21.14%	1,182	1,802	-34.41%	0	0	0.00%	720	1,479	-51.32%	7,611	10,520	-27.65%
InterLibrary Loan	616	708	-12.99%	0	0	0.00%	0	0	0.00%	0	0	0.00%	616	708	-12.99%
SUBTOTAL	647,514	658,330	-1.64%	245,438	230,989	6.26%	27,560	28,271	-2.51%	23,648	25,135	-5.92%	944,160	942,725	0.15%
DownloadStream Audio	161,224	136,244	18.33%	0	0	0.00%	0	0	0.00%	0	0	0.00%	161,224	136,244	18.33%
Download/Stream eBooks	123,165	106,981	15.13%	0	0	0.00%	0	0	0.00%	0	0	0.00%	123,165	106,981	15.13%
Stream Video	3,375	3,443	-1.98%	0	0	0.00%	0	0	0.00%	0	0	0.00%	3,375	3,443	-1.98%
Download SUBTOTAL	287,764	246,668	16.66%	0	0	0.00%	0	0	0.00%	0	0	0.00%	287,764	246,668	16.66%
TOTAL LOANS	935,278	904,998	3.35%	245,438	230,989	6.26%	27,560	28,271	-2.51%	23,648	25,135	-5.92%	1,231,924	1,189,393	3.58%

	FY 23-24 YTD	FY 22-23 YTD	YTD Change
Online Registrations	170	0	0.00%
Overall Registrations	3774	3433	9.93%

WiFi Sessions	484,813	500,343	-3.10%
WiFi Users	39,014	46,535	-16.16%
Website Users	266,067	235,556	12.95%
Website Sessions	351,529	456,500	-22.99%
Database Use	32,279	50,888	-36.57%