

OUR LEADERSHIP



KATHY CRAWFORD
PRESIDENT



KAT DOOLEY
VICE PRESIDENT



GEOFFREY WOOD
TREASURER



BRIAN BARTLETT
SECRETARY



TARA MICHENER
TRUSTEE



TORRY YU
TRUSTEE



SREENY CHERUKURI
TRUSTEE



TARUN TANGIRALA
STUDENT REPRESENTATIVE



SARAH CHANG
STUDENT REPRESENTATIVE

ACCOMPLISHMENTS & MILESTONES

- **Created** engaging Beyond Books podcast episodes
- **Reopened** the building safely for in-person services following COVID shutdown on July 6, 2020
- **Welcomed** back Friends volunteers for donation collection in August 2020
- **Expanded** iCube equipment and technology
- **Advanced** Diversity, Equity and Inclusion (DEI) awareness through
 - monthly diverse programming
 - cultural displays
 - poster series
 - staff training
 - DEI webpage on novilibrary.org
 - Community Listening Sessions
- **Completed** a collection audit for diverse titles
- **Hired** HR Specialist to expand hiring & bring DEI training opportunities to staff
- **Revealed** new library website which included updated branding, easier navigation, increased accessibility features, and areas to visually highlight important library news, services and programs
- **Unveiled** Lakeshore Lending Library, Michigan's first self-service library kiosk, at Lakeshore Park in May 2021, proudly sponsored by Community Financial Credit Union
- **Reviewed** building and HR policies

LOOKING FORWARD

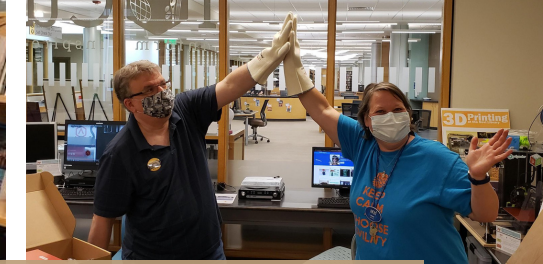
- **Advancing** outreach to all 20,000+ library cardholders with valid emails using a new email marketing system called Patron Point
- **Creating** more partnerships with community organizations to advance DEI at the library
- **Initiating** online library card sign up and card renewal
- **Increasing** programming and outreach for residents in the north end of Novi
- **Providing** a materials by mail service for guests unable to visit the building
- **Completing** specialty DEI staff training
- **Applying** for Quality Services Audit Checklist (QSAC) accreditation



ANNUAL REPORT



JULY 2020 - JUNE 2021



OPEN DOORS, OPEN MINDS AND OPEN ACCESS!



Fiscal year 2020-2021 needs to be noted as a year of triumphs as we successfully reopened the Library in July 2020, but continued to head into unknown territory with COVID still being of great concern. With open doors, staff were able to give Novi residents the materials they needed from the shelves. I was worried we had been forgotten, but that was not the case, as many residents dropped in to say hello, share their love for NPL and check out in droves. In fact, we saw record numbers for the amount of materials checked out from the library both in the physical and in downloadable forms. We almost hit 1 million items checked out!!

Though spaces were limited for gathering inside, the staff looked at ways to accommodate visitors the best they could. Summer Reading 2021 gained many more readers than in 2020 and my very talented staff looked at creative ways to engage our guests both in-person and virtually. The iCube was able to offer appointments again and inspire users. There was even some dancing during our Summer Songfest thanks to the amazing musical acts that were hosted.

The staff and I continued to open our minds and engage in many new learning opportunities that focused on diversity, equity and inclusion. Also, our collection went through its first diversity audit which allowed the staff to improve and create new lenses for the types of materials they would purchase and then offer to Novi residents, but also encouraging residents to inquire about the types of materials that would suit their needs. Collection development is always evolving and by understanding better the demographics and needs of our community, the staff continues to make strides at meeting our readers' needs. One of the greatest values in a public library is the breadth and depth of its collection and its opportunity to provide so many topics for a person to choose from. There is something for everyone to read at NPL!

What I believe to be our biggest accomplishment of 20-21 was the launch of Lakeshore Lending Library in Lakeshore Park. The idea of open access for residents of Novi became greater when this kiosk was unveiled in May 2021. The free-standing kiosk provides both contactless and barrier-free opportunities to all residents of Novi, and most importantly gives access to our Novi neighbors in the north end that for many years have felt disconnected from the main library. I hope Novi residents will take the time to explore and check out 235 new items in a beautiful and accessible park setting. This kiosk is the first in Michigan!

Lastly, thank you for supporting me and my staff during the pandemic. I truly appreciate the patience and kindness that was given to me and my team. We are honored to serve the City of Novi!

Julie Farakas, Library Director



96%

QUALITY OF PUBLIC LIBRARY SERVICES BASED ON CITY OF NOVI'S SURVEY

SPONSORSHIPS & DONATIONS

\$10,000
COMMUNITY FINANCIAL LAKESHORE LENDING LIBRARY

\$2,179.85
RAISED IN PROGRAM AND EVENT SPONSORSHIP

\$900.00
IN-KIND DONATIONS
\$13,025.86
GENERAL DONATIONS 268 ACCOUNT

\$3,933.52
GENERAL DONATIONS 269 ACCOUNT

\$23,278.00
THE FRIENDS OF THE LIBRARY DONATIONS FOR PROGRAMS, TECHNOLOGY AND EQUIPMENT

THANK YOU FOR YOUR SUPPORT!

GRANTS

\$438.00
GRANTS 268 ACCOUNT

\$5,627.01
GRANTS FEDERAL CARES/ LIB SER/TECH ACT

\$59,143.94
GRANTS FEDERAL COVID-19



178,569
LIBRARY GUEST VISITS



30,762
PROGRAM PARTICIPANTS



211,840
COMPUTER LOGINS



417,019
APP VISITS



1,918
SUMMER READING PARTICIPANTS



466
RAISING A READER PARTICIPANTS



DIVERSITY, EQUITY & INCLUSION

Library Board Statement, Approved May 27, 2021

The Novi Public Library is committing to ensure that every Novi community member, library guest, Board of Trustee member, library staff and volunteer, are treated with dignity and respect.

Discrimination, bigotry and racism will not be tolerated. The Board and staff are dedicated to promoting diversity, equity and inclusion in order to create a comfortable, safe and supportive library environment for all.

Diversity, Equity & Inclusion Goals, Approved September 24, 2020

- Monitor our equity footprint for guest involvement
- Monitor our equity footprint in collections
- Monitor our equity footprint for accountability
- To positively and effectively influence outreach and partnerships pertaining to race relations
- Increase staff and community advocacy, awareness and education of DEI initiatives
- Commit to equal opportunity in employment opportunities and upward mobility for all applicants and employees, including those from historically marginalized populations

CIRCULATION

952,505

TOTAL ITEMS CHECKED OUT

LARGEST NUMBER OF ITEMS CHECKED OUT TO-DATE!

810,467

PHYSICAL ITEMS CHECKED OUT

142,038

DIGITAL ITEMS CHECKED OUT

2,346

LIBRARY CARDS ISSUED 20/21

24,669

OF REGISTERED LIBRARY CARDS

134

LAKESHORE LENDING LIBRARY ITEMS BORROWED *OPENED MAY 2021

380

READ BOX ITEMS BORROWED (MAY 2021-OCTOBER 2021)