



Bismarck
Veterans Memorial
Public Library

2015 Annual Report



As we continually strive to maintain our high standard of service and resources here at the Bismarck Veterans Memorial Public Library, we are also looking to the future and how we can best serve the people of Bismarck and Burleigh County in the years to come. We began the year with a focus on strategic planning as our staff members, board of directors, and citizens worked together to craft a new strategic plan for 2015-2020. Our goals for the next five years focus on our collections and resources, facilities, digital infrastructure, adult and youth services, and communications. In the following pages, you will see that we have made great progress toward achieving our goals during this first year of our strategic plan.

While we strive to make a positive impact on the people we serve, we are also making our mark on a statewide level. In 2015, the Bismarck Veterans Memorial Public Library was the number one library in the state in several statistical categories. We have the highest number of residents with library cards, 45,292, which equates to 50% of our service population of 90,503. We were number one in program attendance, with a total of 28,198 people attending a library program in 2015. We had the highest number of public Internet sessions as well, with a total of 139,374 sessions logged. These numbers are a testament to our commitment to enriching the lives of people of all ages in our community, and to upholding the vision, mission, and values of our organization.

OUR VISION

Offering information, ideas, and personal enrichment to all

OUR MISSION

Collecting, organizing, and providing open access to educational, informational, recreational, and cultural resources

OUR VALUES

- Ensuring fast access to information
- Treating all patrons with respect and equality
- Responding to community needs
- Providing quality basic services without charge
- Protecting freedom of information, privacy, and confidentiality
- Providing a safe and secure environment
- Stewarding community resources
- Focusing on cooperative development through partnerships
- Encouraging programming and display of the arts
- Providing opportunities for personal enrichment

LIBRARY SERVICES

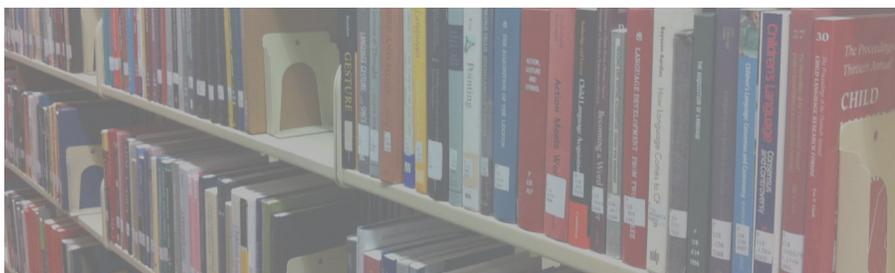
From research resources and business services, to popular fiction and new release movies on DVD, there really is something for everyone at the Bismarck Veterans Memorial Public Library. Over 360,000 people came through our doors in 2015 to take advantage of the world of opportunities for lifelong learning and personal enrichment the Library has to offer.

Whether in person at the Library, over the phone, or online, our friendly staff members continue to provide first-class service to our community. Each day, we help people to conduct research, locate and check out items, provide computer assistance, notarize documents, and much more. 2015 was a record year for computer usage in the Library, with a total of 296,961 computer sessions logged. Usage of our free wireless Internet service also continues to grow, with a total of 32,214 sessions in 2015, an increase of 31% over the previous year. The helpful staff at our adult and children's information desks answered over 35,000 questions last year, and 1,126 documents were notarized for the public.

In addition to our great public services, we offer a dynamic, up-to-date collection of over 230,000 items to educate, enrich, and entertain people of all ages. Bismarck Veterans Memorial Public Library patrons checked out over 500,000 items in 2015. We were able to introduce many new offerings to our collection last year, including:

- A complete update of our circulating art print collection, with over 100 new pieces added
- A new section in the Library for graphic novels for adults
- A "DVD Express" collection, featuring the latest popular new release movies
- Numerous game titles added to our video game collections for adults and children
- Back issues of magazines may now be checked out

While the majority of Library users still prefer to check out print books and physical materials, borrowing of e-books and digital audio is on the rise. 30,371 digital items, which includes e-books, digital audiobooks, and movies, were borrowed by our patrons in 2015, an increase of 27% from the previous year. With the introduction of the Freegal service funded by the ND State Library, we also began offering free digital music downloads and streaming video in addition to our other first rate online databases.



2015 BY THE NUMBERS

Visits to the library
367,791

Hours open
4,477

Residents with library
cards
45,292

Items checked out
500,962

Average items checked
out per hour
112

Public computer &
Wi-Fi sessions
296,961

Items in the Library's
collection
236,667

Individuals utilizing
meeting rooms
12,583

Reference questions
answered
35,763

Digital items checked
out
30,371



Board Games for Grownups



Musician & storyteller Adam Miller

ADULT PROGRAMS

Providing personal enrichment opportunities for adults was a major focus of our programming efforts in 2015. We held 157 events for adults, with a total attendance of 4,943 people, an increase of 20% over last year's adult program attendance.

By partnering with local groups and agencies such as the Friends of the Bismarck Public Library, Burleigh County Extension, the North Dakota Center for Independent Living, and the North Dakota State Library, we were able to offer a number of new classes and programs for adults. In April, we partnered with the North Dakota Housing Finance Agency, Bank of North Dakota, AARP, and Burleigh County Extension to offer a series of financial planning classes during Money Smart Week.

The Library, along with the Friends of the Bismarck Public Library, the Adult Learning Center (Bismarck Public Schools), and Bismarck Global Neighbors, was fortunate to be accepted into the L3ND (Libraries and Literacy Leadership North Dakota) program, sponsored by the Otto Bremer Foundation. Through this initiative, we were able to offer a series of community conversation groups for English language learners to practice their skills with native English speakers.

“We held 157 events for adults, with a total attendance of 4,493 people, an increase of 20% over last year’s adult program attendance.”



Pulitzer Prize -winning author Elizabeth Fenn

Some of the highlights of our adult programming this year include:

- An appearance by Pulitzer Prize-winning author Elizabeth Fenn, who spoke to a capacity crowd about her book *Encounters at the Heart of the World: A History of the Mandan People*
- The introduction of two new and popular monthly programs, Coloring & Cookies and Board Games for Grownups
- Labor Day concert featuring folksinger, autoharpist, and storyteller Adam Miller
- Another successful year for our Blind Date With A Book program held in February, which had 130 participants
- Pine needle basket making, Photography 101, and a board gaming class held as part of the “Escape the Ordinary” adult summer reading program
- A book discussion with First Lady Betsy Dalrymple, who talked about her book *Building a House, Making a Home: A History of the North Dakota Governor’s Residence*. She was joined by Mary Jo Sinner Savageau, Grace Link, Nancy Guy, and Deb Guy Igoe, who all shared stories and memories of their time living in the ND Governor’s Residence
- A Spring Garden Forum and “Crochet Crazy” class held in partnership with Burleigh County Extension



Coloring & Cookies

YOUTH SERVICES

Our Youth Services department had a busy year spreading the love of reading among the young people of Bismarck. Our first-class children's library continues to provide a fun, interactive space for kids to learn and discover.

The main event in the Children's Library is story time with Miss Sparkles. Story time runs eight sessions per week, 40 weeks per year. In addition to story times, the Library sponsored 410 events for children in 2015, with a total attendance of 23,091 people. That's an average of 56 attendees per event! Children's program highlights from 2015 include:

- The introduction of Sensory Story Time, a new weekly story time session for children with sensory integration issues and their peers
- A celebration of Star Wars Reads Day in October with a special story time with the Mandalorian Mercs
- Another successful year of our B.A.R.K. (Bismarck Animals Reading with Kids) program, with a bonus "Books and Bunnies" story time held in March
- Summer reading program—The 2015 program, themed "Every Hero Has a Story," was another great success. 237 summer reading participants read a total of 388,408 hours. Events held during the summer reading program included a performance by magician Jeff Quinn, a LEGO superhero build-off, and the end-of-summer-reading ice cream social
- A special Hula dancing workshop, attended by 90 children
- 414 children exercised their creative skills at ten sessions of our very popular LEGO Club
- Santa Story Time—Santa joined us for seven story time performances, with over 468 total people attending



Colette and Miss Sparkles at Urban Harvest



3,354 people attended the Summer Reading Celebration at the ND Heritage Center



LEGO Club is a hit at Bismarck Veterans Memorial Public Library!

“Our first-class Children’s Library continues to provide a fun, interactive space for kids to learn and discover.”



Teens did battle at our super hero themed video game tournament

We held a number of events for teens during 2015 as well. Teen programming highlights include:

- A special balloon twisting workshop for teens in December
- Over 80 teens registered for this year's summer reading program
- Summer reading activities included a super hero themed video game tournament, super hero Jeopardy, and a Library scavenger hunt
- Our 4th annual teen mini golf event, where over 40 local teens were challenged to nine holes of mini golf in the Library

**BOOKMOBILE:
2015 NOTABLE
NUMBERS**

Items Checked Out: 51,056

Cardholders: 4,077

Individual Visits: 11,782

Hours Open: 785

Miles Traveled: 6,085

Generator Hours: 710

Items in the collection: 22,089

BURLEIGH COUNTY BOOKMOBILE

The Bookmobile has served the residents of Burleigh County since 1975. It has nine different routes and makes regular stops at schools, towns and locations throughout the County and at assisted living centers and preschools in Bismarck.

2015 was another year of increased activity on the Bookmobile. The numbers of visits, checkouts, and cardholders were all up from the previous year. The Bookmobile was open an additional 32 hours, and traveled 487 more miles over 2014 to bring our library on wheels to the citizens of Burleigh County.

We also participated in a number of community outreach activities this year. In May, 500 Lincoln Elementary students toured the Bookmobile and received a special story time from Miss Sparkles. In June, 270 people visited the Bookmobile at the annual Summer Reading Celebration, and in October, 1,436 people visited the Bookmobile at the 3rd annual Zoo Boo event held at Dakota Zoo. These events provided great opportunities to connect with people who reside throughout Burleigh County.



The Bookmobile and staff were decked out in Peanuts style for this year's Zoo Boo event.



Burleigh County
Bookmobile

FOUNDATION & FRIENDS

The Library Foundation, Inc.

The Library Foundation, Inc. is a nonprofit corporation which qualifies as a charitable organization under the IRS Code Section 501(c)(3). Its mission is to enrich publicly-funded Library services by raising private funds to enhance collections, resources, and facilities.

Funds granted to the Library in 2015: \$25,000.00

Richard Weber, President



Bismarck
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FOUNDATION

Friends of the Bismarck Public Library



The Friends of the Bismarck Public Library are committed to increasing public awareness and use of the Library through cultural, educational, and social activities, and to raise funds to supplement and enhance library programs and services.

Funds raised from used book sales in 2015: Spring book sale: \$20,716; Fall book sale: \$22,870

Beth Schatz Kaylor, President

ADMINISTRATION

Christine Kujawa, Director

Elizabeth Jacobs,
Assistant Director

Cheryl Evensvold,
Administrative Assistant

DEPARTMENT HEADS

Lynn Bryntesen, Maintenance

Matt Hovland, Circulation

Traci Juhala, Youth Services

Vern Mastel,
Technology Coordinator

Sarah Matthews,
Adult Programming

Keli McDonald, Bookmobile

Lora Rose, Technical Processing

Kate Waldera, Reference

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, and submitting a budget for Library operations to the City Commission.

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

Michael Schaff, President

Joyce Hinman, Vice President

Michael Fladeland

Pat Grantier

David Ripley

PERSONAL ENRICHMENT FOR ALL

"The Bismarck Public Library has grown with the demands made on it over the years since I've been a member from the overcrowded original Carnegie building to the present multipurpose structure, currently embarked on creating special facilities for our teenage patrons. That it also provides education, amusement, creativity and comfort to every age makes it a treasure for all of us. If I could only show potential residents one feature of our community, I would take them to the library." **-Betty Mills**

CONNECT WITH US

Library Hours

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

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

Sunday 1:00 pm - 6:00 pm

Phone

701-355-1480

Library Website

Check out our events calendar, headlines, and find out all about the Library and our services.

<http://www.bismarcklibrary.org>

Ask-A-Librarian

Contact us by email any time by filling out the form under the Ask-A-Librarian link on our homepage.

Library Connections Newsletter

Free by mail with a membership to the Friends of the Bismarck Public Library. To receive email notification of new issues, email us at bplnews@bismarcklibrary.org. View the current issue and past issue archive online any time at <http://bit.ly/1Uc2sit>.



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