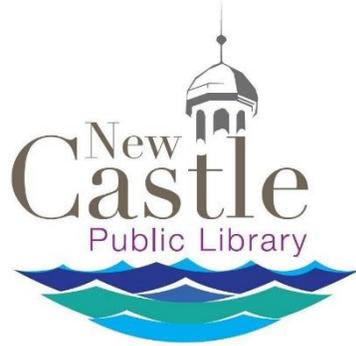


New Castle County Department of Community Services

New Castle Public Library



**FY 2022
End of Year Report
And
Goals for FY2023**

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**New Castle Public Library - End of Year Report
Accomplishments for FY22 and Goals for FY23**

Mission and Vision Statement

Mission: The New Castle Public Library's mission is to facilitate the community's pursuit of knowledge and enjoyment through provision of materials, information services, access to technology, and community events.

Vision: New Castle Public Library values the historic heritage and diversity of its community. We seek to engage the community in lifelong learning, provide access to established and emerging technology, and be a safe gathering place where people and ideas come together.

The staff, as ambassadors of the library, provide outstanding customer service, ensure freedom of access to information and technology, and offer materials and programs that entertain and inspire.

Significant Accomplishments for the New Castle Public Library – FY2022

Facility enhancements

- Heat Pump 14 needed replacement as of June 2021. Final work completed on the installation of a new heat pump December 2021.
- Carpeting in the Community Room was replaced.
- An accordion door was installed in the Conference Room to help mitigate the humidity problem.
- Heat pump 8 stopped working. Needs to be replaced.

Training

- Three staff members attended Public Library Conference in Portland OR. Grant money made it possible for all three to travel.
- Adult Services Librarian participated in a 4-week course **Leader as Coach**.
- Adult Services Librarian and Youth Services Librarian both attended ALA conference in Washington, DC. AS Librarian was invited by San Francisco Public Library to join a roundtable to discuss library services to incarcerated populations. YS Librarian participated in ALA's Emerging Leaders program which culminated at the conference.
- Library Executive Director participated in quarterly networking events hosted by DANA, targeted specifically to Executive Directors.

Partnerships

- The New Castle Library Friends membership remained level. Although they were unable to hold their Annual Meeting in person or actively fundraise, they were able to have several book sales and participated in virtual fundraising events. They still provided funding to the library for programs, digitizing New Castle Weekly, the walk-in collection, and other operating expenses.
- The library partnered with George Read House and Gardens to create a display at the library depicting the history of A Day in Old New Castle.
- Abba's Safe Haven partnered with the library as a location for pick up of toys and coats at Christmas and baskets at Easter. This organization provides resources for underserved and houseless families and children.
- The library held its first annual Winter Market and Festival in conjunction with A Spirit of Christmas, a city event. In partnership with New Castle Presbyterian Church who organizes A Spirit of Christmas, and The Mercury Café and Tea Room who donated free coffee for attendees, the event was very successful.

Staff

- Staff turnover included hiring a new Administrative Aide, PLA, Youth Aide, and a Summer Youth Aide.
- With the resignation of Youth Services Librarian, Sara Thomas, the vacant position was filled by Ewa Wojciechowska.
- Staff actively participated or co-chaired in county library projects and initiatives including but not limited to 1000 Books Before Kindergarten, 500 Books Before Middle School, New Castle County Reads, Longwood Garden Community Reads and Read for the Record. Dolly Parton Imagination Library, and Blue Hen Awards are state-wide initiatives.
- Many staff are active members of Delaware Library Association. Tyler Antoine is nominating chair; Ewa Wojciechowska is Secretary of PLD division of DLA; Nicole Worth is communications chair and compiles the quarterly bulletin/newsletter. Tyler is active in the Social Justice Committee. Julie Kirk is a member of the Awards and Scholarships committee.
- Library Executive Director continued to serve on the Public Library Steering Committee.

Programs:

- Volunteers returned to the library; 2-3 Friends members pull holds.
- In-person programming resumed in addition to continuing some virtual programming

- Youth programs were revitalized through the efforts of the new librarian. Story times, afternoon crafts and Legos are very popular.
- Adult book discussions resumed in person.
- Outdoor music programs and other presentations such as a demonstration by a local apiarist on bees and beehives were well received.

Library Operations

- Board meetings returned to in-person meetings.
- Library received a substantial contribution to the endowment from the estate of a long-time patron.
- The library worked with DDL to launch Museum Pass. The library renewed passes to the Tyler Arboretum and the Brandywine Zoo for patrons to checkout.
- Library returned to normal operations. In July 2021, the library opened 6 days per week. In April 2022 the library extended hours to remain open until 9 PM. Meeting room and study room use continues to grow.
- COVID test kits provided by various entities, including New Castle County and DHSS, were handed out during various periods throughout the year.
- Office chairs throughout the building were replaced, using grant money.
- DDL-IT replaced all computers, laptops, and peripherals.

Challenges

- High turnover of part time staff
- Identifying and remediating the source of the odor in the lower level
- HVAC replacement for Director's office after a summer of no air conditioning

Goals for FY23

- Add the non-circulating Delaware collection in the Rodney Room locked cases to the Delaware Library Catalog.
- Create and encourage team building activities to improve communication, cooperation, and foster creativity among the staff.
- Continue partnerships with City of New Castle and other organizations through collaboration, education of library services, and creating opportunities for mutual benefit.
- Seek new partnerships as opportunities arise.

Statistical Measures:

In FY20, the library was open until March 2020, almost 3 full quarters.

In FY21, the library was closed until April 2021 when the library opened 3-4 days per week with reduced hours and services.

FY22, the library opened 6 days per week with reduced hours. Full hours reinstated April 2022.

Measure	FY20	FY21	FY22	% Change FY22 FY21
Hours Open	1723	272	2294	743.38%
User Visits	50684	7643	34879	356.35%
Circulation	57357	32910	50943	54.79%
Registered Patrons	6381	5479	5124	-6.48%
Reference Transactions	8016	2855	4528	58.60%
Programs Held	504	214	219	2.34%
Program Attendance	4957	2918	3739	28.14%
Public Computers Sessions	8170	180	5839	3143.89%
Wireless Use	2584	999	3310	231.33%
Meeting Room use	317	7	254	3528.57%
Summer Reading Club Registered	31	36	45	13.89%
Completed	6	6	6	0.00%
Completion Rate	19.30%	16.22%	13.33%	-18.99%