



City Library Year-End Report

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Recap of 2024

It's hard to believe it was already a year ago I reported on 2024 service goals I was planning for OCPL city libraries. Since then, we have not only reached those goals but exceeded them, adding new initiatives all throughout the year. Below are just a few of the highlights of our achievements in 2024. As we finalize our OCPL Strategic Pathways, progress on our current goals is already providing a map of our path forward through 2025 and beyond.

Collective Programming

What We Did in 2024...

Memory Café

We launched in May with monthly events at Hazard and Betts. Programs include trivia challenges, Local History events, snacks, and social time with others who are experiencing memory challenges.

Kitchen Literacy

A series of programs across the branches, such as the "Global Sandwich" program at Central, a fermented foods workshop at Petit, cheese tasting at Soule, and Polish cooking at Hazard.

Costume Swaps

At Betts and White Branches, they teamed up with staff from OCRRA to host costume swaps that were very popular.



Looking Toward 2025...

Programming Funds

We received increased funding in our programming budget for 2025, which we will use to help cover rising performer fees, as well as increasing funding for program materials, outreach, and communications.

Partnerships

We are looking forward to forming a stronger bond with Le Moyne's Erie21 program to offer STEAM camps and workshops during school breaks and Summer Learning.

As part of our ongoing commitment to offer health literacy programs, we will partner with the Department of Adult and Long Term Care Services to offer a six-week Diabetes Self-Management Course at several branches.

New Initiatives

What We Did in 2024...

Early Literacy

We received grant funds to enhance Early Reader collections at branches with new Decodable books, resulting in a 30% increase in materials borrowed from these collections.

Workforce Development

Le Moyne's Erie21 program provided a free 5-month course in Google Tech Support Certification. Participants gain experience in the tech support field and receive certification upon completion.

Mental Health Backpacks

These backpacks include books, activities, and suggestions for further resources. They will be offered for children, teens, and adults for 3-week checkout at Central and all of our branches. We have spent the fall of 2024 planning the backpacks and will be ready to launch in the spring.

Surveys

We stationed staff members at the door to encourage patrons to answer a quick survey on their way out of the library. We received over 600 responses indicating that 57% of patrons visit the library weekly, and 96% were very satisfied with the services the library offers.



Looking Toward 2025...

Tutoring

We are partnering with ESF to offer after-school tutoring to kids in several subjects. We piloted the program in fall of 2024 and will be adding more locations when ESF returns for the spring semester.

Special Kits

We will begin to offer our Mental Health Backpacks for loan in the spring, along with investigating new system kits. These kits will be additions to what we already offer for loan to programming librarians including kits for coding, robotics, building, and play.

Strategic Pathways

My pathway is "Sustain and Share Success" and with the help of my group, we will start to use feedback from ongoing surveys for targeted marketing efforts, and to look at our current programs and services with an eye toward how we can better tell the story of who we are and what we offer.



Staff

What We Did in 2024...

Filling Vacancies

We filled 17 full-time and 29 part-time positions across Central and the branches. Some of these positions became vacant as a result of promotions or reassignments, and many of the part-time positions were identified by branch managers as being necessary additions to their staff as we are getting busier post-pandemic.

Training Tuesdays

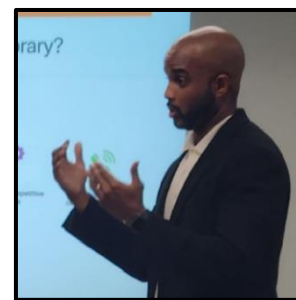
We offered five training sessions this year at Central, covering a variety of topics including downloadables from Libby and Hoopla, designing flyers in Canva, genealogy resources, tips for avoiding online scams, and basic grant writing.

Clerical Meetings

We started regular clerical meetings, with two scheduled per year in April and September, and launched a page in Microsoft Teams for sharing procedures.

AI Trials

We conducted Artificial Intelligence trials with groups of staff at the library in order to determine how useful AI might be in our work both behind the scenes and in direct public service to patrons.



Looking Toward 2025...

Staffing

Three new Librarian I positions were approved in our budget: Teen Services positions at Beauchamp and White, and an additional Outreach Librarian position. We are excited to begin filling these positions early in 2025.

The majority of freeform responses to our summer surveys asked for more programs for all ages, particularly during afterschool and weekend hours. One of the ways we will use this feedback is to hire part-time programming librarians that can offer programs to all of our branches and cover the evening and weekend hours requested by our patrons.

Training Sessions

Six new Training Tuesdays are planned for 2025, with topics including customer service and teamwork strategies, best techniques for effective searches, and how to get the most out of attending a conference.

Branch Statistics

2023	January	February	March	April	May	June	July	August	September	October	November	December	Total
Visits	18524	17284	24266	24657	22743	28434	27133	28914	25278	27486	24079	19856	288654
Total Circulation	33525	30659	36735	31211	32308	34145	36366	37279	32904	34147	30811	33298	403388
Physical Circulation	27684	25339	31028	25477	26297	28054	29706	30529	26397	26792	23745	25485	326533
Digital Circulation	5841	5320	5707	5734	6011	6091	6660	6750	6507	7355	7066	7813	76855
Computer Use	2943	2135	3588	3999	3276	3846	4146	4009	3439	3932	2707	2741	40761
Reference	4810	4471	5987	5210	4804	4904	4526	4660	3423	3895	2294	2354	51338
Programs	134	125	156	178	147	144	212	174	126	152	126	124	1798
Program Attendance	872	1130	1642	1870	1474	2448	2372	1862	1119	1672	1152	786	18399
2024	January	February	March	April	May	June	July	August	September	October	November	December	Total
Visits	23248	25113	22406	32312	27630	32974	34804	34505	30485	29903	30624		324004
Total Circulation	37014	32428	35141	33633	35338	34945	37282	37226	37378	40757	35312		396454
Physical Circulation	28606	23299	27062	25901	27233	27425	29282	28546	29725	32953	27566		307598
Digital Circulation	8408	9129	8079	7732	8105	7520	8000	7680	7653	7804	7746		87856
Computer Use	3242	2751	3583	4222	3910	4530	6574	6045	5145	5381	5098		50481
Reference	3518	5201	7178	5856	5420	4860	4628	4940	3912	4928	3722		54163
Programs	112	130	182	235	177	182	217	180	130	224	184		1953
Program Attendance	1020	1263	1670	2326	1719	2436	2891	1933	1125	2442	1810		20635
% Change 2023-2024	January	February	March	April	May	June	July	August	September	October	November	December	Total
Visits	26%	45%	-8%	31%	21%	16%	28%	19%	21%	9%	27%		12%
Total Circulation	10%	6%	-4%	8%	9%	2%	3%	0%	14%	19%	15%		-2%
Physical Circulation	3%	-8%	-13%	2%	4%	-2%	-1%	-6%	13%	23%	16%		-6%
Digital Circulation	44%	72%	42%	35%	35%	23%	20%	14%	18%	6%	10%		14%
Computer Use	10%	29%	0%	6%	19%	18%	59%	51%	50%	37%	88%		24%
Reference	-27%	16%	20%	12%	13%	-1%	2%	6%	14%	27%	62%		6%
Programs	-16%	4%	17%	32%	20%	26%	2%	3%	3%	47%	46%		9%
Program Attendance	17%	12%	2%	24%	17%	0%	22%	4%	1%	46%	57%		12%

Central Statistics

2023	January	February	March	April	May	June	July	August	September	October	November	December	Total
Visits	5642	5423	6459	5388	5500	5585	5898	6225	5421	5732	5732	5349	68354
Total Circulation	13854	12553	13395	12187	12701	12662	12933	13665	12412	13868	13804	14719	158753
Physical Circulation	7464	7474	8051	7100	7320	7357	7612	8219	7097	10626	7802	8601	94723
Digital Circulation	5390	5079	5344	5087	5381	5305	5321	5446	5315	3242	6002	6118	63480
Computer Use	1733	1495	1772	1565	1428	1771	2070	2000	1529	1523	1600	1498	19984
Reference	1218	984	1445	1057	1198	1161	1697	1495	1307	1238	1434	1186	15420
Programs	23	26	25	29	29	34	26	28	21	22	15	18	296
Program Attendance	361	454	383	309	378	398	436	651	314	254	332	193	4463
2024	January	February	March	April	May	June	July	August	September	October	November	December	Total
Visits	6010	5525	6127	6502	5615	5362	6796	5625	5519	6720	6397		66198
Total Circulation	15712	14137	14518	14908	13196	14046	14456	15955	14676	16034	15268		162906
Physical Circulation	8966	7892	8121	8849	7097	8317	8244	9890	8805	10193	9284		95658
Digital Circulation	6746	6245	6397	6059	6099	5729	6212	6065	5871	5841	5984		67248
Computer Use	1424	1317	1453	1687	1460	1524	1637	1724	1687	1983	1828		17724
Reference	1468	1610	1183	1237	792	628	794	999	999	950	763		11423
Programs	25	29	28	35	34	39	82	78	39	46	38		473
Program Attendance	473	305	460	410	425	311	446	362	338	379	391		4300
% Change 2023-2024	January	February	March	April	May	June	July	August	September	October	November	December	Total
Visits	7%	2%	-5%	21%	2%	-4%	15%	-10%	2%	17%	12%		-3%
Total Circulation	13%	13%	8%	22%	4%	11%	12%	17%	18%	16%	11%		3%
Physical Circulation	20%	6%	1%	25%	-3%	13%	8%	20%	24%	-4%	19%		1%
Digital Circulation	25%	23%	20%	19%	5%	8%	17%	11%	10%	80%	0%		6%
Computer Use	-18%	-12%	-18%	8%	2%	-14%	-21%	-14%	10%	30%	14%		-11%
Reference	21%	64%	-18%	17%	-34%	-46%	-53%	-33%	-24%	-23%	-47%		-26%
Programs	9%	12%	12%	21%	17%	15%	215%	179%	86%	109%	153%		60%
Program Attendance	31%	-33%	20%	33%	12%	-22%	2%	-44%	8%	49%	18%		-4%