

Latino Community

Civic Engagement

Job Seekers

Access

Early Literacy

Entrepreneurs



Johnson County

Library

making an
IMPACT

2011 Annual Report

A Message from the Interim County Librarian

In 2011, Johnson County Library continued to make an impact on the community while doing more with less. Many forces affected the Library over the past year. Community residents used their libraries heavily due to the economic downturn. Library staff provided a high level of customer service to job seekers, to families wanting to save money by using free services and materials, and to area residents who came to the Library for resources to support lifelong learning.

The Library said farewell to 28 long-term staff members who opted to take the County voluntary retirement incentive program, most of whom were in professional positions. This loss, coupled with a hiring freeze and reduced revenues, resulted in the Library Board's decision to cut the number of hours libraries are open. The Library's budget will be affected for at least the next two years. Hours of operation, funds for new library materials, facility maintenance and equipment replacements will be heavily impacted.

Library staff streamlined operations by reducing programs by two-thirds, achieving more than 80% in patron self-checks, piloting roving library staff, centralizing the phone system, utilizing more volunteers, implementing scheduling software, and shelving materials where they are returned rather than transferring to a home-base location. A radio frequency identification (RFID) program was initiated, which will provide a more efficient means of handling library materials, deter theft and reduce losses. This inventory tagging process resulted in locating 6,350 "missing" or mis-shelved items with an approximate value of \$141,272. An upgraded and more user-friendly library catalog became fully functional. These efficiencies provided more time for staff to focus on supporting the core services of early literacy, readers' advisory, business resources and outreach services to the underserved: seniors, daycares, the growing Latino population and those who are incarcerated.

The contributions of the Library's support groups were critical. More than 900 volunteers provided over 48,800 hours to assist with library tasks. The Friends of the Johnson County Library promoted and advocated on behalf of the Library and operated successful used book sales/stores, generating funds that support the summer reading clubs, staff training, materials purchases and library programs. The Johnson Library Foundation raised funds for an endowment to support the purchase of library materials and provided funds for special projects.

Johnson County Library is committed to providing outstanding customer service to all members of the community and asks for continued support during these difficult times.



Tricia Suellentrop
Interim County Librarian

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JOHNSON COUNTY LIBRARY ADMINISTRATION

Donna Lauffer, County Librarian
Tricia Suellentrop, Deputy County Librarian
Diana Graves, Administrative Manager
Kasey Riley, Communication Manager
Jennifer Mahnken, Branch Services Manager
Erica Reynolds, Information Technology Manager
Carolyn Weeks, Associate Director for Central Services

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Early Literacy

- Over 30,000 adults and youth visited the Antioch Neighborhood Library 6 by 6, Ready to Read space.
- Parents and caregivers participating in a 6 by 6 survey reported that they increased library visits by 21% and amount of time they shared books with their children by more than 10%.
- The Library's 6 by 6, Ready to Read program expanded to five additional library locations and has been adopted by libraries throughout the state of Kansas; Johnson County Library is sharing materials and providing training.
- Approximately 120,000 parents, babies, toddlers and preschoolers attended storytimes at all library locations.
- Over 3,800 children reached their goals and completed the 2011 Summer Reading Club.





Providing Access

- There were 2,750,889 visitors to the 13 Johnson County Library locations, more than purchased tickets to the Kansas City Chiefs, Royals and Nelson-Atkins Museum of Art combined.
- There were 2,026,473 virtual visits to the library website from outside the library walls.
- In 2011, there were 15.4 items checked out per capita (every man, woman and child in the library district) and 6.5 visits per capita to a Johnson County Library location.
- Library users placed online requests for more than 1.75 million items via the library website.
- The Library provided access to 64 online databases, of which 62 could be accessed from home or office computer with a library card and PIN. There were 816,875 uses of library databases.
- The Library offered mobile apps to connect to the library website and catalog.
- Library users followed the Library on social media – Twitter, Facebook and YouTube – and through Live Chat.
- The Library outreach staff provided 48 lobby stops, with 2,800 check-outs to senior living facilities serving 912 participants.
- An average of 100 homebound patrons per month requested more than 3,100 books and other materials to be mailed to them through Johnson County Library's HomeConnect services.

Civic Engagement

- The Library hosted two community issues forums with 132 persons attending to discuss issues, share ideas and learn about what actions could be taken.
- The Library partnered with KC Consensus to develop issues forum discussion guides.
- There were 2,844 library meeting room uses by public, governmental and nonprofit groups for meetings that were open to the public.
- The Library provided space for the Overland Park Community Garden project with more than 60 local gardeners participating.
- The Library hosted 193 book discussions with community participation.
- Community residents participated in six focus groups related to the Library's budget for 2012-2013.
- More than 900 volunteers provided over 48,000 hours to support the Library.





Service to Latinos

- More than 500 people attended the Latino Festival at Oak Park Neighborhood Library.
- Oak Park Neighborhood Library's bilingual staff provided 1,113 direct reference services, including a Spanish-speaking library information phone line.
- Bilingual storytimes were held on Mondays at Oak Park Neighborhood Library, with 30 adults and children attending weekly.
- Staff made 1,456 contacts through outreach visits to area apartment complexes, schools, churches and organizations to reach Spanish speakers.
- An average of 25-30 people participated in the English conversation classes held each Saturday morning at Oak Park Neighborhood Library.
- A library partnership with the Hispanic Economic Development Council focused on providing resources for Latino entrepreneurs.

Resources for Job Seekers and Entrepreneurs

- 491 people attended library career programs focusing on resume writing, interviewing, skill building and how to use related library resources.
- The Library's 362 public access computers were used by daily library visitors, many of whom were seeking job information and completing online job applications.
- More than 500 people attended GovFest at Central Resource Library to learn about government services available to entrepreneurs from 64 government agencies.
- Library staff at Central Resource Library consulted with an average of 20 persons per month about library career resources and responded to 304 specialty business reference requests.





Johnson County Library

(913) 826-4600
www.jocolibrary.org

CENTRAL RESOURCE LIBRARY
9875 W. 87th St. • Overland Park, KS 66212

ANTIOCH NEIGHBORHOOD LIBRARY
8700 Shawnee Mission Pkwy. • Merriam, KS 66202

BLUE VALLEY NEIGHBORHOOD LIBRARY
9000 W. 151st St. • Overland Park, KS 66221

CEDAR ROE NEIGHBORHOOD LIBRARY
5120 Cedar • Roeland Park, KS 66205

CORINTH NEIGHBORHOOD LIBRARY
8100 Mission Rd. • Prairie Village, KS 66208

DESOTO NEIGHBORHOOD LIBRARY
33145 W. 83rd St. • De Soto, KS 66018

EDGERTON NEIGHBORHOOD LIBRARY
319 E. Nelson • Edgerton, KS 66021

GARDNER NEIGHBORHOOD LIBRARY
137 E. Shawnee St. • Gardner, KS 66030

LACKMAN NEIGHBORHOOD LIBRARY
15345 W. 87th St. Pkwy. • Lenexa, KS 66219

LEAWOOD PIONEER NEIGHBORHOOD LIBRARY
4700 Town Center Dr. • Leawood, KS 66211

OAK PARK NEIGHBORHOOD LIBRARY
9500 Bluejacket • Overland Park, KS 66214

SHAWNEE NEIGHBORHOOD LIBRARY
13811 Johnson Dr. • Shawnee, KS 66216

SPRING HILL NEIGHBORHOOD LIBRARY
109 S. Webster • Spring Hill, KS 66083

Expenditures

General Fund:	
Personnel	\$13,385,695.88
Contractual	2,944,629.14
Commodities	3,513,905.38
Capital	8,412.24
Grants	235,820.14
Transfer to Capital Projects	360,175.00
Interfund Transfers	—
Total	\$20,448,637.78
Special Use Fund:	
Contractual	\$ 44,194.64
Commodities/Capital	182,849.41
Debt Paid	2,426,697.94
Transfer to Capital Projects	—
Total	\$ 2,653,741.99
GRAND TOTAL	\$23,102,379.77

Statistical Summary

	2011	2010	2009	2008	2007	'07-'11 Change
Total Holdings ¹	1,056,232	1,108,718	1,143,168	1,159,703	1,193,186	-12.97%
Total Borrowers	NA	NA	336,147	325,000	399,844	—
Total Circulation ¹	6,490,671	6,978,616	6,938,467	6,250,039	6,142,341	5.37%
Reference Transactions	225,589	245,167	231,595	243,542	240,443	-6.58%
Online Reference Searches ²	820,675	1,025,770	1,037,624	1,326,012	1,192,102	-4.53%
Library Visits (Door Count)	2,750,889	2,783,498	2,742,281	2,628,430	2,514,745	8.59%
External Visits to website ⁴	2,026,473	2,330,735	2,206,840	1,901,700	NA	—
Program Attendance	40,036	66,304	73,632	90,408	95,882	-139.50%
Library Employees (FTEs) ³	267.8	286.6	283.7	282.7	282.3	-5.41%
Volunteer Hours	48,776	46,373	41,677	36,312	38,065	21.96%
District Population (est.)	421,500	421,500	414,900	410,700	405,200	3.87%

¹Circulation and holdings include audiovisual materials, art prints, paperbacks and catalogued books. Materials in the U.S. government documents depository are not included in holdings.

²Searches performed internal and external to library facilities using online electronic resources to which Johnson County Library subscribes.

³Johnson County Library Employees (FTEs) are total authorized full-time equivalents.

⁴A new measurement software was implemented in 2008. Previous numbers are not compatible.