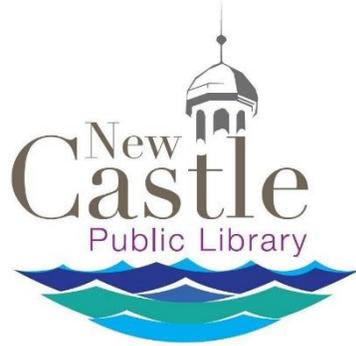


New Castle County Department of Community Services

New Castle Public Library



**FY 2023
End of Year Report
And
Goals for FY2024**

**Prepared by
Julie Kirk
February 7, 2024**

**New Castle Public Library - End of Year Report
Accomplishments for FY23 and Goals for FY24**

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 – FY2023

Facility enhancements and challenges

- Heat Pump 8 was replaced June 2023. Additional HVAC components are failing and will need replacement in the near future. The Trustees are developing a plan for replacement.
- A meeting between the library and the Trustees Property and Maintenance Committee was held in January 2023. Ongoing communication was established. Maintenance issues big and small were discussed and prioritized.
- Telephone equipment began failing at several stations. After research into the best way to replace, it was decided to use DDL's system of VOIP and purchase phones through them.
- Leaks in the Rodney Room were repaired again. New leaks in the director's office appeared but have not recurred.
- Lights in the stairwell needed bulb replacement. Before that could take place, more lights went out, leaving the stairs too dark to navigate. Temporary motion detection lights were installed. Other lighting issues from bulb to fixture replacement were evaluated.
- Divider in the main floor men's room broke and had to be removed. The soap dispenser also came off the wall.
- The shelves holding the music CDs fell off the wall. The other unit was also removed and the CDs moved to a different location. The wall needs repair and painting.
- The computer that runs the access control software failed. Johnson Controls assessed and provided updated software.
- Both sewer pumps failed and were replaced.

- Handicap electronic doors broke. After six months the final replacement was finished.
- Trustees hired a new pest control company. An evaluation of current needs and a communication book were established.
- Water was leaking into the mechanical room near the electrical boxes. Municipal Services determined it was not going through the electrical conduits.

Training

- Executive Director participated in a 4-week course *Managing Performance*.
- Library Executive Director participated in quarterly networking events hosted by DANA, targeted specifically to Executive Directors.
- Youth Services Librarian, Ewa Wojciechowska presented on the national stage (via Zoom) at CSLP's (Collaborative Summer Library Program) Summer Symposium. She and her colleagues from Library Service to Underserved Children and Their Caregivers committee, a part of ALA's Association for Library Services to Children presented "Summer Library Outreach to Underserved Children and Caregivers."
- Adult Services Librarian Tyler Antoine and Specialist Nicole Worth were invited to attend a Library Museum Pass event at Tyler Arboretum in Media PA. New Castle Public Library is the only library in Delaware with a pass to this attraction. The arboretum held the event to educate library pass holders in the area about the attractions and activities available to families who visit. It was also an opportunity to network with librarians from outside the state.
- All staff participated in RFID training.
- The Library Executive Director attended DLA's Legislative Action Day. She met with both the state representative and state senator to discuss library funding needs.

Partnerships

- The New Castle Library Friends membership remained level. They held their Annual Meeting with a speaker from Delaware Humanities and a light soup/salad meal. They offered several book sales in partnership with other community non-profit organizations and participated in virtual fundraising events. They worked closely with New Castle Community Partnership on ticket sales for A Day in Old New Castle for which they received a portion of the net income from the event. They provided funding to the library for programs, digitizing New Castle Weekly, the walk-in collection, and other operating expenses.
- The library hosted a series of meetings of Upward Bound in January and February. Upward Bound is a program from Del Tech that provides academic and college preparatory support for teens.

- A partnership was formed with Community Collaboration of Delaware in which the Youth Librarian provides Lego Club to their afterschool program held at Carrie Downie Elementary twice per month.
- The library held the second 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.
- Arasapha Garden Club partnered with the library to provide gardening programs, sponsored by the club.

Staff

- Staff turnover included hiring a new Youth Aide, a Circulation Aide and a Summer Youth Aide.
- 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 the Delaware Library Association. Tyler is active in the Social Justice Committee. Julie Kirk is a member of the Awards and Scholarships committee. All full-time and some part-time staff are members.
- The Library Executive Director continued to serve on the Public Library Steering Committee.

Programs and Events Highlights

- Volunteers remain steady at 3. They come in daily to pull holds. Volunteer Judie Baldini was awarded the DLA Outstanding Volunteer Award for 2023.
- Youth programs such as story time, toddler play group, Lego Club, crafts and STEAM were popular with full registrations.
- Adult programs included the summer music series, book discussions, craft programs and gardening programs. Garden programs held virtually presented to over 50 attendees each time.
- Governor Carney held a Town Hall Meeting at the library. He spoke to a packed room with standing room only.
- Winter Festival and Market grew in attendance, activities offered and vendors from the previous year.

Library Operations

- COVID test kits were available throughout most of the year for patrons.
- The library board opened two Certificates of Deposit with M&T Bank.
- The use of meeting rooms and study rooms grew steadily throughout the year. Many study room users were coming in daily.
- The Tool Library of Things became available for check-out.

Challenges

- Turnover rate for part-time staff.
- Maintenance and repair of building systems

Goals for FY24

- Add the non-circulating Delaware collection in the Rodney Room locked cases to the Delaware Library Catalog. This is an ongoing project with progress. Items with a record already in the catalog are added. Items that require a record still need to be added.
- Continue partnerships with City of New Castle and other organizations through collaboration, education of library services, and creating opportunities for mutual benefit and seek new partnerships as opportunities arise.

Statistical Measures:

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	FY21	FY22	FY23	% Change FY23 FY22
Hours Open	272	2294	2468	7.59%
User Visits	7643	34879	42438	21.67%
Circulation	32910	50943	49855	-2.14%
Registered Patrons	5479	5124	4984	-2.73%
Reference Transactions	2855	4528	3928	-13.25%
Programs Held	214	219	363	65.75%

Program Attendance	2918	3739	6545	75.05%
Public Computers Sessions	180	5839	5576	-4.50%
Wireless Use	999	3310	4647	40.39%
Meeting Room use	7	254	527	107.48%
Summer Reading Club Registered	37	45	79	75.56%
Completed	6	6	25	316.67%
Completion Rate	16.22%	13.33%	31.65%	137.40%