

Spokane
Public
Library

2016
Annual
Report



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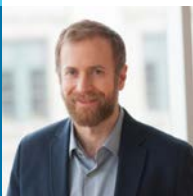
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Our Partners In The Community

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





Message from the Executive Director

We are excited to share our 2016 accomplishments that highlight how the Spokane Public Library is an essential resource of opportunity for every resident in our city.

Our libraries are centers of education and exploration for the community. They are where citizens of all ages and backgrounds come to read, learn, and discover the world. In today's technology-driven world, libraries provide a unique space for face-to-face cultural and community building. We are not only connecting people to information, but also to other people, new ideas, and ways of accomplishing things.

The library has also focused our attention to outside of our buildings through our outreach activities at schools, senior centers, hospitals, and community events like the Christmas Bureau. We want to meet our customers where they are at in order to provide the best service we can for everyone in the community.

This is just a small sampling of what's been happening at the Spokane Public Library.

Spokane Public Library would not be where we are at today without the hard work and dedication of our staff and volunteers, the leadership of the board of trustees and the continued support from the Spokane Public Library Foundation, the Friends of the Spokane Public Library and our elected officials.

With your continued support, we look forward to many successful years ahead as we continue to expand opportunities for citizens to help our community grow and succeed into the City of Choice. Together, we are building an amazing future for the City of Spokane.

Sincerely,

Andrew Chanse
Executive Director,
Spokane Public Library



Mission Statement

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

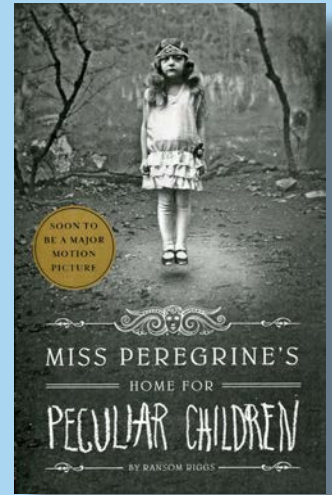


968,415

people walked
through our doors



*Miss
Peregrine's
Home for
Peculiar
Children* by
Ransom Riggs
was the most
popular YA
book in 2016



14,269

new library
cards issued

5,435

volunteer hours



356,808

internet sessions



12,041

attendees for
Preschool
Storytime



9,377

attendees for
Toddler
Storytime



1,576,038

website visits

1,583

community meetings utilizing library space

14,696

open hours to the community



9

(out of 10) consistent
net promoter score
for customer service



429,544

youth materials checked out

5,149

Facebook followers



Over

500

people assisted
with one-on-one
technical assistance

2,312,176

materials checked out

JOHN GRISHAM Rogue Lawyer

Rogue Lawyer
by John Grisham
was the number
one checked out
book system wide
in 2016



Inspiring a Community of Readers



Prime Time Family Reading

In the fall of 2016, Humanities Washington hosted the Prime Time Family Reading program at the Eastside Library for six weeks. Library staff partnered with Sheridan Elementary school, a Gonzaga University scholar, and a local storyteller to inspire active thought and conversation between children and families through reading and discussing topics such as fairness, greed, courage and compassion. The Prime Time Family Reading curriculum was developed by the Louisiana Endowment for the Humanities, and program outcomes for participants show both increases in long-term academic achievement, as well as lasting connections with libraries.



Photos by Kirk Hirota

Summer Reading

Online for the 1st year!

4,808
completions



9,732
sign ups

3,890,861
minutes all our summer readers read for

That breaks out to
64,847 hours and
41 minutes, or
7 years, 22 weeks,
6 days, 23 hours,
and 41 minutes.

Bringing the Library to You



Four-year-old Lily engages with staff member, Susan Rudder, while reading books about snow and winter!

Stories and smiles, a prescription for joy

Whether going room to room to visit patients or setting up in the playroom to visit with multiple patients the library staff are able to reach an audience that is not able to come into the library and desperately needs distraction from their day to day situation while ill.

Each week, Spokane Public Library's hospital outreach team visits the Sacred Heart Children's Hospital's pediatric oncology unit to deliver storytimes and crafts for the kids.

The Sacred Heart staff have been really pleased with the program reporting that, "If we can get patients focused on things other than their illness we find that their mood improves and treatment is more palatable. We are so happy with the library partnership!"

Our awesome SPL Maintenance team assisted by repurposing one of our generic black book carts into a handy and official "Storytime" cart to keep our stories, craft supplies and flannel board.



Ten-year-old Allison enjoyed a stack of books shared by library staff member, Cindy Wigen, and let her little brother cuddle up to listen too!



5,515
citizen served

85,574
materials circulated



Quotes from our Outreach Customers

- Marji:** "As an East Coast transplant, the Outreach staff immediately welcomed me. I felt like I had known them for years."
- Maxine:** "The Mobile Library is a life saver for me. At 86 I still can't learn enough!"
- Sharon:** "Outreach is the best, they always get me what I want. I don't know what I'd do without them!"
- Cheryl:** "THANK YOU sooooo much! Your instructions were so very helpful and I was able to order the things I wanted. Now that I've done it once, next time will be easier. Thanks again."



\$530,261

value of data research given to the
community through our business
librarians IBISWorld data



Employee Innovation to meet Community Needs

Features: A coworking space featuring custom-built tables, comfortable furniture, plenty of space to work, access to color printing, 2 iMac computers loaded with creative software. A Bloomberg Terminal that gives Spokane residents access to an enormous wealth of finance and industry research. The Bloomberg Terminal analyzes 60 billion+ new pieces of information from the market each day. SPL is just the 2nd public library in the country to offer this service.

Also Available: A high-tech classroom/meeting space featuring an interactive whiteboard, state-of-the-art video conferencing equipment, and flexible

furniture options that allow the room to be utilized for any number of activities. It is a great meeting space for small businesses as well as an excellent classroom for all manner of instruction. Users are able to video conference at the touch of a button as well as record presentations for future use.

In addition: A private study/collaboration room equipped with a wall-mounted, flat screen monitor to allow users to connect their computers and devices and share their screens with a small group (5-8). This room features a floor to ceiling glass wall and door to separate it from the rest of the space. The room can be utilized for everything from private study to interactive small group projects and presentations.



IBISWorld

Bloomberg

Lynda.com

Statista

Reference
USA

Demographics
Now

Gale



THE SPOKANE TRIVIA CHAMPIONSHIP



Read
Learn
Discover
Sustain
Give

Spokane Public Library Foundation

There are so many ways to give
financial support to the public library
www.SpokaneLibraryFoundation.org

The Spokane Public Library Foundation exists because of the generosity of many who have committed their time, gifts and financial resources to continue to strive for our library's excellence.

We are so grateful for our 2016 partners.



Global



THE SPOKESMAN-REVIEW



SPOKANE'S
CITIZEN
HALL OF
FAME

SAVE THE
DATE
MAY 2, 2017





Learn how to become a
Friend of the Library by visiting
www.SpokaneLibrary.org/friends/#join



proud to provide
the library over
\$30,000
in annual support



of the Spokane Public Library

The Friends of the Spokane Public Library collect donated books, which are sold at annual book sales and at the Friends' book store at the Downtown Library. Some members work the sales as volunteers; others choose to support the Friends financially with paid memberships. All the money raised goes to the library, which benefits every year from the Friends' support.

The Friends of the Spokane Public Library have provided:

- Books that support Summer Reading for kids and teens.
- An annual contribution to the Spokane Is Reading program, which brings a different author to town each year.
- Book Club bags and story time kits.
- Coding robots for Children and Teen Programming.

Our Service at a Glance



Board of Trustees

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



Jim Kershner
Vice Chair
Appointed: 1/1/12



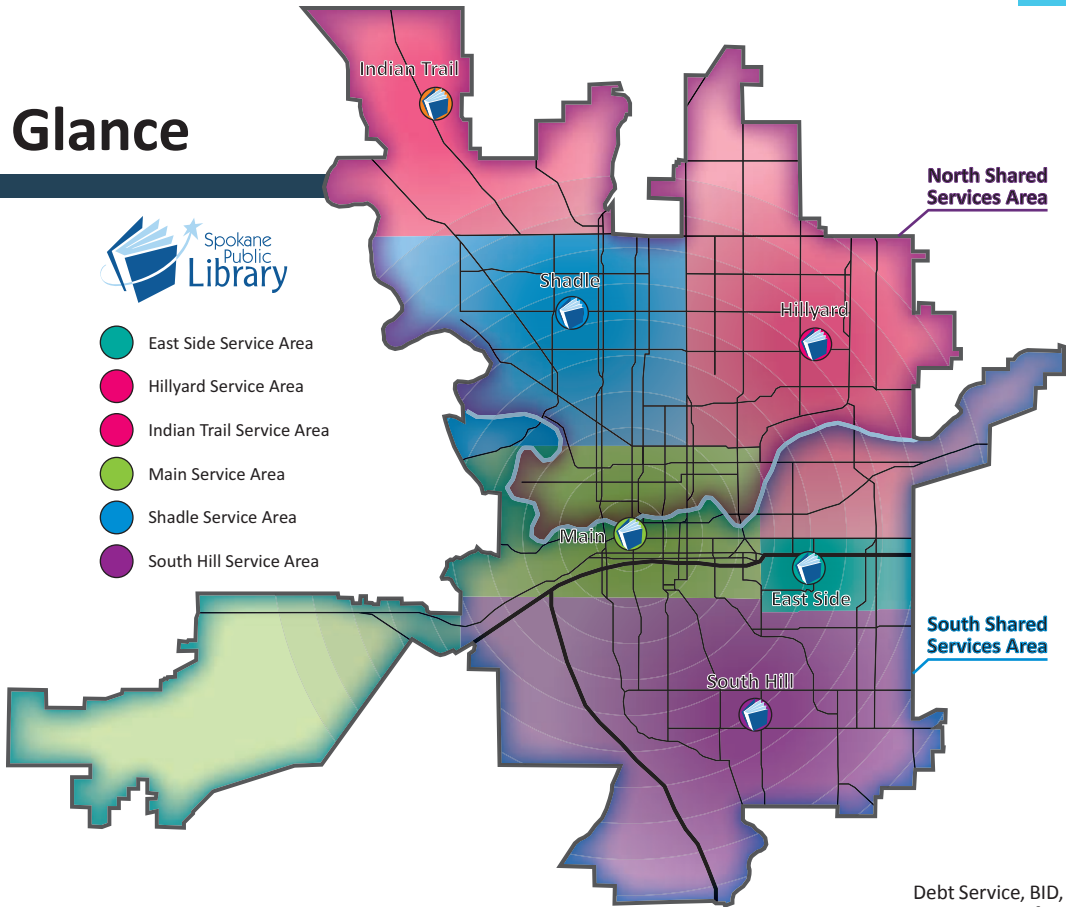
Anne Walter
Appointed: 5/14/12



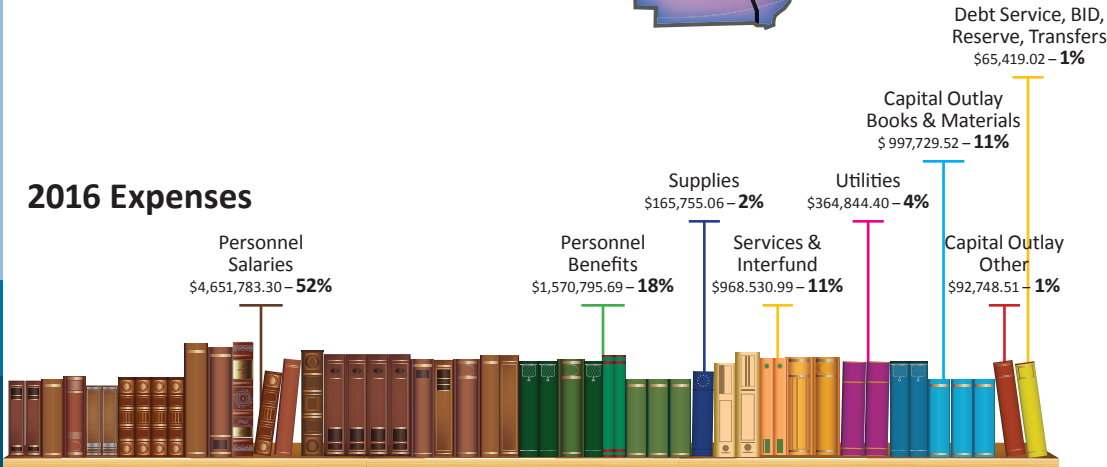
Mary Starkey
Appointed: 5/12/14



Lara Hemmingway
Appointed: 3/7/16



2016 Expenses



The printing of this annual report was made possible by the Spokane Public Library Foundation and Friends of the Spokane Public Library.