



# ANNUAL REPORT

**FY14**

JULY 1, 2013 – JUNE 30, 2014

**Pinetop-Lakeside Public Library**

# TABLE OF CONTENTS

## Contents

From the Director _____	2
By the Numbers _____	3
Highlights _____	4
Financials _____	7
Support _____	8
About the Library _____	10



The library's new street sign, located near the wildfire memorial statue

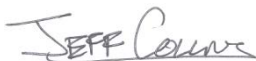
# FROM THE DIRECTOR

## From the Director

We've had another great year with a lot of exciting activities and changes as we attempt to fulfill our vision of becoming the heart of our community. Here are a few highlights:

- The Pinetop-Lakeside Town Council changed the name of the library from "Wallace H. Larson Memorial Library" to "Pinetop-Lakeside Public Library."
- We launched the library's first website: [www.pinetoplakesidelibrary.org](http://www.pinetoplakesidelibrary.org).
- We launched a library e-newsletter: *Library Happenings*.
- We installed the library's first street sign.
- We implemented new services, including a device charging station; shopping baskets; dedicated shelving for new items; and monthly staff picks and new books spotlighted on the website.
- We provided more responsive service: increased the check-out limits on most library materials; acquired new materials, such as eReaders and devices; and processed and cataloged the backlog of unprocessed library materials.
- We improved workflow efficiencies to better assist library users: implemented a training program for new library employees; acquired computer reservation software; obtained Workers' Compensation coverage for library volunteers; acquired new technologies, including staff computers, book trucks, and barcode scanners; and implemented a new "Holds" system.
- We participated in the [Edge Assessment](#) and the [Impact Survey](#), which are national initiatives designed to engage the community and benchmark our library against other libraries.
- We obtained grants from Arizona State Library, Archives and Public Records (\$10,000), Dollar General Literacy Foundation (\$2,000), and White Mountain Woman's Club (\$1,000).
- We participated in a pilot project with Maricopa County Library District to offer our Summer Reading program online through a program called the Great Reading Adventure.
- I received the Town of Pinetop-Lakeside's Department Director of the Year Award, 2013.
- Tomye Gardner received the Town of Pinetop-Lakeside's Exceptional Employee Award for the 1<sup>st</sup> quarter, 2014.
- Kendra obtained her Associate of Arts in General Studies from Coconino Community College.

A lot of what we do on a daily basis is never seen by the community. I'd like to take this opportunity to thank our incredible staff for their contributions this last year. They are passionate about providing quality library services to our community and it really shows in their work ethic and commitment every single day. Pinetop-Lakeside is truly fortunate to have such dedicated library professionals.



Jeff Collins, CRM, MA, MLIS  
Library Director  
August 2014



# BY THE NUMBERS

## By the Numbers

### LIBRARY USE

- The library was open **254** days, for **2,157** public service hours, a **0.4%** increase from FY13.
- **56,951** people visited the library; a **6.8%** decrease from FY13 (Note: we believe this is mostly attributable to a technology malfunction with our door counters).
- **22,994** people visited the library website.

### LIBRARY PROGRAMS

- **5,664** people attended **278** library programs; a **25.3%** and **15.4%** increase from FY13.
  - **5,231** children attended **209** programs.
  - **83** teens attended **15** programs.
  - **350** adults attended **54** programs.
- **172** Summer Reading participants cumulatively read **56,339** minutes; **0%** change from FY13.

### LIBRARY COLLECTIONS

- Cardholders checked out **61,835** items, a **19.2%** increase from FY13.
  - Books: 42,934
  - Audiobooks: 2,284
  - Movies: 11,234
  - Everything else: 5,383

### LIBRARY SERVICES

- Library users used library computers **14,103** times; a **1.4%** increase from FY13.
- Library users sent **154** faxes from the fax machine and printed **6,561** pages from library computers.
- Library staff proctored **9** tests for students, a **59.1%** decrease from FY13.



During FY14, an average of **26** people visited the library **every hour** and checked out an average of **29** items.

# HIGHLIGHTS

## Highlights

### LIBRARY PROGRAMS

- Computer Class
- Family Fun Story Time
- Library Bookies Club
- Movie of the Month
- Parent Gathering
- Paws for Reading
- School Visits at the Library
- SCRABBLE™ Club
- Summer Reading
- Tiny Tots Story Time



SCRABBLE™ Club

### July 2013

We concluded our annual Summer Reading program. We completed redesigning the Kids' Corner, including a beautiful three-part wall mural by Carole Fogle, a new rug, kid-friendly furniture, and a magnetic sand table.



Summer Reading 2013

### August

We implemented a notification service, whereby cardholders receive an "almost due" and

"overdue" email reminder for their checked out library materials. We launched the library's first-ever website: [www.pinetoplakesidelibrary.org](http://www.pinetoplakesidelibrary.org).

### September

We participated in Library Card Sign-up Month. We acquired baskets for library users to use while browsing for library materials or shopping in the Used Bookstore.

### October

We held an event for Star Wars Reads Day. We performed annual collection maintenance of the library collection. We conducted a Building and Grounds Survey.



Participants in Star Wars Reads Day

# HIGHLIGHTS

## November

We participated in Blue Ridge School's Family Literacy Night. We held events for International Games Day and a Yu-Gi-Oh! Tournament. We launched a new collection, eReaders and Devices. We administered the national Impact Survey, which surveyed library users on technology at the library. We created a Capital Improvement Plan.

## December

The Pinetop-Lakeside Town Council changed the library's name to Pinetop-Lakeside Public Library. We acquired new computer reservation software, which enabled library users to check out a computer without having to wait in line. Santa Claus visited the library during Tiny Tots Story Time and Family Fun Story Time. Jeff received the Town of Pinetop-Lakeside's Department Director of the Year award for 2013.



Then-Town Manager Lu Anne Frost and Jeff

## January 2014

We conducted an inventory of the library collection (and finished almost six weeks later!). We launched our e-newsletter, *Library Happenings*.

## February

We ran a Food for Fees food drive, donating 12 boxes of canned goods to the Love Kitchen. We held events for Blind Date with a Book, Bring your Child to the Library Day, and a non-partisan information session for the Affordable Care Act sponsored by North Country HealthCare.

## March

We increased check-out limits on most library materials, including DVDs, CDs, audiobooks, kids' kits, magazines, cake pans, board and card games, and video games; and allowed renewals of nearly all items. Tomye received the Town of Pinetop-Lakeside Exceptional Employee award for the 1<sup>st</sup> Quarter 2014.



Then-Town Manager Lu Anne Frost and Tomye



# HIGHLIGHTS

## April

We installed our first-ever street sign (it only took 84 years!). We held events for National Library Week, National Volunteer Week, and World Book Night.



Our new street sign

## May

We added a few new magazine subscriptions to the library collection.



Trekkies at a Movie of the Month program

## June

We participated in a pilot project with Maricopa County Library District to provide our Summer Reading program online through the Great Reading Adventure. We had great support from community organizations and local businesses, including a \$2,000 grant from Dollar General Literacy Foundation. We created a FY14 Records Management Plan and a FY14 Technology Plan.



Summer Reading 2014



\$15 tote bag fundraiser

# FINANCIALS

## Financials

### FUNDING

As a department of the Town of Pinetop-Lakeside, the library is funded through the Town's General Fund, which is generated through a local sales tax of 2.5%. The library also receives resource assistance through membership in Navajo County Library District, which is funded as a special taxing district and has a property tax rate of .0704 per hundred. The FY14 District budget was \$446,765.

### FY14 BUDGET

The FY14 library budget was \$283,175; \$236,405 for payroll and \$46,770 for operations, maintenance, and equipment. The library finished the year under budget by \$7,142. For FY15, library staff requested a 20% increase to the library budget, in part to provide 6 days a week service, but received a 2.7% decrease.

FY14 BUDGET			
DESCRIPTION	BUDGET	ACTUAL	DIFFERENCE
Salaries and Wages	158,410	148,112	10,298
Overtime	0	313	(313)
Employee Benefits	77,995	75,908	2,087
Subscriptions, Memberships	410	443	(33)
Travel and Training	2,000	2,188	(188)
Office Supplies and Expense	500	565	(65)
Equipment Repair and Maintenance	625	582	43
Building Maintenance	3,720	3,566	154
Building Utilities	11,440	12,041	(601)
Telephone and Internet	5,505	5,269	236
Library Materials	13,000	12,607	393
Library Materials Recovery	720	609	111
Library Materials Processing	750	1,435	(685)
State Grant Expenditures	0	0	0
Donation Expenditures	2,200	7,132	(4,932)
Children's Programming	800	621	179
Young Adult Programming	500	495	5
Adult Programming	500	288	212
Miscellaneous	400	383	17
Volunteer Support	250	176	74
Auto Allowance	1,950	1,800	150
Equipment	1,500	1,500	0
<b>TOTAL</b>	<b>\$283,175</b>	<b>\$276,033</b>	<b>7,142</b>



# SUPPORT

## Support

### COMMUNITY SUPPORT & PARTNERSHIPS

Countless community members, organizations, and local businesses contributed to the success of the library by donating used books for the library collection or for sale in the Used Bookstore; gifting magazine subscriptions; supporting library programs; and donating monetary funds for library materials.

#### LIBRARY MATERIALS AND SERVICES

Connie Lewis  
North Country HealthCare  
Sherry-Kay Ryan  
Carol Sletten  
Jude Steinmetz

#### COMPUTER CLASS

Navajo County Library District

#### PARENT GATHERING

First Things First and the University of Arizona  
Cooperative Extension

#### PAWS FOR READING

Show Low Emblem Club  
White Mountains Optimist Club

#### SUMMER READING

Arizona State Library, Archives and Public  
Records  
The Bookworm  
Dollar General Literacy Foundation  
Friends of Pinetop-Lakeside Library  
Little Caesars Pizza of Pinetop  
Maricopa County Library District  
White Mountain Reptile Rescue  
WME Theatres

### VOLUNTEERS

Our **31** volunteers performed **799** hours of community service; an average of **3.1** hours a day. Our volunteers re-shelved library materials, repaired damaged items, conducted shelf reading, and sat with children as they read to licensed therapy dogs.

Mitchell Ackerman  
Bea Armijo  
Susan Brinkley  
Megan Cannon  
Trish Cocking  
Charlotte Collier-Frey  
Kay Collins  
Rachel Cornell  
Julie Darling  
Diane Dorsay  
Susan Dunaway

Stevie Fioda  
Gloria Guenther  
Bonnie Henry  
Karen Horton  
Ann Jackel  
Jim Lawrence  
Hilda Lochansky-Smith  
Alice Marshall  
Karen Meyer  
Deb Monroe  
Hugh Murray

Cathy Parry  
Dee Oster  
Marvene Phillips  
Michael Schweigert  
Jo A. Self  
Ralph Semprevio  
Connie Swope  
Maureen Theobald  
Fred VanDine  
Joseph West  
Michelle Zhao

Thank you to our wonderful supporters!

# SUPPORT

## FRIENDS OF PINETOP-LAKESIDE LIBRARY

Several members of the Friends passed away this year, including Vee Green and Buzz Webster; we're sad to see them go. The Friends provided **\$4,061** to support the library, including:

- \$525 for Summer Reading
- \$125 for Paws for Reading
- \$100 for color ink cartridges
- \$1,080 for a SIP2 license for computer reservation software
- \$1,731 for tote bags
- \$500 contribution to the new street sign

**Board of Directors, 2013-14**  
 President – Carol Pennington  
 Vice-President – Georgia Dysterheft  
 Secretary – Gloria Guenther  
 Treasurer – Lee Hetrick  
 Member-at-Large – Michael Sita




---

### SUPPORTER (\$100 annual)

Mary French-Jones    Linda Renfro

---

### LIFETIME MEMBER (\$125 one time)

Georgia Dysterheft	Don Hollister	Joanna Hollister	Stephanie Irwin	Shirley Jones
Marlene Lewis	Bryan Li	Carol Pennington	Thomas Rogers	Michael Sita

---

### LIFETIME FAMILY MEMBER (\$250 one time)

Ted & Dorothy Dodds	Duane & Beverly Johnson	Frank & Elda Leivonen	Michael & Marcia Peddie	Mark & Leslee Wessel
---------------------	-------------------------	-----------------------	-------------------------	----------------------

---

### MEMBER (\$15 annual)

Steven Bell	Megan Cannon	Kay Collins	Megan Collins	Sandy Collins
Christine Connally	Mary Doane	Margo Doolittle	Bonnie Erickson	Oleane Favela
Betty-Sue Gage	Judy Ginn	Gloria Guenther	Amber Guy	Nancy Heller
Lee Hetrick	Lisa Horne	Diana Jeanne	Diana Major	Jan Mullins
Ralph Reynolds	Faye Sita	Shirley Smith	Janet Velikanje	Arnold Weber
Joan Webster				

---

### STUDENT (\$5 annual)

John Major

---

### EXCHANGE (free)

Pinetop-Lakeside Chamber of Commerce    Pinetop-Lakeside Historical Society

# ABOUT THE LIBRARY

## About the Library

We are a department of the Town of Pinetop-Lakeside and a member of Navajo County Library District.

### MISSION

Our mission is to provide access to information, materials, and services for community residents of all ages.

### VISION

Our vision is to become the heart of our community by providing:

- A safe, fun, and engaging facility for community members to visit.
- Library materials and services that meet the information and recreation needs of our community.
- Library programs that inform, entertain, and inspire.

### STAFF

Library Director: Jeff Collins

Programs Librarian: Charlotte Skousen

Library Technical Assistant: Kendra Abel

Library Clerk: Tomye Gardner

Library Clerk: Gayle Cain

### PINETOP-LAKESIDE PUBLIC LIBRARY

Town of Pinetop-Lakeside

1595 Johnson Drive

Pinetop-Lakeside, AZ 85929

**Tel** 928-368-6688

**Fax** 928-368-8963

**Web** [pinetoplakesidelibrary.org](http://pinetoplakesidelibrary.org)

