

## PROGRAMS

### PROGRAMS HELD IN APRIL

173

### PEOPLE IN ATTENDANCE

4,005

LPL increased the number of programs by 2.4% and saw a -10.2% decrease in attendance.



## VOLUNTEERS



### VOLUNTEER HOURS

584.7

The number of volunteer hours saw a 9.3% increase in April 2018.

## Conversations

Adult Services hosted Dr. Stevens this spring for three programs about Martin Luther King Jr. and his impact. The programs focused on his work with poverty, Jim Crow, and the Vietnam War. Part of the program was conversations about what impact these things have today. The goal was to begin community conversations around tough issues.

## A SHIFT IN TITLE

Robert Ayala will be our new Customer Experience Manager. Customer Experience (CX) can be defined as the interactions a customer has with an entity over time. It forms the basis of how a customer feels about an organization. It is shaped by a series of contact points the customer may have including in-person transactions, advertisements, social media, website, word of mouth and stories in the news. At the heart of the Customer Experience is one-on-one interactions between customers and staff-otherwise known as Customer Service. Another related term is User Experience (UX) which is often used to describe a specific interaction a customer has with a service and the factors that contributed to that interaction. UX is a key philosophy in designing online experiences, how someone checks out a book, attends a program, or connects to a resource. Robert will not only be the manager of our Customer Service Department, working with staff to provide excellent service to our patrons, he will also be the point person for building safety, security, maintenance and cleaning. He will work collaboratively with all staff to make sure our facility shines!

## Helping Young Entrepreneurs

Jack Dorr, our Business Librarian, has been extensively involved with the Entrepreneurship Program through Thompson School District. On May 3, he participated on a judge's panel for Loveland High School to provide feedback and help determine the semi-finalists for Pitch Night. This included reviewing each team of students market segment, minimal viable product, and analyzing their competition and cash flow. Jack extended his expertise and knowledge of best business practices to help students as they highlighted their innovative ideas and competed for funding.

# APR

2018

## CARDHOLDERS



NEW CARDHOLDERS  
478

The number of new card holders increase by 2.3% this April compared to April 2017.



HOLDS PLACED IN APRIL  
7350

## DATABASE USAGE



APRIL SEARCHES  
25,880

## COMPUTER USAGE



WIFI USER  
2,216

COMPUTER USER  
4,913

LPL increased the number of wifi use by 49% and saw a 2.2% increals in library computer use over last April

## CUSTOMER COUNT



AVERAGE/DAY  
1,109

TOTAL DOOR COUNT  
33,242

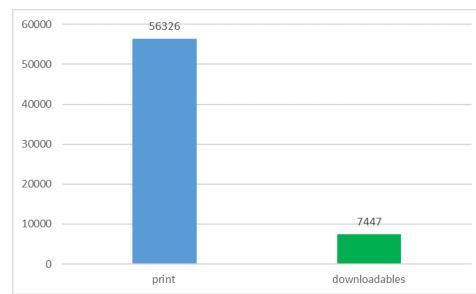
The number of library visits increased by 1%.

## BOOKS + MATERIALS

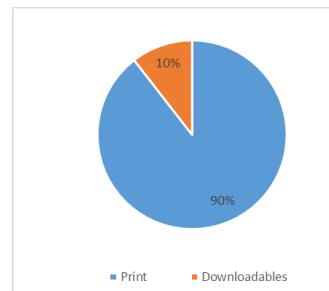
NEW ITEMS ADDED TO  
COLLECTION  
1,350

TOTAL ITEMS IN THE  
COLLECTION  
126,470

CIRCULATIONS

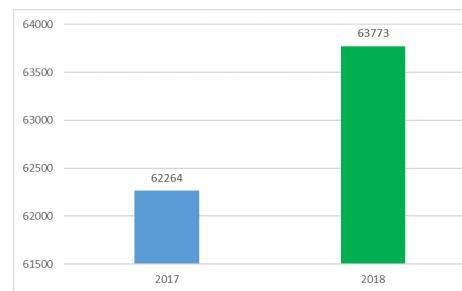


APR CIRCULATION  
BY TYPE



TOTAL CIRCULATION  
WITH PERCENTAGE  
BREAKOUT

CIRCULATIONS



CIRCULATION  
COMPARISON

The month of April saw an overall circulation increase by 2.4 % in 2018.