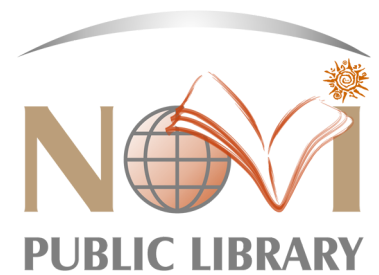


# July 2018 - June 2019 Annual Report



**INFORM.**

**INSPIRE.**

**INCLUDE.**

## Our Community



## Our Leadership



**President  
Melissa Agosta**



**Vice President  
Craig Messerknecht**



**Treasurer  
Geoffrey Wood**



**Secretary  
Kat Dooley**



**Trustee  
Tara Michener**



**Trustee  
William Lawler**



**Trustee  
Torry Yu**



**Student Rep.  
Tarun Tangirala**



**Student Rep.  
Mahek Nasser**

## Possibility Lives In **YOUR** Public Library



This past year, the opportunities for library guests to engage in new spaces, check out expanded collections and enjoy culturally rich programs were endless. The energy in the Library was awe-inspiring!

A lot of time was spent connecting with residents to gain feedback on how to move forward and improve our services, collections, programs and resources, in order to develop a new strategic plan for 2019-2022. Over 600 residents participated in surveys and focus groups. Because of community support, the Library Board and Staff have a wonderful set of goals to guide the Novi Library over the next 3 years. Though just a guideline, the plan allows for flexibility to continue to hear the ideas and suggestions that come daily from our residents.

In the spring of 2019, Novi Library was awarded EXCELLENT status by the Library of Michigan for completing QSAC (Quality Services Audit Checklist). We are currently one of two libraries out of over 400 public libraries to hold this recognition. We proudly thank our Novi Community for the continuous support and choosing to make library service an integral part of your daily lives.

If you have not had a chance to drop in and see all the exciting things happening at **YOUR** Novi Library, I welcome you to visit. The staff and I want to Inform, Inspire and Include you in all that is happening at NPL!

*Julie Farkas*  
**Library Director**

## GET CONNECTED



2,568

Newsletter Subscribers



3,183

Facebook Followers



novilibrary.org  
248-349-0720



2,234

Twitter Followers



763

Instagram Followers

## Our Mission

Novi Public Library provides the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community.

# ACCOMPLISHMENTS AND MILESTONES

- **Unveiled** Business Resource Center and kiosk (Oct)
- **Achieved** 100% proficiency of staff with new CARL system (Jan)
- **Completed** LED conversion project (Feb)
- **Presented** "Life of David Barr" by Novi Historical Commission (March)
- **Achieved** EXCELLENT status for QSAC (Library of Michigan) (March)
- **Launched** Volunteer Fair event for residents (April)
- **Improved** teen volunteer registration process and handbook (May)
- **Expanded** "Experience Culture" programs: Mexico, India, Romania, Nigeria, Poland, Puerto Rico
- **Expanded** partnerships with City of Novi, Feed the Need (Rotary), NCSD, WLCSD, Fox Run and NLA
- **Developed** a new customer service training process for staff



iCube Makerspace Grand Opening - June 2019

## LOOK OUT FOR NEXT YEAR...

- Lending Library Kiosk at Lakeshore Park
- Additional equipment added to the iCube Makerspace
- Library cards given to NCSD employees and students, Walled Lake Students and the City of Novi's employees
- Technology and security upgrades

## STATISTICS

**937,715**

items checked out

**463,818**

Library guest visits

**753**

meeting room rentals

**17,195**

meeting room guests

**4,854**

Teen Space visits

**835,303**

computer logins

**75,595**

program participants

**4,328**

library cards issued in 18/19

**22,778**

# of registered library cards

**1,426**

Read Box items borrowed

**471,596**

App visits

**294**

volunteers

**310**

Raising a Reader participants

**2,502**

Summer Reading participants



## TOTAL SPONSORSHIPS

**\$10,050**

raised in program and event sponsorships

**\$2,750**

in-kind donations

**\$30,696**

The Friends of the Library donations for programs, technology and furniture



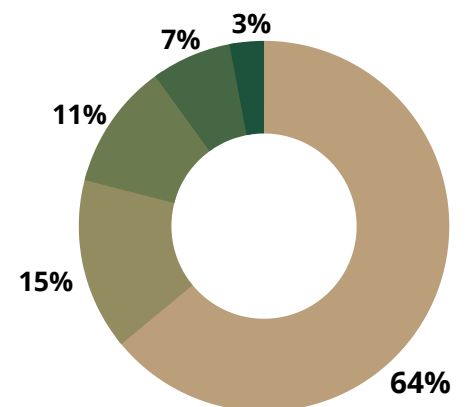
## GRANTS

**\$618**

Arts and Humanities Touring Grant

## LIBRARY EXPENDITURES

Personnel/Benefits (64%)	\$1,850,347.02
Collections/Online Resources/Catalog (15%)	\$428,588.08
Utilities/Maintenance/Building/Grounds (11%)	\$323,779.89
Programming/Marketing/Training (7%)	\$214,233.49
Supplies/Equipment/Technology/Furniture (3%)	\$77,106.23
<b>TOTAL EXPENDITURES</b>	<b>\$2,894,054.71</b>





# 2019 - 2022

## Novi Public Library's Strategic Goals

- 1 Empower universal literacy.
- 2 Escalate an innovative and inclusive culture.
- 3 Enhance core interactions within our diverse community.



## How will we accomplish these goals?



### Collections/Electronic Resources

Expand collection offerings in print, music and movie in addition to electronic formats. Provide online training options for residents, city/school employees and businesses.



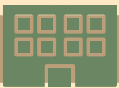
### Technology

Stay on the cutting edge of new technology initiatives and foster talents to expand technological experiences at NPL.



### Outreach & Services

Improve Library access to all Novi residents, city employees, businesses and those working in Novi. Expand collaborations with area schools and create barrier free policies and procedures.



### Building & Grounds

Execute more flexible spaces, furniture and electrical access based on guest needs. Implement sustainable processes of recycling, paper and utility usage and explore use of building for larger community events.



### Programming & Events

Evaluate programming needs, expand outreach, and create new partnerships.



### Marketing

Determine more targeted marketing strategies, investigate touchscreen interaction in the building for programming, events and services, and tell NPL's story better through Inform. Inspire. Include.



### Staff Development

Improve staff training, launch a customer services initiative, and support growth and innovation in our library team.

**Our Mission:** To provide the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community.

**INFORM. INSPIRE. INCLUDE.**