



ANNUAL REPORT

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Bismarck
Veterans Memorial
Public Library

A QUICK VIEW 2019

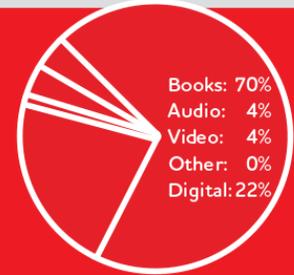
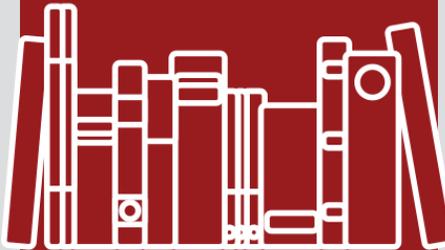


TECHNOLOGY

Computers **49**
 Computer sessions **94,377** (264 uses per day)
 Wi-fi sessions logged **61,785** (173 sessions per day)

CHECKOUT STATS

Total checkouts: **539,045**
 Checkouts per day: **1,510**
 Digital checkouts: **78,286**
 Increase over past 5 years: **158%**



COLLECTIONS

Books: **175,845**
 Audio: **10,133**
 Video: **9,376**
 Other: **1,334**
 Digital: **54,350**
 Total Items: **251,038**
 Items added: **27,140**

REFERENCE QUESTIONS ANSWERED:



Adult: **27,522**
 Youth: **3,337**
 Database sessions: **13,547**
 Annual change: **+36%**
 Documents notarized: **1,698**

MOBILE LIBRARY BOOKMOBILE

Stops: **255** • Visitors: **1,053**
 Stops: **560** • Visitors: **8,951**



PROGRAMS

Total: **909**
 ATTENDANCE **37,979**
 Total: **37,979**
 INCREASE **35%**
 in last 5 years:

MEETING ROOMS

Attendees: **9,626**
 Study room uses: **4,334**



OUTREACH EVENTS

Community members reached: **7,486**

PATRONS

Visits to the library: **354,025**
 Average daily visits: **992**

CHILDREN'S LIBRARY

SUMMER READING PROGRAM

Participants: **377**
 Annual change: **+15%**
 Hours Read: **12,446**
 Annual change: **+12%**

STORY TIMES

Events: **225**
 Attendance: **10,241**

TEEN HQ Visits: **1,560**



Bismarck Veterans Memorial Public Library Named National Medal for Museum and Library Service Finalist



The Institute of Museum and Library Services (IMLS) announced on March 11, 2019 that Bismarck Veterans Memorial Public Library was among the 30 finalists for the National Medal for Museum and Library Service.

“The 30 National Medal finalists showcase the tremendous ability of libraries and museums to serve as vital community resources,” said IMLS Director

Dr. Kathryn K. Matthew. “The Institute of Museum and Library Services is honored to recognize these leading institutions. We congratulate them on the work they are doing across the United States.”

The National Medal is the nation’s highest honor given to museums and libraries for service to their communities. For 25 years, the award has celebrated institutions that demonstrate extraordinary and innovative approaches to public service and are making a difference for individuals, families, and communities. Finalists are chosen because of their significant and exceptional contributions to their communities. Bismarck Veterans Memorial Public Library is the first library in North Dakota to receive this honor.

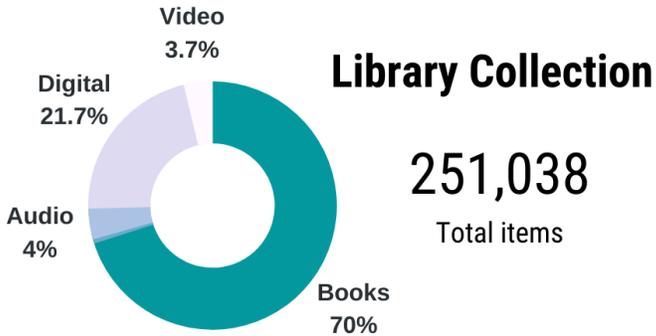
Welcome Booker!

Thanks to a generous community donation, the Library welcomed its new mascot in 2019. Booker is a lion who loves books and loves to roam Library events, greeting kids and adults alike with a friendly wave and a high-five. Booker wowed the crowd at the Band Night Parade, joined the kids for some photo ops at the Summer Reading Celebration in May, and put his limbo skills on display at the End-of-Summer-Reading Ice Cream Social in July. We are excited to have Booker as part of the Library team!





Collections & Checkouts



Top 5 Borrowed Titles of 2019

1. North Dakota State Park Pass
2. Where the Crawdads Sing by Delia Owens
3. Avengers: Infinity War (DVD)
4. Guinness World Records
5. The Silent Patient by Alex Michaelides

New items added

27,140



Library cardholders

46,759

49% of Burleigh County residents

Checkouts

539,045



1,510

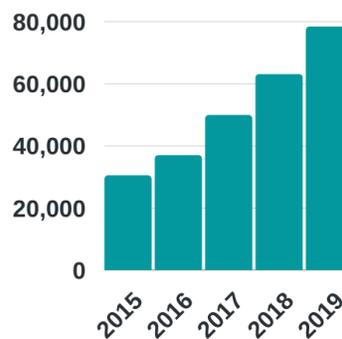
Checkouts per day

5.6

Annual checkouts per resident
(Burleigh County)



Digital Collection



78,286

checkouts

158% increase over the
past 5 years

Library Services



Visiting the library is “the most common cultural activity Americans engage in, by far.”



Visits to the Library

354,025

An average of 992 visits per day



Annual Service Hours

3,692

Libraries help bridge the digital divide.

In 2019, 44% of Americans with household incomes below \$30,000 did not have home broadband service.



Computer Sessions

94,377

On 49 public computers
An average of 264 per day



Free Wi-Fi

61,785

Sessions logged
An average of 173 per day

The Library is a community center where people can gather and learn together.



Meeting Rooms

9,626

Community members attended a meeting or event



Teen HQ Visits

1,560

By students in grades 6-12

Libraries are trusted sources of information.



Information Assistance

30,859

Questions answered by staff



Online Databases

13,547

Research sessions
Up 36% from 2018

McCarthy, Justin. “In U.S., Library Visits Outpaced Trips to Movies in 2019.” *Gallup*, Gallup, 01 June 2020, www.news.gallup.com/poll/284009/library-visits-outpaced-trips-movies-2019.aspx.

Anderson, Monica and Madhun Kumar. “Digital Divide Persists Even As Lower-Income Americans Make Gains in Tech Adoption.” *Pew Research Center*, Pew Research Center, 07 May 2019, www.pewresearch.org/fact-tank/2019/05/07/digital-divide-persists-even-as-lower-income-americans-make-gains-in-tech-adoption/.

Geiger, A.W. “Most Americans—Especially Millennials—Say Libraries Can Help Them Find Reliable, Trustworthy Information.” *Pew Research Center*, Pew Research Center, 30 Aug. 2017, www.pewresearch.org/fact-tank/2017/08/30/most-americans-especially-millennials-say-libraries-can-help-them-find-reliable-trustworthy-information/.



Programs & Events

2019 Highlights

Families Around the World

Over 200 people of all ages attended Families Around the World at the Library to celebrate the diversity in our community. The event, presented in partnership with Bismarck Public Schools, featured informational booths, cultural activities, crafts, music, and storytelling from cultures and in languages from around the world.



Bis-Con

Due to its enormous popularity and growing attendance, this year, Bis-Con made a superhero leap from the Library to the Bismarck Event Center. Nearly 2,000 people gathered to celebrate their favorite fandoms with an expanded offering of vendors, Artists' Alley, costume contest, trivia, tabletop and video games, real life super heroes, Discovery Dome, and much more.

Hygge Hangout

New this year, our Hygge Hangouts provided a refuge for those seeking an escape from the dreariness of the long winter. *Hygge* (pronounced hue-guh) is a Danish and Norwegian term for a mood of coziness with feelings of wellness and contentment. These cozy gatherings, held in the Missouri River Room, offered board games, coloring, a reading nook, crochet supplies, puzzles, and a hot chocolate bar.



Books in the Park

Also in its first year, Books in the Park brought Miss Sparkles and the Mobile Library to the Wachter Wave Pool and Sons of Norway Park to provide story time and a free book exchange to kids, in conjunction with Free Lunch in the Park, provided by Bismarck Public Schools, Great Plains Food Bank, and MSA United Way. Nearly 450 people attended a total of seven Books in the Park events.

Programs & Events



Focus on Health and Wellness

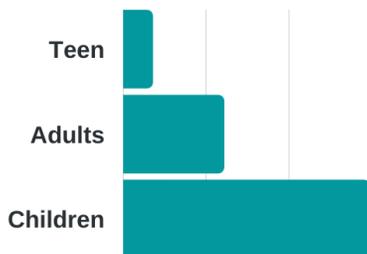
The Library offered a number of enrichment opportunities focused on health and wellness in 2019, including: two 8-week sessions of beginning Tai Chi classes; Healthy Habits Story Time, presented in partnership with Bismarck-Burleigh Public Health; the Better Choices, Better Health program series, presented in partnership with Sanford Health; and the Mental Health Stress & Resilience series presented in partnership with Inner Groundwork.



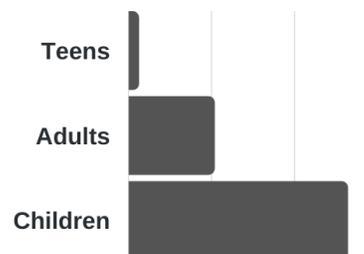
Community Events

Miss Sparkles took story time out on the road at a number of events and locations throughout the year, including Family Day Riverwalk, Urban Harvest, Dakota Zoo, and Lincoln Family Nights. In addition, the Library participated in a number of community gatherings and fairs, including the Multicultural Fair, Pride @ the Capitol, the YMCA's Senior Health Day, and Bismarck Public Schools' People Matter Carnival. In all, our staff had the privilege of interacting with nearly 7,500 community members at outreach events throughout the year.

909 Programs & Events



37,979 People attending events



225 Story times

Attended by 10,241 people



377 Children's summer reading

program participants

Read a total of 12,446 hours



Burleigh County Bookmobile

A New Page for the Burleigh County Bookmobile

The Burleigh County Bookmobile has been serving neighborhoods, assisted living centers, and rural schools throughout Burleigh County for over 40 years. The current bookmobile vehicle has logged over 122,000 miles over its 19 years and 13,000 hours of service. Though it's been a great vehicle, mechanical issues, exterior deterioration, and general wear and tear mean that the time has come to turn a new page and purchase a new bookmobile. The Bismarck Library Foundation began a capital campaign in April of 2019 to raise funds to complete the purchase of a new vehicle. These funds, in addition to money set aside in

a bookmobile replacement fund, will bring the residents of Burleigh County a brand new library on wheels, which will ensure that the citizens of Burleigh County have local access to library services well into the future.



New in 2019

Bookmobile @ BisMarket

The Bookmobile visited the BisMarket community farmer's market in the summer of 2019 to bring its collection of bestselling books, DVDs, music, video games, and more for the community to browse and borrow. The staff also brought make and take crafts for children based on the summer reading program theme "A Universe of Stories."



The first and second grade classes at Wing Elementary School love their library cards! They put them to good use every two weeks when the Bookmobile stops to see them.

Bookmobile Visitors

8,951



Miles Traveled

in Burleigh County

7,041

Stops Made

560



At rural schools, towns, and locations throughout the county

Foundation & Friends



Bismarck Library Foundation

The Bismarck Library Foundation was established in 1975 to support the Bismarck Veterans Memorial Public Library. Their mission is to enrich publicly-funded Library services by raising private funds to enhance collections, resources, and facilities. In 2019, the Bismarck Library Foundation launched a capital campaign to complete the purchase of a new vehicle for the Burleigh County Bookmobile. - Jesse Sailer, President (2019)

2019 Foundation-Funded Projects

- LED light poles for the plaza
- Interior art murals
- Little Songbirds (fall session)
- Updated interior & exterior signage
- Miss Sparkles' Kindness Club & Day Camp



Check presentation from Capitol Credit Union for the Foundation's campaign to raise funds for a new bookmobile vehicle

Friends of the Bismarck Public Library

The Friends of the Bismarck Public Library is an organization committed to increasing public awareness and use of the Library through cultural, educational, and social activities. The Friends also raise funds through membership dues and twice-yearly used book sales to supplement and enhance library programs and services. Michaelanne Jones, President



The Friends of the Library's used book sales are made possible through the hard work and time generously given by member volunteers.



347

Friends of the Library members

\$45,590

Funds raised from the Friends' used book sales



\$12,555

Direct contribution to support Library services and programs



People

Full-Time Staff

- Christine Kujawa - Library Director
- Elizabeth Jacobs - Assistant Library Director
- Lynn Bryntesen - Head of Maintenance
- Troy Hamre - Interlibrary Loan Manager
- Alison Hiatt - Bookmobile Assistant
- Matt Hovland - Head of Circulation Services
- Traci Juhala - Head of Youth Services
- Bea Kaiser - Administrative Assistant
- Jana Maher - Children's Program Director
- Vern Mastel - Technology Coordinator
- Sarah Matthews - Adult Programming Coordinator
- Keli McDonald - Head of Bookmobile
- Becky Needham - Circulation Manager
- Lora Rose - Head of Technical Processing
- Laura Rysavy - Teen Programming Coordinator
- Kate Waldera - Head of Information Services



Technical Processing Department staff & volunteers. Back: Ann Mayher, Connie Kalanek, June Preszler, Steve Mackintosh, Debbie Hempler; Front: Margaret Oberlander, Lora Rose.

Library Board of Directors

The Library is governed by a city-appointed five member Board of Directors. Terms are for three years with a six year limit. Major duties include hiring the Library Director, setting policy, overseeing finances and approving monthly expenses, and advocating for the Library.

The Board of Directors meets in the Library at noon on the fourth Thursday of every month. Meetings are open to the public.

Bob Bartosh, President

Joyce Hinman, Vice President

Pat Grantier

Mike LaLonde

Sue Sorlie

Bismarck City Commissioner Nancy Guy,
Library Liaison

Burleigh County Commissioner Kathleen Jones,
Library Liaison



Four Library employees celebrated milestone work anniversaries at this year's City Service Awards Ceremony. Pictured: Becky Needham (5 years), Traci Juhala (10 years), Commissioner Nancy Guy, and Christine Kujawa (15 years). Not pictured: Vern Mastel (15 years).

Working Together

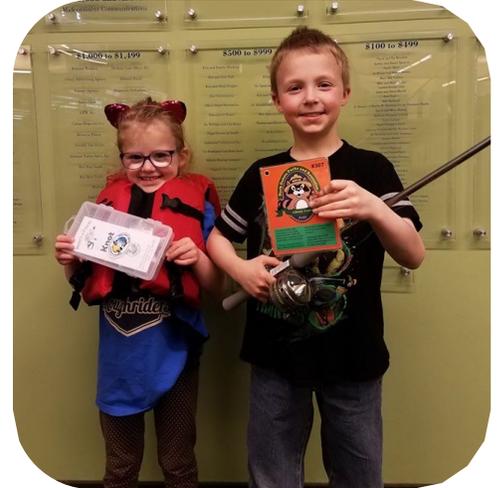


Our Community Partners

Amazing things can happen when we work together. We are privileged to be able to work with so many great community partners to provide programs, services, and events to further our vision of "Personal Enrichment for All."

AARP of North Dakota
Bis-Man Writers Guild
Bismarck Adult Learning Center
Bismarck-Burleigh Public Health
Bismarck Early Childhood Education Program (BECEP)
Bismarck Fire Dept.
Bismarck Forestry Division
Bismarck Garden Club
Bismarck Global Neighbors
Bismarck Historical Society
Bismarck Human Relations Committee
Bismarck Library Foundation, Inc.
Bismarck Parks & Recreation Dept.
Bismarck Police Dept.
Bismarck Public Schools
BisMarket
Burleigh County Senior Center
Burleigh County Sheriff's Dept.
Dakota West Arts Council
Dakota Zoo
The Dakotas' CW
Dungeons & Dragons Group
Friends of the Bismarck Public Library

Furry Friends Rockin' Rescue
Girl Scouts Dakota Horizons
Humanities ND
Inner Groundwork
Laughing Sun Brewing Co.
Mandalorian Mercs Costume Club
Midcontinent Communications
Missouri Slope Area United Way
Missouri Valley Family YMCA
Morton Mandan Public Library
ND Center for Independent Living
ND Game & Fish Dept.
ND Parks & Recreation Dept.
ND State Library
NDSU Extension Service
Northern Plains Dance
Prevent Child Abuse ND
Sanford Health
State Historical Society of ND
U.S. Census Bureau
U.S. Social Security Administration
Urban Harvest
Visiting Scientists' Group
Wing Senior Center



Fishing poles, life jackets, and state park passes are available to borrow thanks to partnerships with the ND Game & Fish Dept. and the ND Parks & Recreation Dept.



The Bismarck Garden Club generously purchases and plants the flowers in the planters on the Library grounds each spring.



Bismarck
Veterans Memorial
Public Library

**515 N 5th St
Bismarck, ND 58501**

701-355-1480

Monday - Thursday 9:00 am - 9:00 pm

Friday - Saturday 9:00 am - 6:00 pm

Sunday - 1:00 pm - 6:00 pm

www.bismarcklibrary.org

www.facebook.com/bismarcklibrary