Agenda
Library Board Meeting
Tuesday, January 9, 2024
Richland Public Library
955 Northgate Drive

Board Members: Chair Lightner**,** Vice-Chair Buxton and Members Hernandez, Isakson, and Pickel

Council Liaison: Kent

Staff Liaison: Library Manager Nulph

Regular Meeting - 5:30 p.m.

Call to Order/Attendance:

Introduction of Guests:

Approval of Agenda: (Approved by Motion)

1. January 9, 2024 Library Board Meeting Agenda

Public Comments: Please limit comments to 3 minutes per person and not more than 15 minutes per topic.

Approval of Minutes: (Approved by Motion)

2. December 12, 2023 Library Board Meeting Minutes
   - Kylie Christian , Administrative Assistant

RPL Staff Updates:

3. RPL Staff Updates
   - Kelly Reed, Children's Librarian
4. January 2024 Library Manager's Report
   - Christopher Nulph, Library Manager

Approval of Bills: (Approved by Motion)

Unfinished Business:

5. Three Boards Meeting Agenda
   - Christopher Nulph, Library Manager

New Business:

6. 2024 Richland Public Library Action Plan
   - Christopher Nulph, Library Manager

Agenda Items for Upcoming Board Meeting:

Adjournment

The next Library Board Meeting is Tuesday, February 13, 2023

Richland Public Library is ADA accessible with special parking and access available at the entrance facing Northgate Drive. Any individual who has difficulty attending the meeting in-person may request to provide comments remotely. (Ch. 42.30 RCW) Requests for sign interpreters, audio equipment, and/or other special services must be received 48 hours prior to the meeting by calling the City Clerk's Office at 509-942-7389.

LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/9/2024 Agenda Category: Approval of Minutes

Prepared By: Kylie Christian , Administrative Assistant

Subject:
December 12, 2023 Library Board Meeting Minutes

Department:
Parks & Public Facilities

Recommended Motion:
Move to approve the meeting minutes from the December 12, 2023 Library Board meeting.

Summary:
The draft minutes of the December 12, 2023 Library Board Meeting is included for consideration and approval.

Attachments:
1. 2023.12.12 Library Board Meeting Minutes

MINUTES

Richland Public Library Board
Library Conference Room A – 955 Northgate Drive
December 12, 2023, 5:30 – 6:30 PM

Richland Public Library Regular Board Meeting – 5:30 p.m.
Chair Lightner called the meeting to order at approximately 5:32 p.m.

Attendance
Chair Lightner, Vice-Chair Buxton, and Board Member Pickel were present. Also present were Council Liaison Kent, Library Manager Nulph, Administrative Assistant Christian, and User Experience Supervisor Scarfo.

Board Members Hernandez and Isakson were absent.

Approval of Agenda

1. **Board Member Pickel moved and Vice-Chair Buxton seconded the motion to approve the agenda as is. The motion carried 3-0.**

Public Comments

2. There were no members of the public present.

Approval of Minutes

3. **Chair Lightner asked for a motion to approve the minutes of the November 14, 2023 meeting. Vice-Chair Buxton moved and Board Member Pickel seconded the motion to approve the minutes of November 14, 2023 as written. The motion carried 3-0.**

RPL Staff Updates

4. User Experience Supervisor Michael Scarfo shared what has happened within his department the last half of 2023.
5. Library Manager Nulph shared library updates and library statistics for December 2023.

Approval of Bills

DRAFT

6. **Vice-Chair Buxton moved and Board Member Pickel seconded the motion to approve the certification of claims for payment for December 2023 in the amount of $140,507.42. The motion carried 3- 0.**

Unfinished Business

7. Library Manager Nulph requested the Board's approval on the Use of Public Spaces Policy.
   Chair Lightner asked for a motion to approve the Use of Public Spaces Policy. Board Member Pickel moved and Vice-Chair Buxton seconded the motion to approve the Use of Public Spaces Policy. The motion carried 3-0.

New Business

8. Board Members discussed items they would like to see on the agenda of the upcoming meeting with the Friends' of the Richland Public Library, Richland Public Library Foundation, and the Richland Public Library Board of Trustees.

Agenda Items for Upcoming Board Meeting

1. "1 [Click & type Text, Hit enter for next #]"

Adjournment

Chair Lightner adjourned the meeting at 6:44 P.M.

APPROVED: ATTEST:

_____ _____

Lindsay Lightner, Library Board Chair Kylie Christian, Administrative Assistant

DATE APPROVED:

DATE PUBLISHED:

DRAFT

LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/9/2024

Agenda Category: RPL Staff Updates

Prepared By: Kylie Christian , Administrative Assistant

Subject:
RPL Staff Updates

Department:
Parks & Public Facilities

Recommended Motion:
Discussion only.

Summary:
Children's Librarian, Kelly Reed, will provide an update to the Board about her position at RPL.

Attachments:

LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/9/2024

Agenda Category: RPL Staff Updates

Prepared By: Christopher Nulph, Library Manager

Subject:
January 2024 Library Manager's Report

Department:
Parks & Public Facilities

Recommended Motion:
Discussion only.

Summary:
Library Manager Nulph's January 2024 report the library statistical report are included for discussion.

Attachments:
1. 2024.01.09 Library Manager's Report
2. 2024.01.09 Statistic Report

LIBRARY MANAGER'S REPORT
Richland Public Library Board
January 9, 2024

State of Library Services

The signage for the Collaboratory is now in place. This includes the interior entry sign and the exterior generator wrap. The interior sign's blue background will be the color we use to designate public spaces in 2024. Space like meeting rooms, study rooms, and restrooms will have signs with this blue background.

We have added the Planetarium at CBC to our Tumbleweed Tourist collection. These reservations are good for admission up to 2 adults and 4 children. The Planetarium typically runs one show a week on Fridays and Saturdays.

The Gallery has received AV upgrades. This includes upgraded speakers, wireless connectivity for video, Bluetooth capability for audio, added microphones with rechargeable batteries, and the ability to control volume for each audio input.

The library has tested and will implement a new calendar service called LibCal to start the new year. This service will streamline our calendar functions. Room reservations, in particular, will be a lot easier with live availability calendars that our patrons can see. The event calendar will be more user friendly and offer us better statistical reports.

We have set the Three Board Meeting between the Library, Friends of the Library, and Foundation Boards for 1/22 at 6pm. The meeting will take place in the Collaboratory and will follow the Open Public Meetings Act.

Program highlights from the month include:

- Make It Monday, an annual tradition, occurred on two dates this December. This year the events were split into age groups. The all-ages event saw 110 in attendance and the adult event had 34 in attendance.
- The annual Santa Sing Along continues to be a popular event. The Sing Along had a movie marathon leading up to it. There were 95 patrons that attended this event.
- The state government citizen workshop was a great event. All three of our state representatives were present to walk attendees through the process of engaging with legislation. There were 30 patrons in attendance.

Friends of the Library Update

The Friends of the Library have no updates for December.

Library Foundation

The Foundation continues to meet monthly to discuss the 2024 outdoor space.

Staffing Updates

Makayla Arbon has resigned from the Library, opening a part time Library Assistant position.

Library Statistics

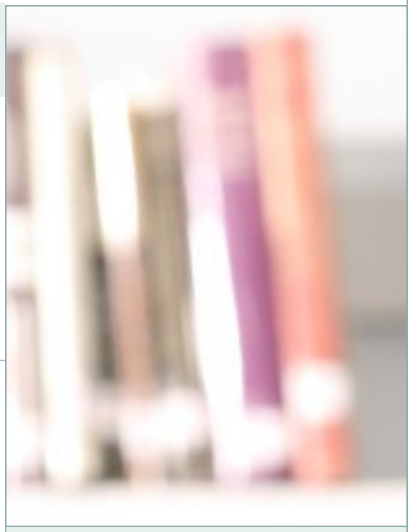
We usually see December as our lowest gate count of the year. The numerous closed dates combined with many patrons being out of town often leads to this trend. This was the case this year with the 13,819 total being lower than our 14,407 gate count recorded in April. On the flip side, this continues to be a much higher number than 2022's total of 11,060. The gate count trend is reflected in a lower physical circulation number for December as it has in past years. Digital circulations closely matched November's totals.

An overall snapshot of our 2023 numbers includes:

- 187,175 total visitors
- 461,766 physical items circulated (not including renewals)
- 194,677 digital circulations
- Over 119,000 database uses (numbers still being calculated)
- Over 800 meeting room uses
- Over 1,400 study room uses
- Over 15,000 PC sessions
- Over 4,000 new library cards registered
- Over 800 community engagement events with over 44,000 in attendance

RICHLAND PUBLIC LIBRARY

December 2023 Statistics Report for the January Board Meeting



SUMMARY

We hosted or held a variety of different programs in December, including the following:

- A "Reading Wrap-Up Challenge" for patrons of all ages on Beanstack from December 1 to 31
- A "Winter Break Bingo Challenge" from December 15 to January 2
- A visit from local author Michele Gerber on Sunday, December 3
- An Intermountain Alpine Club presentation on Monday, December 4
- "Make-It Monday: Hanukkah and Christmas Edition" for kids and families on December 4
- A Citizen's Legislative Workshop on Thursday, December 7, presented by Senator Matt Boehnke and Representatives April Connors and Stephanie Barnard
- "Make-It Monday: Hanukkah and Christmas Edition" for teens and adults on December 11.

We held a Holiday Movie Marathon and Santa Sing-Along from 10 a.m. to 4 p.m. on Saturday, December 23. Our Singing Strings Ukulele Club played festive holiday songs at 3 p.m. for the sing-along with Santa.

Our High School Book to Movie Club read *Jumanji* by Chris Van Allsburg and then met on Thursday, December 14, to watch the movie.

Recurring programs held at the library this month included Tuesday, Wednesday, Thursday, and Friday story times; "Meet Our Therapy Dogs!" sessions on Tuesday evenings; STEAMkids on two Saturdays, December 2 and 30, and on Monday, December 18; Singing Strings Ukulele Club teen/adult jam sessions on two Tuesdays, December 5 and 19; Preschool STEAMplay on two Fridays, December 8 and 22, and on Wednesday, December 20; Team Battelle Math Tutoring on Saturday, December 9; and an LGBTQIA+ Craft Social on Monday, December 18.

DECEMBER STATISTICS

- Overall Circulation with Renewals: ***71,333***
- Digital Circulation: ***18,182***
- Physical Items Checked Out: ***34,973***
- Physical Items Renewed: ***18,178***
- Holds Filled: ***3,341***
- Hoopla Circulation: ***3,473***
- Kanopy Circulation: ***32,095 minutes, 954 plays***
- Mango: ***86 sessions***
- OverDrive Circulation: ***13,669***
- New Library Card Accounts: ***191***
- Gate Count: ***13,819***
- Busiest Day: ***740 (December 18)***

Tree image by Freepik. Used with attribution.

CHILDREN'S PROGRAMS

Story Times at the Library

Children's Services Librarian Kelly and Librarian Joyce held Tuesday evening story times at 6 p.m. on December 5, 12, and 19; Wednesday morning active story times at 10 a.m. on December 6, 13, 20, and 27; Thursday morning baby story times at 10 a.m. on December 7, 14, 21, and 28; and Friday morning preschool story times at 10 a.m. on December 1, 8, 15, 22, and 29. The Tuesday evening story times were followed by "Meet Our Therapy Dogs!" sessions.

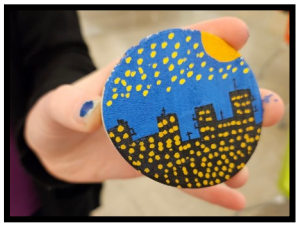
STEAMkids and Preschool STEAMplay

Kelly held drop-in STEAMkids sessions from 10 a.m. to noon on two Saturdays, December 2 and 30, and from 1 to 3 p.m. on Monday, December 18. She also held drop-in Preschool STEAMplay sessions from 11 a.m. to 12:30 p.m. on Friday, December 8; Wednesday, December 20; and Friday, December 22.

Make-It Monday for Kids and Families

Kelly, Librarian Johanna, Library Assistant Mary, and volunteers including retired library administrator Lisa held a "Make-It Monday: Hanukkah and Christmas Edition" craft program from 6 to 7:30 p.m. on December 4. Our calendar invitation said, "Join us in the STEAMspace for our annual kid- and family-friendly holiday-themed crafts! Bring the whole family!"

We had 110 patrons attend this extremely popular program. They painted snowman wood slice decorations, created pony bead ornaments, and completed other holiday-themed crafts. They also learned to play the dreidel game.



ALL-AGES PROGRAMS

Make-It Monday for Teens and Adults

Johanna and Mary also held a special "Make-It Monday: Hanukkah and Christmas Edition" craft program for teens and adults from 6 to 7:30 p.m. on December 11. Our calendar invitation said, "Join us in the STEAMspace for our annual holiday-themed crafts! Please note that this Make-It Monday is for teens and adults only. The crafts we are doing this week will be more complicated and not suitable for children."

We had 34 patrons attend this program. They made several different crafts including hot cocoa gift jars, colorful painted rocks, snowman wood slice decorations, and pony bead ornaments.

ALL AGES PROGRAMS (CONTINUED)

Holiday Movie Marathon

Johanna and Teen Services Librarian Alyssa held a holiday movie marathon from 10 a.m to 3 p.m. on Saturday, December 23. Patrons watched family favorites *Rise of the Guardians* (2012), *Arthur Christmas* (2011), and *Dr. Seuss's The Grinch* (2018) in the Doris Roberts Gallery. Snacks and movie licensing were provided courtesy of the Friends of the Richland Public Library.

We had 54 patrons attend this fun event.

Santa Sing-Along

Our Singing Strings Ukulele Club, led by Johanna, held a Santa Sing-Along at 3 p.m. on Saturday, December 23, following the movie marathon. Our Facebook invitation said, "Join us in the Gallery after the Movie Marathon for a holiday sing-along with the library's Singing Strings Ukulele Club and a visit from a very important guest from the North Pole!" Children sang along to favorite holiday songs and also enjoyed a visit from Santa.

We had 95 enthusiastic patrons enjoy this program.

Singing Strings Ukulele Club

Johanna led Singing Strings Ukulele Club teen/adult jam sessions from 6:30 to 8 p.m. on two Tuesdays, December 5 and 19, in the STEAMspace. The group also performed holiday songs on December 11 for the Richland Senior Association's Winter Membership Meeting.

Beanstack Challenges for December

We held a "Reading Wrap-Up Challenge" from December 1 through 31. Patrons were encouraged to log reading hours and complete activities to earn badges and win a prize bag.

Kelly also held a "Winter Break Bingo Challenge" for children from December 15 through January 2. Our Facebook invitation said, "Each square of the bingo card contains a different activity to complete! Activities include things like reading a graphic novel, visiting a local Little Free Library, learning more about your favorite author, writing a poem, learning more about the library, attending a library program, and more! Get a bingo and you'll win a Winter Reading Brag Tag for your collection. Get a full bingo blackout and you'll win a free book from the Friends of the Library book sale room!"

ALL-AGES PROGRAMS (CONTINUED)

A Citizen's Legislative Workshop

We hosted a Citizen's Legislative Workshop in the Doris Roberts Gallery from 7 to 8:30 p.m. on Thursday, December 7. Our Facebook invitation said, "If you want to learn more about how our state legislature works and how you can get more involved in the process, then you won't want to miss this discussion on civics and legislative engagement! Representative April Connors, Senator Matt Boehnke, and Representative Stephanie Barnard … will give a comprehensive overview on bill tracking, how to testify in committees, how to use the legislative website to stay informed during session, getting your official position noted, and many other topics to help you better navigate Washington State's Legislative process." Thirty patrons attended.

Team Battelle Math Tutoring

Battelle employees held a math tutoring session for students of all ages from 10 a.m. to noon on Saturday, December 9. Seven patrons attended.

TEEN PROGRAMS

High School Book to Movie Club: *Jumanji*

Our High School Book to Movie Club met from 6 to 8:30 p.m. on Thursday, December 14. This month, the group read *Jumanji* by Chris Von Allsburg and then watched the 1995 movie together at the library. Alyssa led this club for high schoolers age 13 and up. Eight teens attended.

PATRON FEEDBACK

- "Your e-books and audiobooks have been my sanity saver for several years now. I really appreciate the large selection you have and your willingness to try new things when I request them. Thank you so much."
- "It was an excellent presentation." [regarding the Intermountain Alpine Club presentation]
- "It was so fun! Thanks again for having it. We love coming every year and even brought new friends!" [on a post about our "Make It Monday: Hanukkah and Christmas Edition" program]
- "This is awesome!" and "Love this! Thanks for sharing!" [on a post about the Singing Strings Ukulele Club's holiday performance for the Richland Senior Association]
- "We love our librarians!"
- "We love our RPL and my Gen Z kids are huge fans of the Libby app!"

ADULT PROGRAMS

Local Author Visit

We hosted an author visit from 3 to 4 p.m. on Sunday, December 3. Our calendar invitation said, "Join us in the gallery for a discussion and book signing for the latest book by local author and community advocate, Michele Gerber. *Witness to Addiction* tells the dramatic journey of a mother who lost her son to addiction. It offers practical, concrete, firsthand insights and a roadmap to enable Americans to reclaim control over the drug epidemic."

Intermountain Alpine Club Presentation

We hosted a presentation by the Intermountain Alpine Club, a local group of outdoor enthusiasts, in the Doris Roberts Gallery from 7 to 8:30 p.m. on Monday, December 4.

Our Facebook invitation said, "The Wind River High Route is considered one of the finest non-technical Alpine routes in North America. Last August, Steve Ghan, Susie Stenkamp, Jim Booker, John Serkowski, and Jay Reinhardt trekked roughly 80 miles off trail and on along the Wind River Range in Wyoming over seven days, crossing seven passes above 11,000 feet. In this slideshow presentation, they will show images of spectacular alpine beauty; tell stories of adventure, mishap, and perseverance; and revel in the camaraderie of a shared test of their endurance and tenacity."

LGBTQIA+ Craft Social

Adult Services Librarian Gavin held our monthly LGBTQIA+ Craft Social from 6:30 to 8:30 p.m. on Monday, December 18. We had 22 patrons attend.

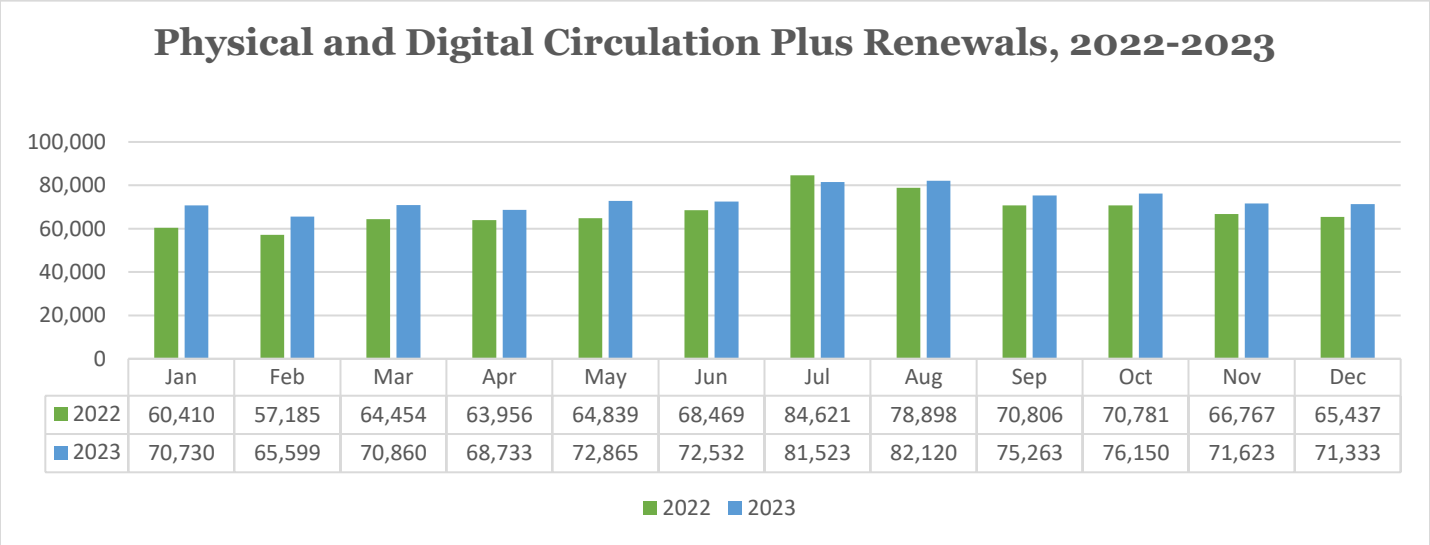
Our calendar invitation said, "Chat, chill, and hang out at our crafting social for LGBTQ+ and allies. Do you like to create mail art, mixed media, painting, drawing, cross stitch, knitting/crocheting, or something completely different? Bring your projects and get your craft on. If you just want to hang out and chat, that's OK too! Some basic art supplies may be available, but it's best to bring what you need. Light snacks provided."

Local Book, Writing, and Craft Clubs

Clubs that met at the library this month included Quilting in the Library on Thursday, December 14; the Monday Night Book Group on December 18; By the Book Knitters on Tuesday, December 19; and the Thursday Afternoon Book Club on December 21.

STATISTICS

TOTAL CIRCULATION



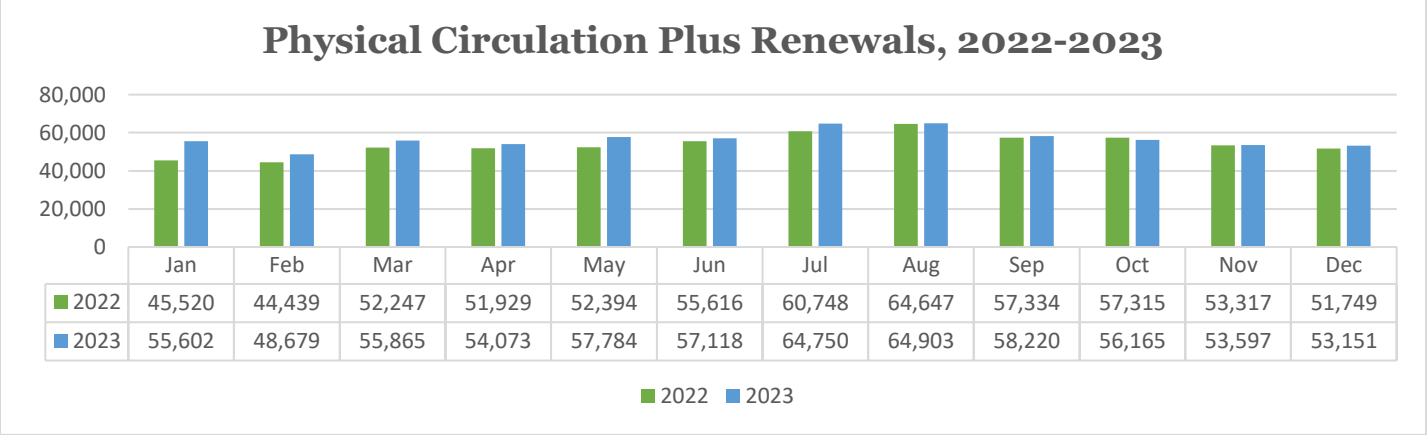
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	60,410	57,185	64,454	63,956	64,839	68,469	84,621	78,898	70,806	70,781	66,767	65,437
2023	70,730	65,599	70,860	68,733	72,865	72,532	81,523	82,120	75,263	76,150	71,623	71,333

During December, our total physical plus digital circulation was 53,155 items, not including renewals. Of those, 34,973 (65.8%) were physical items and 18,182 (34.2%) were digital items obtained through Hoopla, Kanopy, Mango, and OverDrive. Kanopy plays and Mango sessions were counted in this, but physical item renewals were not.

This physical plus digital circulation, not including renewals, was down a modest 0.5% compared to the 53,437 items checked out in November 2023. Digital circulation was up a modest 0.9% compared to the 18,026 items checked out in November. We filled 3,341 requests for holds and had 12 scheduled curbside deliveries for 9 patrons.

Our patrons also renewed 18,178 physical items in December. Including these physical item renewals, our overall circulation was 71,333. That overall circulation was down a modest 0.4% compared to the 71,623 items circulated in November 2023, but was up 9.0% compared to the 65,437 items circulated in December 2022.

PHYSICAL CIRCULATION

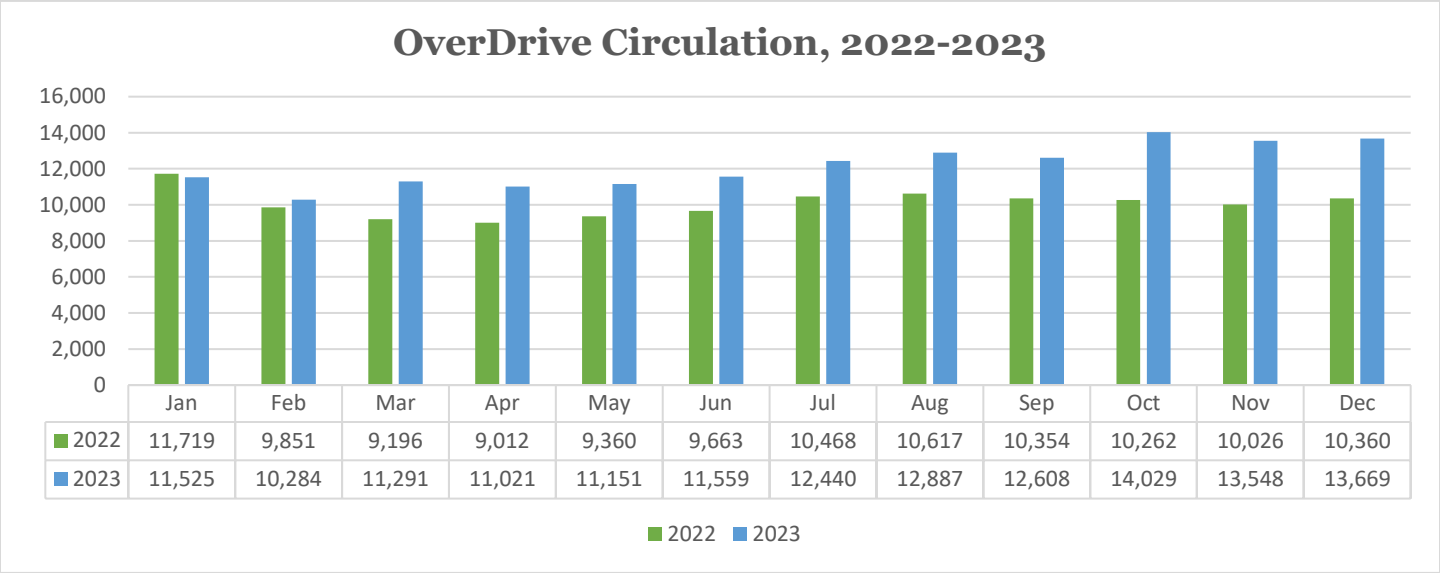


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	45,520	44,439	52,247	51,929	52,394	55,616	60,748	64,647	57,334	57,315	53,317	51,749
2023	55,602	48,679	55,865	54,073	57,784	57,118	64,750	64,903	58,220	56,165	53,597	53,151

Our patrons checked out 34,973 physical items in December and renewed 18,178 physical items, for a total of 53,151 items. That was down a modest 0.8% compared to the 53,597 physical items checked out and renewed in November 2023, but was up 2.7% compared to the 51,749 items checked out and renewed in December 2022. The top ten categories that circulated this month were Children's Chapter Book Fiction (3,683 items), Adult Nonfiction (3,327 items), Children's Storybooks (3,163 items), Adult Movies (2,443 items), Children's Nonfiction (2,186 items), Adult Fiction 2nd Floor (2,168 items), Children's Graphic Novels (2,039 items), Children's Favorites on the Story Circle (1,692 items), Children's Movies (1,664 items) and Adult New Books (1,624 items).

DIGITAL CIRCULATION

OverDrive

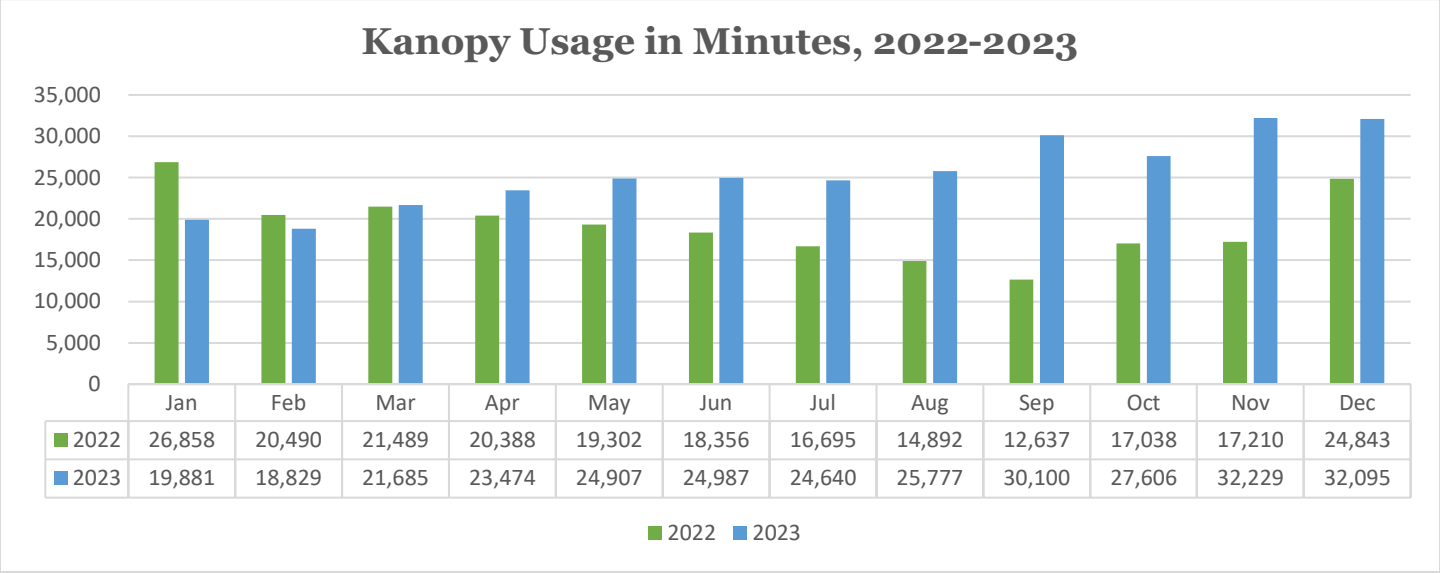


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	11,719	9,851	9,196	9,012	9,360	9,663	10,468	10,617	10,354	10,262	10,026	10,360
2023	11,525	10,284	11,291	11,021	11,151	11,559	12,440	12,887	12,608	14,029	13,548	13,669

The 13,669 checkouts through OverDrive in December were up a modest 0.9% compared to the 13,548 checkouts in November 2023, and were also up 31.9% compared to the 10,360 checkouts in December 2022.

This month's checkouts included 5,953 e-books (which were 43.6% of the OverDrive items checked out), 5,460 audiobooks (39.9%), and 2,256 e-magazines (16.5%).

Kanopy



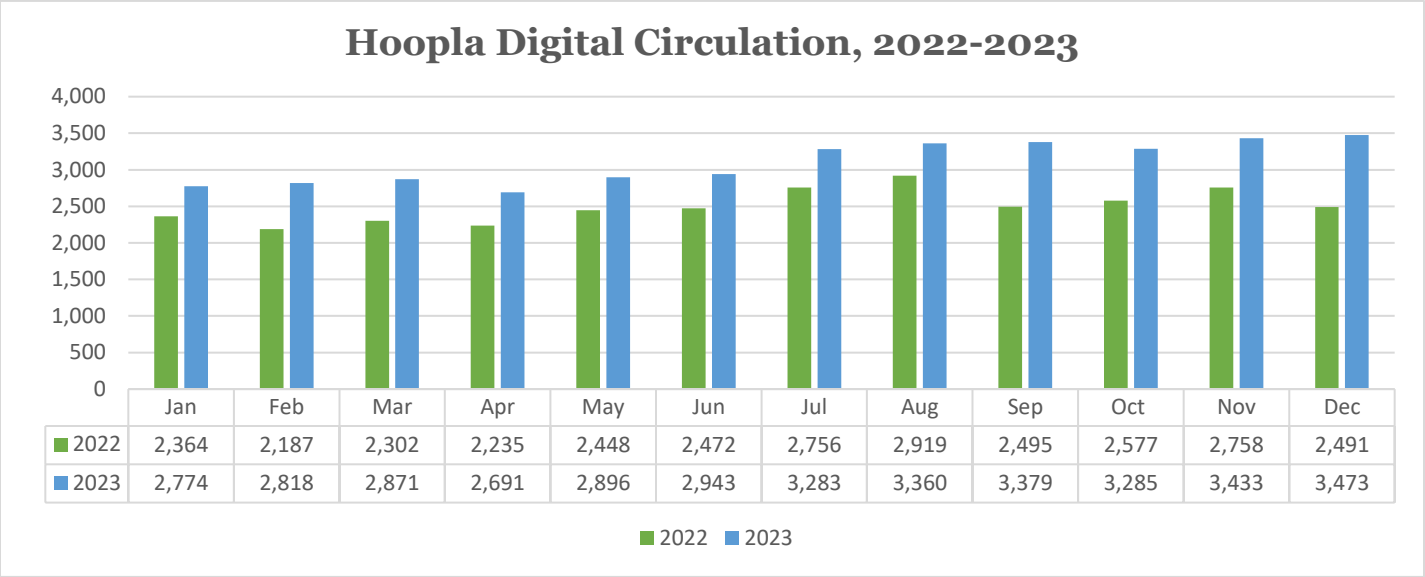
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	26,858	20,490	21,489	20,388	19,302	18,356	16,695	14,892	12,637	17,038	17,210	24,843
2023	19,881	18,829	21,685	23,474	24,907	24,987	24,640	25,777	30,100	27,606	32,229	32,095

Our patrons viewed 32,095 minutes of Kanopy content during the month of December. That was down a modest 0.4% compared to the 32,229 minutes viewed in November 2023, but was up 29.2% compared to the 24,843 minutes viewed in December 2022. Cardholders in the United States viewed content on Kanopy this month, while additional cardholders in Switzerland, Spain, Ecuador, and Canada logged in but didn't view any content.

The top ten suppliers of content viewed on Kanopy this month were BBC Studios, Weston Woods, The Great Courses, Lionsgate, Warner Bros., IFC Films, PBS, MHz Networks, Kino Lorber, and A24. Content was viewed on mobile devices (37.7%), tablets (26.1%), televisions (20%), and desktops (16.2%).

DIGITAL CIRCULATION (CONTINUED)

Hoopla

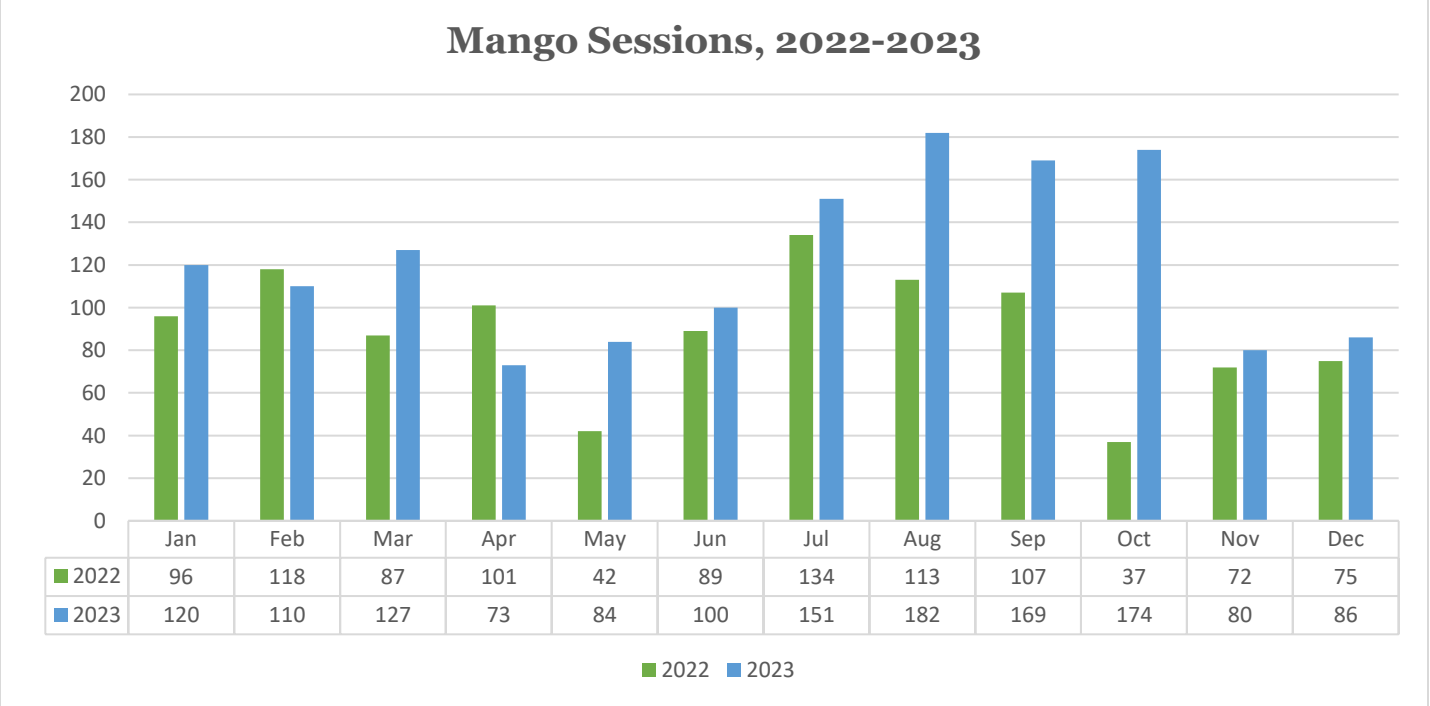


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	2,364	2,187	2,302	2,235	2,448	2,472	2,756	2,919	2,495	2,577	2,758	2,491
2023	2,774	2,818	2,871	2,691	2,896	2,943	3,283	3,360	3,379	3,285	3,433	3,473

The 3,473 circulations in Hoopla during December were up 1.2% compared to the 3,433 circulations in November 2023, and were also up 39.4% compared to the 2,491 circulations in December 2022. Hoopla continues to be popular with our patrons for their educational and entertainment needs.

Patrons checked out 1,947 audiobooks (which were 56.0% of the Hoopla items checked out), 889 e-books and e-comics (25.6%), 500 movies and television shows (14.4%), 90 music items (2.6%), and 47 BingePasses (1.4%) this month.

Mango

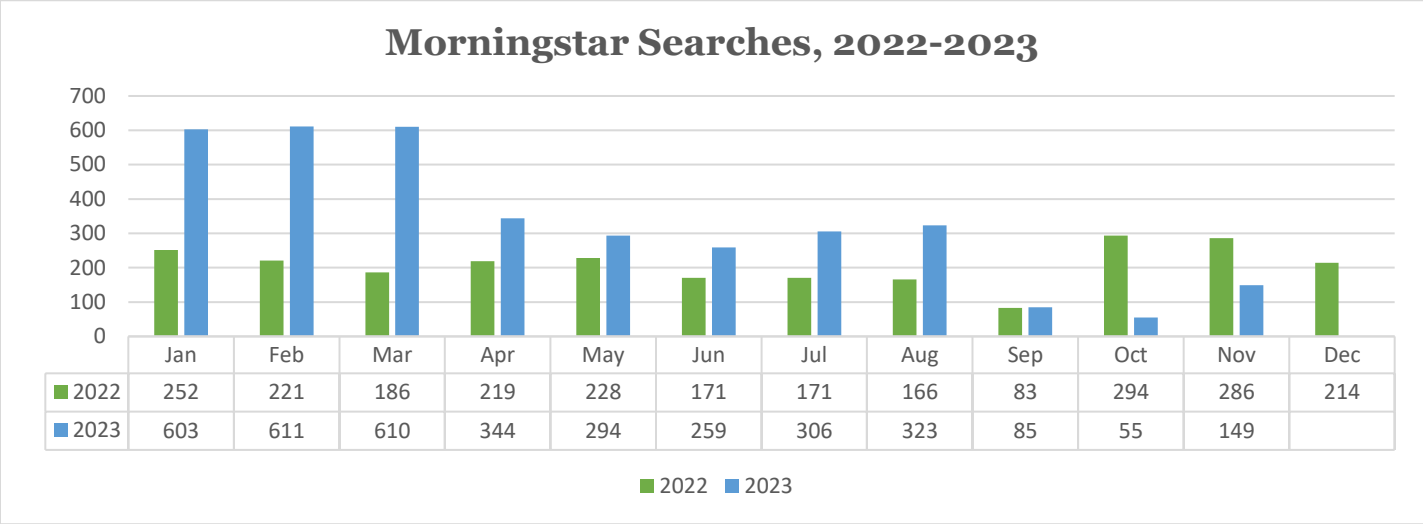


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	96	118	87	101	42	89	134	113	107	37	72	75
2023	120	110	127	73	84	100	151	182	169	174	80	86

Patrons had 86 total sessions in Mango for the month of December. That usage was up 7.5% compared to the 80 sessions in November 2023 and was also up 14.7% compared to the 75 sessions in December 2022. The top ten languages studied this month were Spanish, Latin American; Japanese; German; Russian; Arabic, Levantine; Chinese, Mandarin; Filipino, Tagalog; French; English, Shakespearean; and Irish, Standard.

OTHER DIGITAL SERVICES

Morningstar



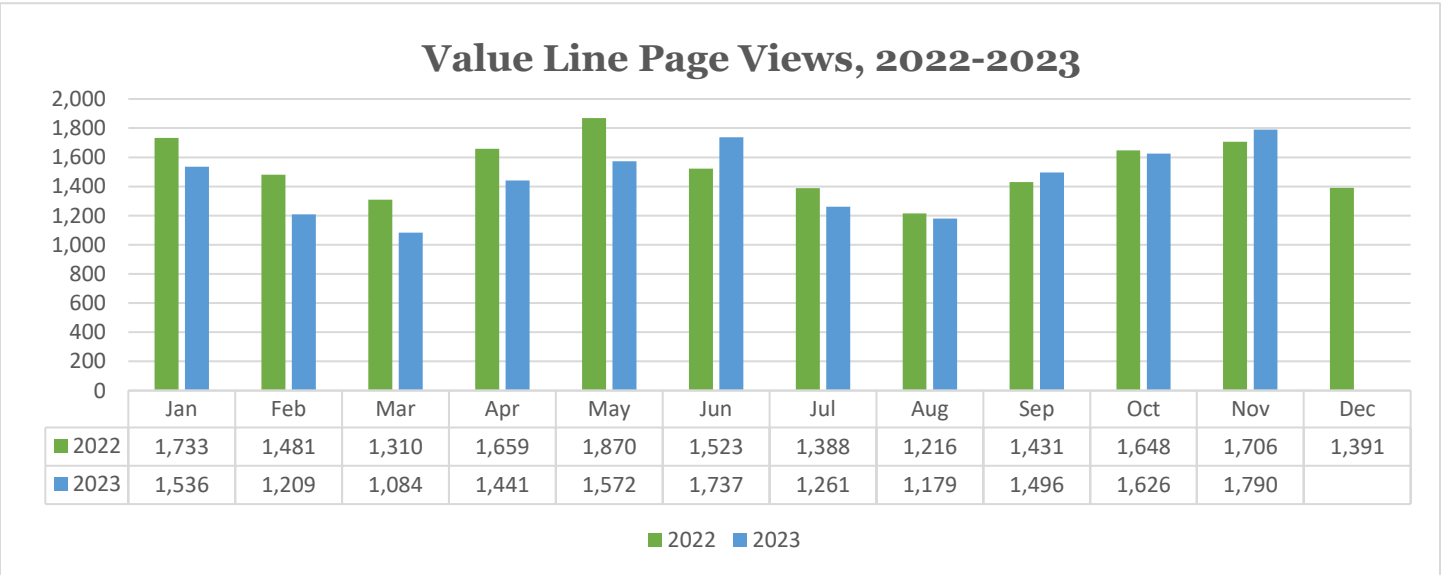
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	252	221	186	219	228	171	171	166	83	294	286	214
2023	603	611	610	344	294	259	306	323	85	55	149	

Morningstar had previously reported that 18 searches were conducted in September 2023, but the company has now updated those statistics to report 85 searches for that month. Morningstar had also reported 0 searches for the month of October, but they have now updated that to report 55 searches. We are not sure why Morningstar had previously reported so few searches. They did not give any indication that they were having issues in their reporting of usage stats.

Our patrons conducted 149 Morningstar searches in November. That was up 170.9% compared to the 55 searches in October 2023, but was down 47.9% compared to the 286 searches that occurred in November 2022. Morningstar continues to pair nicely with Value Line, giving our patrons a nice combination of resources to use when researching their financial questions.

Usage statistics are not yet available from Morningstar for December, so we will include them in next month's board report.

Value Line



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	1,733	1,481	1,310	1,659	1,870	1,523	1,388	1,216	1,431	1,648	1,706	1,391
2023	1,536	1,209	1,084	1,441	1,572	1,737	1,261	1,179	1,496	1,626	1,790	

The 1,790 Value Line page views in November were up 10.1% compared to the 1,626 page views in October 2023, and they were also up 4.9% compared to the 1,706 page views that occurred in November 2022. Value Line is still a valuable research platform for our patrons. Its pairing with Morningstar gives our patrons a nice depth of financial information for any investment questions that they have.

Usage statistics are not yet available from Value Line for December, so we will include them in next month's board report.

OTHER DIGITAL SERVICES (CONTINUED)

NewsBank

The 1,284 NewsBank page views in December were down 5.1% compared to the 1,353 page views in November 2023, and were also down 12.2% compared to the 1,462 page views that occurred in December 2022. NewsBank seems to be one of the more consistently used offerings in our database collection.

Patrons have been averaging 1,475 page views per month in 2023, which is up 15.3% compared to the 1,279 pages viewed on average per month in 2022.

OTHER STATISTICS

Gate Counts

Our total gate count for December was 13,819. Our busiest day was Monday, December 18, with 740 patrons logged. On that day, the library held or hosted STEAMkids, Monday Night Book Group, and LGBTQIA+ Craft Social programs.

Interlibrary Loans

In December, we received a total of 106 interlibrary loan requests from other libraries. We sent 43 items to libraries during the month in response to their interlibrary loan requests.

We also sent 29 interlibrary loan requests to other libraries in December for 25 books and 4 audiovisual (A/V) items requested by our patrons. We received 17 books and 4 A/V items from other libraries in response to requests. We had 19 unique patrons request items this month, including 6 patrons who requested 2 or more items.

New Library Card Accounts

We created 191 new library card accounts in October. They included 160 resident cards, 21 nonresident cards, 6 limited access cards, and 2 interlibrary loan accounts.

Public Internet Sessions

Patrons enjoyed 1,313 public internet sessions during the month of December, for a total of 1,162 hours and 58 minutes. The average session was 53 minutes long.

LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/9/2024

Agenda Category: Unfinished Business

Prepared By: Christopher Nulph, Library Manager

Subject:
Three Boards Meeting Agenda

Department:
Parks & Public Facilities

Recommended Motion:
Discussion only.

Summary:
Preparing the Three Boards Meeting Agenda that will be on Monday, January 22, 2024.

Attachments:

LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/9/2024

Agenda Category: New Business

Prepared By: Christopher Nulph, Library Manager

Subject:
2024 Richland Public Library Action Plan

Department:
Parks & Public Facilities

Recommended Motion:
Review and feedback only.

Summary:
This is a review of the 2024 Richland Public Library Action Plan rough draft. We welcome any feedback the Board has to give.

Attachments:
1. 2024 RPL Action Plan

2024 Richland Public Library Action Plan

Role Focus: Public Square

The library is a welcoming, comfortable, and evolving community space for everyone. It serves the multifaceted needs of our community members— creative, cultural, economic, educational, intellectual, interpersonal, recreational, and social. Wherever library service is offered, it embodies a friendly, respectful, safe, and hospitable environment. The library is a valued community destination and a trusted hub for neighborly fellowship.

User Experience: Hope, belonging, and a sense of well-being.

Objective	**Actions**	**Supporting Department**	**Supporting Strategy**	**Success Measure**
Complete facility improvements planned in 2023	• Finalize the design of the outdoor space, work with contractors to complete construction, and begin to utilize the new space • Complete the planned painting and signage updates in the library • Install the Horse Heaven Hills mural from WSU • Install the outdoor sculpture in front of the library • Open the Teen Reactor	• Administration • User Experience • Community Engagement • Technical Services	• Accessibility	• Have a completed outdoor space that is open to the public by the end of 2024 • Library spaces are color coded and labeled by the end of Q3 • Install the original library mural by the end of Q2 • Install the outdoor sculpture by the end of Q2 • Open the Teen Reactor by the end of Q1
Research future facility improvements	• Assess options for study space improvements • Assess options for exhibit space improvements • Research alternatives to Envisionware	• Administration • User Experience	• Accessibility	• Have at least 3 options for study space improvements and at least 3 options for exhibit space improvements by the start of June

				• Identify specific service providers and cost to replace Envisionware by the start of June
Continue effort in improving the library's virtual presence	• Release a completed library app and market it to the public • Implement a calendar solution for our event calendar and meeting room bookings • Provide feedback for the City's new website • Create digital instruction to help patrons utilize our services	• Administration • Community Engagement • Technical Services	• Relevancy • Accessibility	• Release a finished library app to the public by the end of Q1 • Have a calendar solution in place by the end of Q1 • Provide the requested new website feedback to Marketing throughout the year • Post at least 5 online instruction videos that teach patrons how to use our digital services by the end of the year
Refine the volunteer process to maximize the impact of this operation	• Establish a workflow for supervisors to notate whether they have available volunteer work or not • Establish a waitlist process for when volunteer work is not available • Maintain reliable communication with volunteers for the duration of their experience	• Administration • User Experience • Community Engagement	• Accessibility	• Have a workflow and waitlist in place by the end of Q2 • Increase volunteer contributions for the library operation by 10% for 2024 as compared to 2023 • Continue the Volunteer Appreciation Breakfast and improve attendance by 20%

Role Focus: Community Advocate

Leveraging outreach and partnerships, the library facilitates a connected web of community support. In this way, the library is without walls—meeting people where they are and facilitating their access to a network of library and regional resources. The library is committed to the growth and well-being of its partners.

User Experience: A supported and resilient community.

Objective	Actions	Supporting Department	Supporting Strategy	Success Measure
Connect with faith-based organizations to identify areas of mutual support	• Contact nearby FBOs to assess whether we can mutually support donation drives, social services, or historic exhibits • Solicit feedback from diverse FBOs to ensure the library's collection has essential religious texts that meet the needs of the variety of religions in our community	• Administration • Technical Services • Community Engagement	• Relevancy • Inclusion	• Establish a mutually beneficial relationship with at least 5 faith-based organizations by the end of 2024 • Have active collaboration projects with at least 3 of these organizations by the end of 2024
Reassess adult and senior programming efforts	• Establish a regular cycle of senior center outreach • Experiment with adult programming start times/seasons to accommodate schedules from new adults to seniors • Implement regular series focused on practical life skills • Explore opportunities to increase author visits	• Community Engagement	• Inclusion • Accessibility	• Conduct senior center outreach a minimum of once per quarter • Host a minimum of 3 author events by the end of 2024 • Host a minimum of 5 cottagecore and build it programs by the end of 2024 • Identify peak event times for the various adult audiences by the end of 2024
Establish marketing	• Define the image of the library through message and brand	• Administration	• Relevancy	• Try a minimum of 4 different programming feedback

philosophy and practices	• Develop patron feedback channels to incorporate patron input in our operations and messaging • Complete the library mascot design	• Community Engagement		mechanisms to solicit input on our program offerings • Establish general themes and target audiences we want to reflect in our social media posts by the end of Q2 • Define a schedule for the types and frequency of social media posts by the end of Q2 • Have a library mascot in place by the end of Q2
Continue to develop Richland School District partnership	• Seek opportunities to expand our contact list at the School District • Pursue a follow up Prime Time session • Explore the concept of Student Library Cards • Enhance our marketing connections to encourage use of our student resources	• Administration • Community Engagement	• Relevancy • Inclusion • Accessibility	• Follow up the 2023 Prime Time event with either a Fall event or planning for a Spring 2025 event • Establish communication to assess the viability of a Student Library Card by the end of 2024 • Identify a reliable and effective marketing workflow by the end of 2024

Role Focus: Knowledge Nursery

The library is fertile ground for the propagation and nurturing of knowledge for everyone in our community. It is the ultimate source of reliable information. The library is an easily accessible virtual and physical environment that facilitates the freedom to discover new ideas and cultivate the diverse learning pursuits of residents throughout their lifetimes. Its favorable conditions improve quality of life for every person and for the City as a whole.

User Experience: An inspired and empowered City

Objective	**Actions**	**Supporting Department**	**Supporting Strategy**	**Success Measure**
Complete collection initiatives that were planned in 2023	• Shift all nonfiction DVDs into the adult nonfiction book section • Continue the growth of the graphic novel section through the addition of light novels, anime, regular displays • Conclude foreign language collection research	• Technical Services	• Accessibility • Inclusion	• Have an initial collection of light novels and anime available by the end of Q2 • Have at least 1 new GRN display each quarter through the duration of 2024 • Shift nonfiction DVDs into the adult nonfiction collection by the end of Q1 • Have a final projected budget and collection scope for a potential foreign language section by the start of June
Improve browsing and access to our collection to support a user-friendly experience	• Implement Aspen Discovery and Marcive • Train appropriate staff on utilizing and managing these new services • Train Technical Services team on Worldshare	• Technical Services	• Accessibility	• Staff have utilized at least 1 new carousel a month in Aspen Discovery • Implement and train appropriate staff on Aspen Discovery by the end of Q1

	• Set library-wide collection maintenance standards			• Implement and train appropriate staff on Marcive by the end of Q2 • Worldshare training will be completed by the end of Q2 • The entire library collection is placed on a schedule for weeding and maintenance by the end of Q2
Conclude reciprocal borrowing study	• In cooperation with regional libraries, complete a study and proposal for the relevant Boards to assess	• Administration • Technical Services	• Accessibility • Inclusion	• Have a final proposal presented to the regional Library Boards by the end of 2024
Explore AI uses for our library to improve staff efficiency and the User Experience	• Experiment with AI functionality to assess the utility and effectiveness for library operations • Identify strategies for incorporating AI where it is deemed useful	• User Experience • Community Engagement • Technical Services	• Relevancy • Accessibility	• Experiment with a minimum of 10 AI functions per work group by the end of Q2 • Utilize at least 2 AI functions per work group by the end of 2024
Encourage staff development and cross training	• Create a cross training list of options and a formal request process • Create a training list of day-to-day activities that staff can request to have refresher training	• User Experience	• Inclusion	• Have a user-friendly resource and workflow for training opportunities in place by the end of Q2 • Measure usage of the system and establish a baseline of use by the end of 2024