



2015 Annual Report

Spokane Public Library

SpokaneLibrary.org

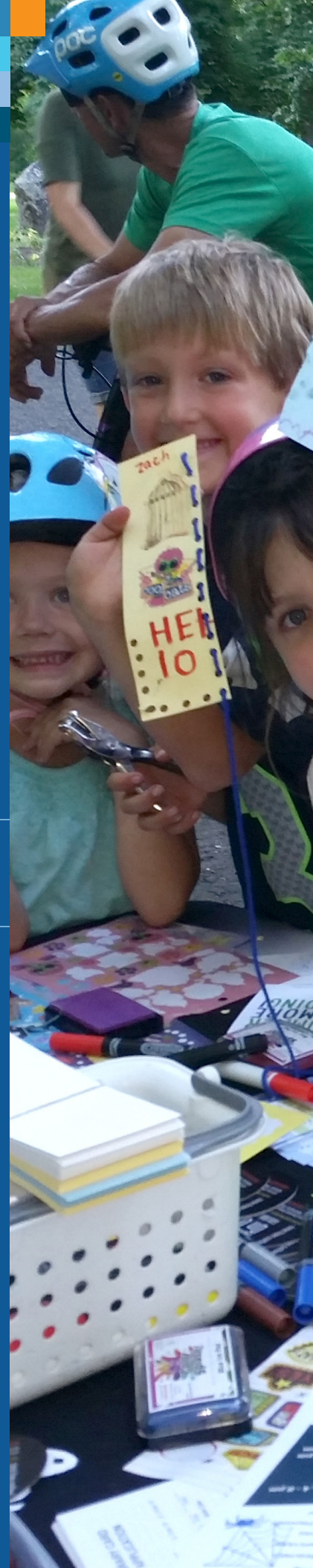


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FROM THE EXECUTIVE DIRECTOR

Building the 21st Century Library



We had a great year in 2015 and several accomplishments stand out.

We closed 2015 with the second year of the voter approved levy lid lift to maintain and

expand hours. That vote continues to allow the community to realize record-breaking usage of our collections and technology. We've taken the levy's vote of confidence seriously and have furthered this investment in taxpayer dollars. By implementing a robust self-service model and realigning staff, we were able to expand on that promise and offer Sunday hours at Shadle. This marks the first time a Spokane Public Library location has ever been open on a Sunday. This agile service model also made it possible for us to temporarily expand hours in response to the Wind Storm in November.

We have also expanded and rethought how we partner with the community to increase our impact. Our Downtown Library began hosting the Mobius Science Center this year while they prepare for their new space. This partnership brings hands-on science education and library resources to Spokane in a new, exciting way.

Our customers continued to come to us to borrow materials, and over two million items were checked out in 2015. Spokane Public Library customers continued to embrace both print and digital formats. Our Digital Branch continues to see the greatest growth, and our digital collection got a boost when we launched a revamped website. We also expanded

our digital offerings by making comics and streaming videos available to our customers via Hoopla.

Every day at the library, we see the needs of our citizens evolve. Technology has changed all of us. Spokane Public Library wants the library experience to be just as meaningful and memorable to future generations as it has been for all our past and present customers. One of the ways we are able to do this is by offering expanded educational opportunities specific to developing digital literacy skills and meaningful interactions with technology. The classes were made possible with funding provided to the Washington State Library by the Bill & Melinda Gates Foundation.

To help ensure the investment from the community to the library, we also launched our Future Study. We are taking a look at our infrastructure capability (our staff, buildings, furniture, technology, funding) and how we can adapt to be a more sustainable and responsive resource to Spokane. We will continue this conversation out in the community in 2016 as we look to build upon our past success to deliver 21st century library services.

Thank you for your support. We would also like to thank the hard work and dedication of our staff, the guidance of the Board of Trustees and the continued support from the Spokane Public Library Foundation, the Friends of the Spokane Public Library and elected officials.

A handwritten signature in black ink that reads "Andrew Chanse". The signature is fluid and cursive, with a large initial 'A'.

Andrew Chanse
Executive Director, Spokane Public Library

COLLECTION & USAGE

High quality education for all



978,923

people walked
through our doors

15,860

new library cards issued

2,124,539

materials checked out

6,499

people completed our
Microsoft IT Academy

1,177

community groups utilized
our meeting spaces

Hoopla – Instantly borrow free digital movies, music, eBooks and more, 24/7 with your library card. Hoopla provides you the freedom you've been searching for to experience, explore and enjoy what you want, when you want, and where you want.

Lynda.com – A leading online learning company that helps anyone learn business, software, technology and creative skills to achieve personal and professional goals.

Local Music – We have established a CD collection of local music by local artists helping you explore talent that is close to home.



COLLECTION & USAGE

Business Services



We continue to enhance our digital branch and are excited to have added several databases to our collection this year. *Demographics Now*, *Business Source Complete* and *Reference USA* continue to be assets. Our Business Research Librarian, Mark Pond, continues his outreach to the Spokane business community and his contacts are growing exponentially. His work for local businesses are only the beginnings of how the library will become a necessity to economic growth in our city. We look forward to reporting these successes in the coming years.

\$422,774

value of market research
provided to Spokane

223

Presentations to the
Community

1,078

Attendees

statista 

Statista – One of the world's largest statistics portals. Providing you with access to relevant data from over 18,000 sources, its customized search provides you with a list of statistics, studies and reports relating to your search request within a matter of seconds.

referenceUSA®
from **infogroup®**

Reference USA – A powerful tool for conducting market research, competitive analysis and developing sales leads lists for businesses.

 **Business Source
Complete**

Business Source Complete – premium content of peer-reviewed business related journals. Includes company profiles, industry reports, case studies and nearly 2,000 peer-reviewed business journals.

COLLECTION & USAGE

Shadle on Sundays

171

Customers
(first Sunday open)

512

Customers
(highest day)

241

Checkouts
(first Sunday open)

904

Checkouts
(in one day, one year later)

The Shadle Branch launched Sunday hours last year—opening its doors 1:00pm-5:00pm on January 4, 2015!

The numbers are solid and increasing: more customers coming in, using resources, checking out, getting new cards, using the public meeting room, etc.

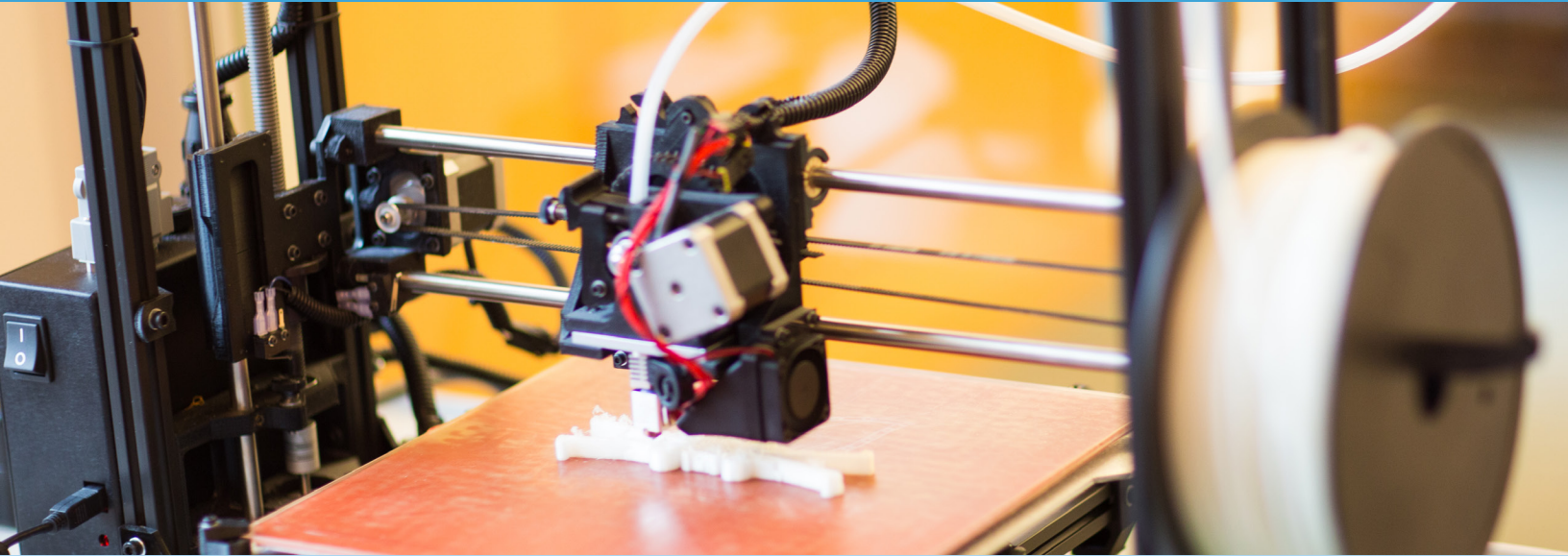
With individual and family schedules becoming increasingly more hectic, it makes sense to offer Sunday hours and to have this amazing community resource open.

The Shadle Library is now a Sunday destination for many and for others it's definitely a must. Sunday is a great day for busy families to select materials together, for harried workers to chill, for the community to gather to **Read ... Learn ... Discover!**



TECHNOLOGY

We're more than just books



1,402,244
homepage connects

620,919
database retrievals

305
Microsoft Imagine
sign ups

95,658
Wireless Daily Sessions

Our online presence continues to grow as we move further into the Digital Age. In the coming years we will be growing our downloadable collection, which was utilized 215,866 times in 2015. The Downtown Library is excited to have a 3D printer that is fully functional and ready for our customers to discover.



twitter.com/spokanelibrary

Follow us on Twitter, LinkedIn, and Facebook



www.linkedin.com/company/spokane-public-library



facebook.com/spokanelibrary



PROGRAMS



The Library strives to create fun and creative programming for all. Two very successful events last year were Summer Parkways and World Refugee day, which saw an estimated 400-500 kids and adults coming to the table. Our programs are an extension of our brick and mortar offerings, where we can further be engaged in the community whether it is providing additional knowledge or an outlet for fun! Programs can now be viewed and are advertised three months in advance to allow our citizens to further read, learn and discover.

- Adult Ornamental Origami
- Class Tours
- Build! Drop in programs
- Toddler Teddy Bear Teas
- Tween Craft Club
- Growing Your Business
- Movie Viewings
- Tech Skill tutorials
- Story Times
- Summer Reading program



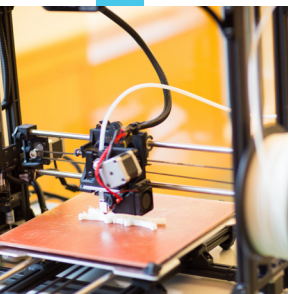
PROGRAMS

- We hosted several NaNoWriMo (National Novel Writing Month) programs at several of the branches.
- As a part of the Digital Literacy grant at the Hillyard branch, Video Storytelling on iPads, was offered for tweens during the spring break.
- Classes and events last summer included partnering were Ink Artspace to offer Origin Stories at five of our branches. Origin Stories was developed by local author Jess Walter and local artist Sam Mills. Another event last summer was Lego Mindstorm Robotics, held at the Hillyard and Shadle branches as part of a partnership with Spokane Public Schools.



SCIENCE **MOBIUS**
CENTER

- In May 2015, the Downtown Library was happy to host Mobius's temporary home while they wait for their new location. It has proven to be a very successful partnership experience for both parties. We are thrilled with the additional children, parents and teachers visiting the library and enjoying the program offerings at Mobius. Most days the library has an additional vibrancy with the influx of youthful voices.



2015 BUDGET

How our budget stacks up

The City of Spokane mission statement

“To deliver efficient and effective services that facilitate economic opportunity and enhance quality of life.”

In that spirit, the Spokane Public Library has adopted and follows these values:

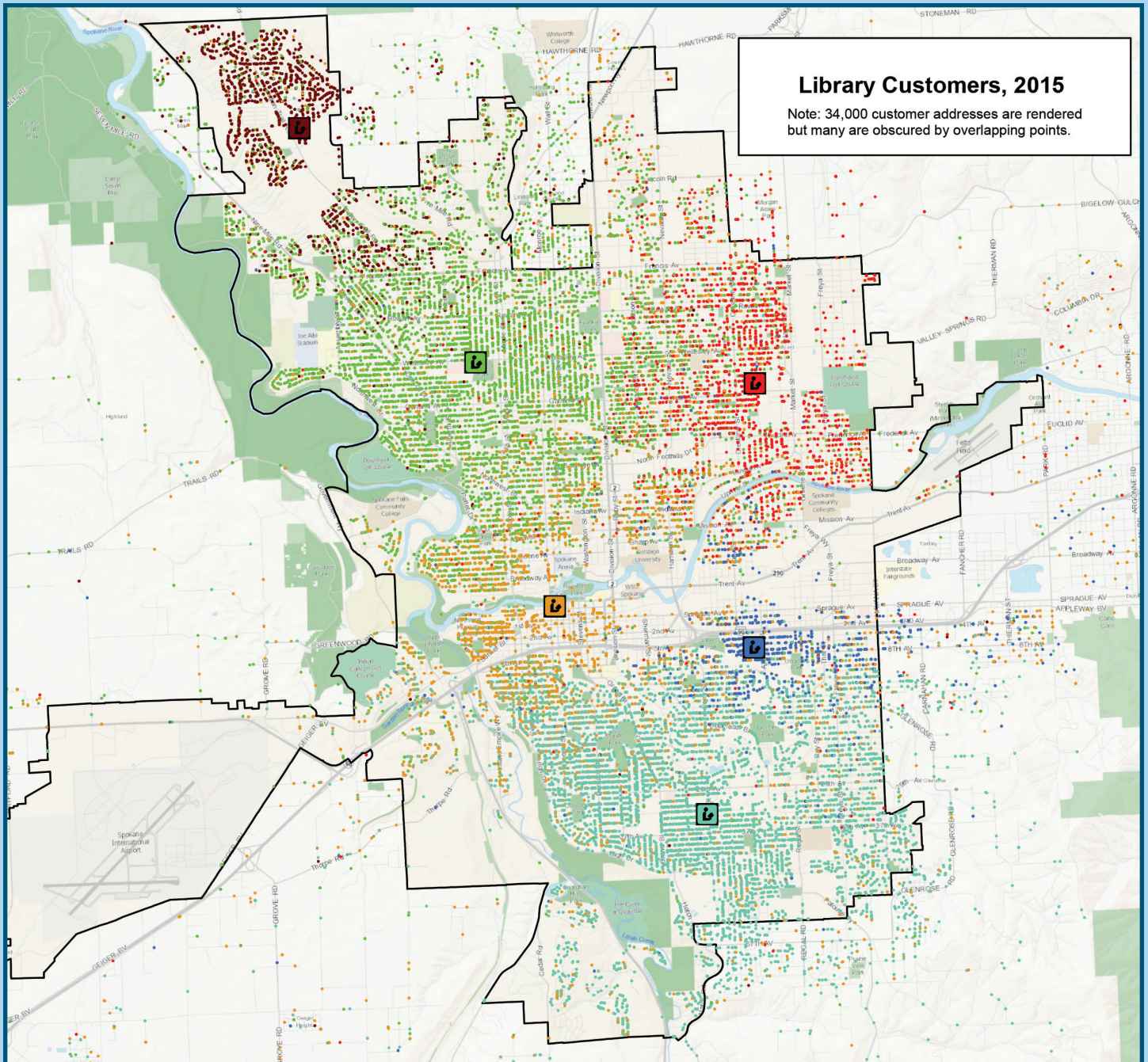
- Free and open access to education and information
- A culture that fosters creativity and innovation
- Teamwork and collaboration
- The diverse nature of our community
- Responsible stewardship of public funds

\$9,781,103 2015 Expenditure Budget to include Capital		\$9,560,345 Anticipated budget for 2016 Expenditure Budget to include Capital	
Total revenues from all funding sources (city, grants, foundation, friends, levy, etc;)	\$9,782,552 2015 Revenue Budget All Sources	\$9,730,632 2016 Revenue Budget All Sources	

The library is continuing to operate within our means and aggressively exploring other funding options including grants and independent fundraisers.


FUTURE STUDY

In 2015, we began a conversation about further aligning the library with existing community strategies, resources, that deliver high quality education, build strong communities and partnerships, and provide free access to information. Our team worked closely with hired consultants, Group 4, community stakeholders and the City of Spokane to envision the 21st Century Library and outlining a 20 year outlook for the Spokane Public Library. Below is a snapshot of the reach in our city.



LOOKING AHEAD

1



INDIAN TRAIL
Neighborhood Branch

Makeover

Today's Size	Future Size
10,600 SF	10,600 SF

2




SHADLE
North Community Library

Expansion – Same Site

Today's Size	Future Size
17,800 SF	30,000 SF

3

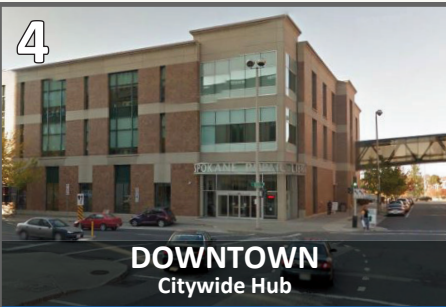


HILLYARD
Neighborhood Branch

Major Renovation

Today's Size	Future Size
8,200 SF	8,200 SF

4



DOWNTOWN
Citywide Hub

Recapture Space

Today's Size	Future Size
117,000 SF	117,000 SF

5




SOUTH HILL
South Community Library

Expansion – New site

Today's Size	Future Size
15,000 SF	30,000 SF

6



EAST SIDE
Neighborhood Branch

Service Expansion

Today's Size	Future Size
6,300 SF	6,300 SF

Building our 21st Century Library

What is it:

- A library study to coordinate services, facilities, and resources
- A long-term sustainable library plan

Why are we doing this:

- To meet the ever-growing needs of the community
- Build strong communities and partnerships
- Update our libraries to deliver high quality education

Proposed Upgrades

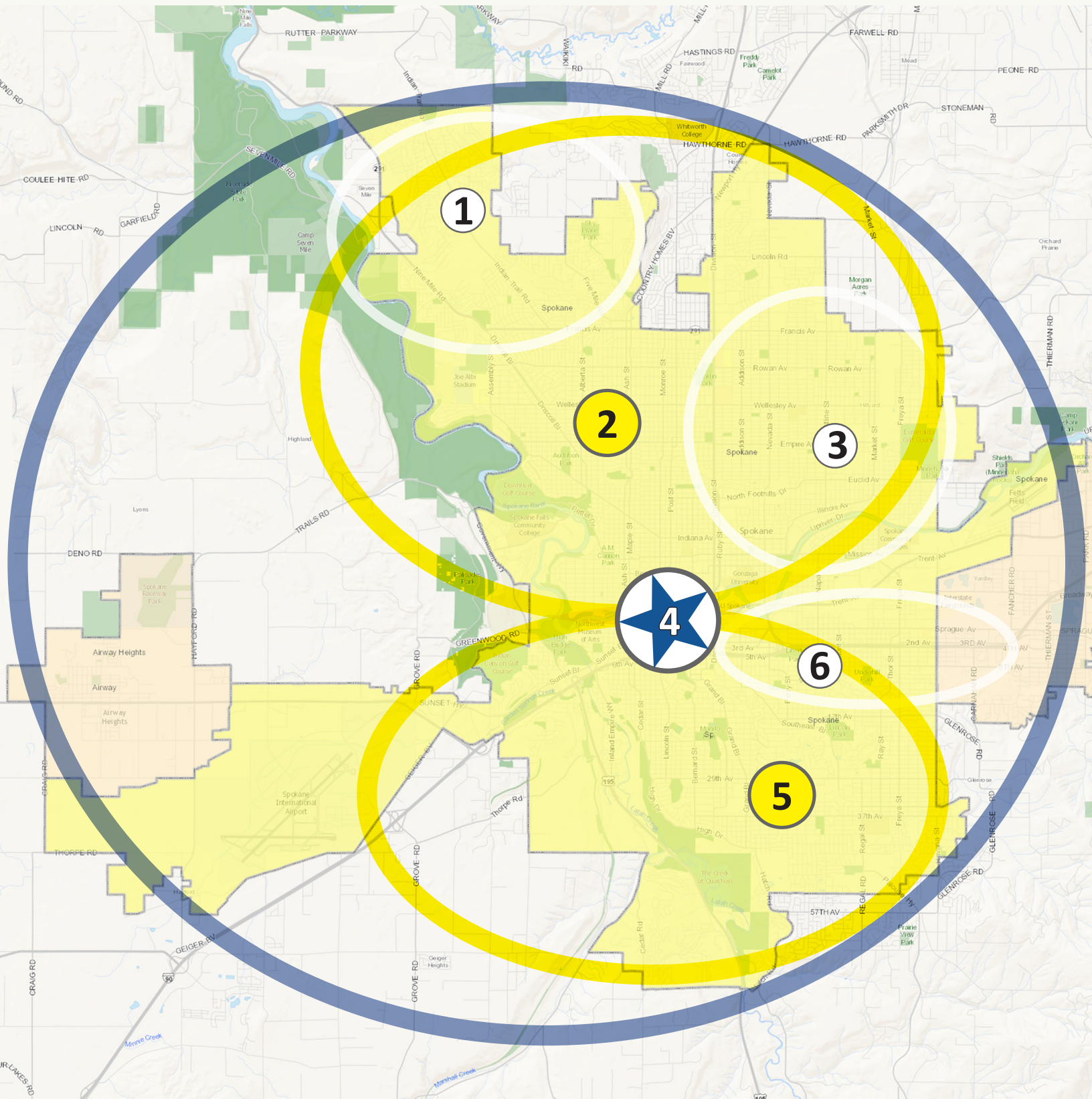
Branch By Branch

- Makeovers for Indian Trail, Hillyard and East Side branches
- Expansions at Shadle and South Hill branches
- Create the Downtown branch as a destination place

Recommendations For All Branches

- Create collaborative spaces
- Improve technology
- Grow flexible design
- Design engaging children's areas
- Install comfortable seating
- Build group study rooms

Read the study: www.SpokaneLibrary.org/Future-Study



QUOTES FROM OUR CUSTOMERS

Library vital during outage

Bravo to the Spokane Public Libraries. I walked up to the Shadle branch every day during our blackout. Employees were cheerful and helpful. Power strips were plugged in to every outlet around the walls. Folks were comfy warm while charging up all their electronics. They even bumped up their wireless so that we all could get on with our laptops, notebooks, etc.

Kids were playing with Lego sets, and an artist held a drawing workshop for some of us one day. The emails sent out by the library were so much more informative than the newspaper, with helpful news and hints and links on how to get help.

Please support our public libraries. They not only are a supplier of books but a super valuable resource in our neighborhoods.

Mary Naber
Spokane
From The Spokesman-Review

“Thank you for working late and supporting your community in times of crisis. You are amazing.”

Customer Comment in response to library response to Windstorm 2015.

“I am amazed, impressed and inspired by your library staff....”

Shadle Customer

“We feel very fortunate to have such a great public library system here in Spokane and think that all involved with it are doing a great job!”

South Hill customer

“Amazing service!!!”

Downtown Branch customer

OUR PEOPLE

Our Board of Trustees

Nathan G. Smith
Chair
Appointed: 4/29/13



Jim Kershner
Vice Chair
Appointed: 1/1/12



Anne Walter
Appointed: 5/14/12



Mary Starkey
Appointed: 5/12/14



Our Staff



143
Total Staff Members

89
Full Time Equivalent

51%
Full Time



231,958
Public engagements

Over 25%
MLIS credentialed librarians



OUR PARTNERS IN THE COMMUNITY

City of Spokane
Community Court
Downtown Spokane Partnership
Eastern Washington Genealogical Society
Excelerate Success, Spokane
Friends of the Library
Mobius Science Center
Numerica Credit Union
PAML
Spokane County Library District
Spokane Public Library Foundation
Spokane Public School District

Mission Statement

Spokane Public Library delivers high quality education for all – opportunities to read, to learn, and discover the world.

