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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
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

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

429,544 youth materials checked out

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

5,149 Facebook followers

Over 500 people assisted with one-on-one technical assistance

2,312,176 materials checked out

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

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.

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

$530,261
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.
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.

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

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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.

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

The Friends are proud to provide the library over $30,000 in annual support.
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

Personnel Salaries $4,651,783.30 – 52%
Personnel Benefits $1,570,795.69 – 18%
Services & Interfund $968,530.99 – 11%
Supplies $165,755.06 – 2%
Utilities $364,844.40 – 4%
Capital Outlay Books & Materials $997,729.52 – 11%
Capital Outlay Other $92,748.51 – 1%
Debt Service, BID, Reserve, Transfers $65,419.02 – 1%

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