



July 2019 - June 2020

ANNUAL REPORT

INFORM. INSPIRE. INCLUDE.



A year of laughter, thoughts and tears!

"To me, there are three things we all should do every day. Number one is laugh. You should laugh every day. Number two is think. You should spend some time in thought. Number three is, you should have your emotions moved to tears, could be happiness or joy. If you laugh, you think, and you cry, that's a full day. That's a heck of a day. You do that seven days a week, you're going to have something special." Jim Valvano (Former Basketball Coach, North Carolina State University, 1983 NCAA Basketball Champs)

This past year 2019-2020 was definitely a special year, as it brought a lot of laughter, thoughts and tears! First, the staff and many visitors dove into the exploration of the iCube Makerspace and its fabulous opportunities to "think outside the box" when it came to designing, creating or trying something new. Cheers and laughter were abound when we reopened the library's café in September and celebrated the fact that a well-known coffee product would be sold - Starbucks! The innovative partnership with the Novi Community School District and Chartwells would also offer skills training to students during the school day.

We said good-bye to the Novi Special Racecar. For ten years it was prominently displayed in our youth area for our community to view and learn about its history. Some were happy and some were sad to see it go, but thanks to the City of Novi's leaders it has a new home in the Civic Center for all to see. This allowed the Library to gain additional space for our youngest guests (those under the age of five) and create opportunities for the staff to get creative with how the space will eventually transform over the next few years.

Planning for our newest service, the Lakeshore Lending Library, continued throughout the year and just as the pandemic hit us in March, Community Financial Credit Union graciously committed \$40,000 over the next four years to support literacy and growing the library's connectivity with our north end residents. Happy tears for sure were shed!

COVID-19 definitely changed how library services were offered in the spring and early summer months. The library was closed for some time, and I believe many of us were heartbroken to be kept distant from our community and not offering the services we would normally provide. However, I have seen an amazingly strong, and dedicated library staff tackle these changes with lots of humor (we have a daily PUN that keeps us laughing), the awesome knowledge to learn new technologies quickly to go virtual for all public programming without skipping a beat, and the "can do" attitude with offering the best services we can with the restrictions that have been governed.

Finally, the fiscal year ended in deep thought for how our Library will move forward after the tragic death of George Floyd. Many of our black community members have reached out wanting NPL to look at our footprint for improving diversity, equity and inclusion when looking at collections, programming, services, outreach and policies. The work has just started and the opportunities for improvements and building stronger relationships and partnerships is endless.

In all of this, I am so appreciative of the patience I have seen by our Novi community and the dedication to using Novi Library as a resource. Novi residents believe in library services for their community, and the NPL staff believes in providing you with those services no matter what obstacles come our way!

In my eyes, we are all WINNERS!!

Julie Farkas, Library Director

Our Leadership



President
Melissa Agosta



Vice President
Kat Dooley



Treasurer
Geoffrey Wood



Secretary
Torry Yu



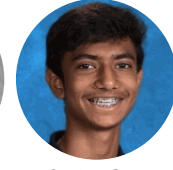
Trustee
Tara Michener



Trustee
William Lawler



Trustee
Craig Messerknecht



Student Rep.
Tarun Tangirala



Student Rep.
Mahek Nasser

Our Community



Connect With Us



2,568
Newsletter Subscribers



3,183
Facebook Followers



2,234
Twitter Followers



novilibrary.org
248-349-0720



763
Instagram Followers



NPL by the Numbers

Accomplishments & Milestones

- **Opened** new Library Café, Proudly Serving Starbucks, and provided life experience skills for the Novi Adult Transition Program, in a partnership between NCSd and Chartwells
- **Released** Beyond Books: A Podcast Brought to You By the Staff at NPL
- **Received** \$40,000 commitment from Community Financial for Lakeshore Lending Library
- **Featured** local author, Michael Zadoorian in Community Reads
- **Relocated** the Novi Special to the Novi Civic Center and created additional space in Youth Area
- **Approved** a new Library Marketing Plan for 2019-2022
- **Created** engaging virtual programs and online challenges
- **Expanded** iCube technology and programming
- **Hosted** Shop Small Pop Up Market with local businesses
- **Celebrated** 10 years in current Library building on June 1
- **Improved** Library access by providing library cards for NCSd employees and students
- **Launched** "Be Our Guest" customer service initiative
- **Approved** Juneteenth (June 19th) as a closure by the Library Board

720,707 items checked out	5,226 library cards issued in 19/20
325,645 Library guest visits	24,916 # of registered library cards
460 meeting room rentals	1,358 Read Box items borrowed
3,359 Teen Space visits	424,320 App visits
606,056 computer logins	151 volunteers
62,133 program participants	381 Raising a Reader participants
1,280 Summer Reading participants	*March 16-2020 - July 5, 2020, Library closed to public due to COVID.

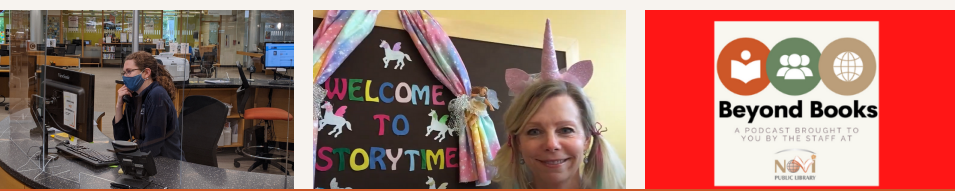


Sponsorships & Donations

\$10,000 Community Financial - Lakeshore Lending Library	\$2,591 raised in program and event sponsorships
\$205 in-kind donations	\$7,491 general donations - 268 Account
\$30,696 The Friends of the Library donations for programs, technology and furniture	\$4,795 general donations - 269 Account

20-21 Looking Forward

- **Improving** diversity, equity and inclusion in the ways we serve Novi's community
- **Unveiling** Lakeshore Lending Library kiosk at Lakeshore Park, Spring 2021
- **Strengthening** relationships with community organizations and businesses
- **Renovating** and updating the Youth and Teen areas



Grants

\$582 Grants - 268 Account	\$800 Grants - 269 Account
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Conquering COVID-19

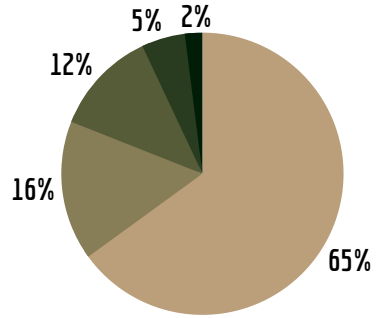
Novi Public Library was affected by the pandemic in more ways than one. However, Staff quickly adapted to the "new normal", always keeping the community's needs at the forefront.

Here are some ways NPL conquered COVID:

- **Prepared** a 6 Phase approach to opening the building safely in 20/21
- **Planned** virtual programs
- **Debuted** Beyond Books Podcast - **13 episodes** aired
- **Created** a Free Online Resource Guide
- **Connected and engaged** virtually with guests
- **Completed** staff training
- **Reintroduced** new services - locker holds and drive-up window



Total Expenditures



Personnel/Benefits (65%)	\$1,960,081.24
Collections/Online Resources/Catalog (16%)	\$460,403.54
Utilities/Maintenance/Building/Grounds (12%)	\$367,273.55
Programming/Marketing/Training (5%)	\$154,345.33
Supplies/Equipment/Technology/Furniture (2%)	\$65,777.81
TOTAL EXPENDITURES	\$3,007,881.47