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# Annual Statistical Report

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Hall County Library System  
Gainesville, Georgia

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# 2013

Economic struggles continue to challenge the Hall County Library System. While we have planned to the best of our abilities during FY 2013, we are at a bare bones existence. Book purchases are limited to a minimum of the most popular authors and their newest publications. We also purchase fiction and non-fiction titles that appear on the New York Times bestseller list. It is important to attempt to retain a balance of not only popular fiction but those books that support education and the process of thought. It remains apparent that the public finds our presence a valuable asset to the community. During struggling times when things remain just beyond the reach of many citizens, the public library is a source that bridges the gap and fills needs. Internet access is invaluable to those searching for and applying for jobs. We provide the opportunity to create resumes, and offer classes to learn how best to present yourself on paper and in person. Our computer classes offer the uninitiated the chance to get on board in this age of technology where you need the confidence of computer usage to handle your banking, purchase airline tickets and file your taxes. Story times for youngsters remain popular and participation in the Summer Reading Program continues to grow. The newly offered Summer Reading Program for Adults provides our users the opportunity to receive an added bonus in addition to the pleasure of reading. Homeschool parents use us regularly as their “school library”, seeing that they don’t have another free resource for study materials. Our influence is far reaching and we are glad to provide for a very appreciative public who is grateful for our existence.

The table on the following page represents the statistical profile of library service per branch from 2009 to 2013.

	Blackshear					Clermont					East Hall							
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013			
Total Transactions*	323151	312035	315184	206759	191720	30178	30000	28477	0	0	130265	151267	100726	0	0			
Circulation	174719	190003	178955	135450	135824	15126	14510	13650	0	0	38266	35372	35148	0	0			
Interlibrary Loans	11753	14580	11835	10282	9685	1440	1549	1624	0	0	3368	3573	3354	0	0			
In Library Use	65569	71169	95355	47458	31896	7137	11480	11518	0	0	49032	27067	54073	0	0			
Total Use Materials	252041	275752	286145	193190	177405	23703	27539	26792	0	0	90666	66012	92575	0	0			
Collection	64328	66661	69842	71041	70893	4799	5162	4565	0	0	17476	17774	17653	0	0			
Magazines	85	76	83	62	36	12	12	10	0	0	27	24	21	0	0			
Newspapers	5	4	3	2	2	2	2	2	0	0	2	2	1	0	0			
Registrations	22161	22903	23916	24257	24728	1279	1404	1477	0	0	4875	5130	5435	0	0			
Visits	114049	114971	116372	68317	65041	9510	9503	8488	0	0	42775	35240	35588	0	0			
Programs	300	358	433	187	146	13	6	7	0	0	27	36	53	0	0			
Program Attendance	3858	5083	5585	2054	2644	554	568	348	0	0	924	707	545	0	0			
Meeting Rm Bookings	276	450	446	228	185	1	0	1	0	0	108	143	138	0	0			
Meeting Rm Attend	1479	1702	1640	1028	663	4	0	21	0	0	2078	3502	1901	0	0			
Days Open	353	338	335	204	240	201	193	190	0	0	249	214	235	0	0			
Hours Open	2915	2772	2759	1660	1926	1598	1509	1504	0	0	2150	1850	2026	0	0			
# Computer Uses	43075	35464	28160	13154	13984	2550	2455	1677	0	0	11403	9513	7960	0	0			
# Hours Computer Use	31415	30652	24477	10497	9721	1603	1448	1158	0	0	9067	7287	7179	0	0			
# Typewriter use	8	11	0	0	0	0	0	0	0	0	0	0	0	0	0			
# Microfilm use	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Reference ?'s Asked	22698	37518	36562	16875	15164	3367	5259	5463	0	0	25194	24450	27475	0	0			
	Murrayville					Spout Springs					Gainesville							
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013			
Total Transactions*	81368	75569	74351	80722	72900	427885	478591	427612	370606	300683	674281	755287	565717	560168	476352			
Circulation	45713	49613	49433	47749	48531	260834	314236	282055	261911	223714	302485	324389	321618	326501	288607			
Interlibrary Loans	3176	3415	5570	5569	6769	14306	18395	15127	14333	11640	12337	11105	18081	19334	13310			
In Library Use	15260	14161	12838	23864	13549	80821	108811	102103	69533	45755	148187	166137	155592	159289	117477			
Total Use Materials	64149	67189	67841	77182	68849	355961	441442	399285	345777	281109	463009	668621	495291	505124	419394			
Collection	19507	16492	16078	14910	15917	65638	70121	75080	80652	82322	132292	124239	127448	131831	134838			
Magazines	29	17	28	19	14	206	149	168	112	48	206	146	164	136	48			
Newspapers	2	2	2	2	1	14	6	14	5	6	14	8	16	8	7			
Registrations	4504	4989	5329	5687	2581	8486	13095	15670	17872	10011	37077	39796	42077	51381	15805			
Visits	36967	36240	35883	29159	27049	143694	153912	145534	132102	103722	226205	220696	203372	201377	160800			
Programs	45	41	72	67	45	318	297	309	289	257	772	745	646	497	533			
Program Attendance	1521	1169	1415	806	982	9176	10164	16418	16388	17813	24450	22815	22184	18389	17568			
Meeting Rm Bookings	28	34	25	42	99	1178	1534	1505	1083	821	165	110	55	11	54			
Meeting Rm Attend	391	520	416	646	494	7417	6304	5058	5329	3312	1371	863	511	124	327			
Days Open	240	238	236	194	232	352	338	335	296	262	353	339	336	290	282			
Hours Open	2014	2047	2019	1561	1916	2921	2779	2775	2617	2168	2953	2854	2850	2617	2259			
# Computer Uses	7874	8305	6413	3431	3907	30108	35318	26513	23457	18496	97135	85117	69161	53993	55937			
# Hours Computer Use	5728	6995	5062	2839	3223	26607	25446	21723	16556	12899	81480	74661	62755	51716	49085			
# Typewriter use	0	0	0	0	0	0	0	0	0	0	98	106	105	80	53			
# Microfilm use	0	0	0	0	0	0	0	0	0	0	611	588	459	463	381			
Reference ?'s Asked	7433	9150	8050	11840	15660	25223	59839	43485	45461	25892	88316	124809	113559	133044	125960			
	North Hall					Outreach **					System							
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013			
Total Transactions*	0	0	0	0	5116	7887	4126	5922	6009	6434	1675015	1806875	1517989	1224264	1053205			
Circulation	0	0	0	0	4539	7444	3558	5329	5575	5999	844587	931681	886188	777186	707214			
Interlibrary Loans	0	0	0	0	791	0	0	0	0	0	46380	52617	55591	49518	42195			
In Library Use	0	0	0	0	2263	0	0	0	0	0	366006	398825	431479	300144	210940			
Total Use Materials	0	0	0	0	7593	7444	3558	5329	5575	5999	1256973	1550113	1373258	1126848	960349			
Collection	0	0	0	0	1348	6789	7165	0	0	0	310829	307614	310666	298434	305318			
Magazines	0	0	0	0	0	0	0	0	0	0	565	424	474	329	146			
Newspapers	0	0	0	0	0	0	0	0	0	0	39	24	38	269	16			
Registrations	0	0	0	0	303	51	29	40	0	0	78433	87346	93944	99197	53428			
Visits	0	0	0	0	12685	517	533	425	292	242	573717	571095	545662	431197	369297			
Programs	0	0	0	0	77	533	568	593	434	435	2008	2051	2113	1475	1058			
Program Attendance	0	0	0	0	1379	2369	20306	22102	117701	16931	42852	60812	68597	54568	40386			
Meeting Rm Bookings	0	0	0	0	524	0	0	0	0	0	1756	2271	2170	1364	1790			
Meeting Rm Attend	0	0	0	0	817	0	0	0	0	0	12740	12891	43579	7127	5613			
Days Open	0	0	0	0	186	0	0	0	0	0	1748	1660	1667	984	1202			
Hours Open	0	0	0	0	1476	0	0	0	0	0	14551	13811	13933	8455	9745			
# Computer Uses	0	0	0	0	2252	0	0	0	0	0	192145	176172	139884	94035	94576			
# Hours Computer Use	0	0	0	0	1668	0	0	0	0	0	155900	146489	122354	81608	76599			
# Typewriter use	0	0	0	0	0	0	0	0	0	0	106	117	105	80	53			
# Microfilm use	0	0	0	0	0	0	0	0	0	0	611	588	459	463	381			
Reference ?'s Asked	0	0	0	0	7819	0	0	0	0	0	172231	261025	234594	207220	190495			
Statistics reflect the closings of Clermont and East Hall branches during 2011						* Total transactions includes use of materials, programs, meeting rooms, computers, typewriters and microfilm reader/printers						** Outreach includes books-by- mail, day care, and talking books.						** Outreach includes statistics for Spout Springs from 5/24 - 6/30 FY 08

The figure entered as “total transactions” on the master chart represents the work load of HCLS staff during a specific year. Surveys and counts taken throughout the year are compiled for this figure that includes tallies for each branch and the system as a whole.

Our budget limitations mean that we own fewer newer books, so that many title requests are made of other systems. The workload of the Circulation Department remains active. Additional time is spent retrieving HCLS books that have been requested to send out to other PINES locations, processing all requests, opening shipping bags, and repackaging books to return when the loan time has expired. Though patrons have the computerized capability to place a book on hold themselves in PINES, many still require the assistance of Staff to accomplish this task.

### **Expenditure Comparisons**

This chart compares per capita expenditures of Hall County with library systems in the surrounding North Georgia counties. Hall County has experienced a 17% drop from last year and remains below the state amount of \$15.05. We are \$9.00 less than Gwinnett County, our neighbor to the Southeast.

<b>Local Funding per Capita</b>			
<b>Library System</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>
State	\$ 16.54	\$ 14.77	\$ 15.05
Atlanta Fulton	\$ 30.17	\$ 29.86	\$ 30.02
Dekalb	\$ 19.35	\$ 16.83	\$ 18.23
Forsyth	\$ 38.25	\$ 22.31	\$ 25.34
Chestatee	\$ 16.80	\$ 13.84	\$ 14.10
Mountain Regional	\$ 10.22	\$ 8.92	\$ 10.84
Piedmont	\$ 9.43	\$ 10.57	\$ 8.99
Gwinnett	\$ 24.86	\$ 20.84	\$ 20.53
Hall	\$ 14.24	\$ 13.41	\$ 11.07

For the fourth year in a row, our book budget has decreased resulting in an emphasis on careful title selection and book purchases. We balance the public’s requests for current popular fiction with the need for quality non-fiction titles that reflect current events. There will always be the need for study materials to help students complete homework assignments and prepare for college entrance or military exams. We have been forced to cut back on the number of non-fiction titles that we purchase. Our smallest branches receive more fiction books than non-fiction books, a strategy that helps to stretch our book budget. This determination was made by the observation of staff who are in touch with their patrons and discerning their reading interests. Within that constraint, we do our best to provide the smallest branches with Non-Fiction that is on the New York Times bestseller lists.

## Rankings

The chart below holds numbers that the Georgia Public Library Service compiled. Hall County's visits per capita have declined, as has computer usage though circulation has increased. Operating expenditures fall far below that of the National Average and \$1.24 less in regards as collection expenditures per capita. Our effort to serve the residents of Hall County with less and less monetary support speaks to the dedication of our staff.

Comparison of where Hall County Benchmarks in July 2013							
	National Average 2010	Georgia Average 2010	Georgia Average 2011	Georgia Average 2012	Hall County 2010	Hall County 2011	Hall County 2012
<b>Visits per capita</b>	4.4	4.33	3.6	3.6	3.1	2.9	3.05
<b>Circulation per capita</b>	8.27	4.68	4.46	4.28	5.1	4.28	4.15
<b>Computers per 5000</b>	4.11	3.77	4.17	4.2	5.07	4.17	4.2
<b>Books and magazines per capita</b>	2.72	1.66	1.8	1.59	1.37	1.3	1.81
<b>Operating expenditures per capita</b>	\$36.18	\$19.02	\$18.73	\$17.15	\$23.46	\$15.73	13.22 *
<b>Collection expenditures per capita</b>	\$4.22	\$1.80	1.61/1.89	\$1.61	\$1.70	\$2.09	\$1.55
	*This includes local, state, gift and grant revenue						

## Reference Fill Rate

One week a year staff keeps track and counts the number of questions they are asked by our patrons. We determine if the question is one that we can answer with our resources or if it is necessary to refer the individual to an outside agency. From September 10, 2013 through September 15, 2013 staff at all branches counted interactions with the public. This included directions, assistance with computer operation, the location of books, and help with more advanced questions. Our responses come from the knowledge and experience we have with our print and electronic resources. The figures gathered during this week reflect a drop in numbers. This could be due the decrease in the hours that we are open to the public and the self sufficiency of our users. Unfortunately, a fast search using Google doesn't always provide a thorough answer. We have access to some advanced databases that patrons may not be experienced in using, databases that would help provide a more thorough answer and supplement their searches.

Reference Questions Answered by % FY 2009 - 2013	2009			2010			2011			2012			2013		
	Answered	Not Answered	Referred	Answered	Not Answered	Referred	Answered	Not Answered	Referred	Answered	Not Answered	Referred	Answered	Not Answered	Referred
Blackshear Place	84.2	5	10.4	95	1.9	3	87	4.2	8.7	85	5	10	93.75	2.6	3.65
Clermont	86.5	5	7.4	91	1.9	7	98	1.7	0						
East Hall	95.9	1	2.6	87	4	9	95	1.5	3.9						
Murrayville	93.9	3	2.2	94	0.64	5	99	0.8	0	82	1	17	100	0	0
Spout Springs	97.4	0.8	1.6	88	0.4	12	97	0	2	99	1	0	89.87	1.17	8.96
Gainesville	82	5	12.3	84	2.7	13	84	5	11	91	1	9	88.3	1.83	9.87
North Hall															
System	89.983	3.3	6.08333	89	1.86	8.7	93.333	2.2	4.2667	89.25	8	36	92.98	1.14	5.62
Total # Questions	2213	103	210	3498	92	429	2878	106	247	2561	17	388	2144	36	192

### **In Library Use**

Many motives attract visitors to the library. Adults may bring a youngster to attend story time, or to participate in a craft project. Many users access the internet. We are a one stop shop for job hunting, resume creating and applying for employment. Not all items that are used by patrons are checked out for home use. In library research takes place when someone is looking for a recipe, locating a fact or just when browsing for recreational purposes during their library visit. This usage is harder to track, but we do so by encouraging patrons to set aside all books and magazines that were considered, accessed and used in house but not checked out and taken home. Staff counts those materials and a final total is determined.

The In Library survey was held during one week in the summer, August 19 – 25, 2012 and one in the winter February 4 – 9, 2013. The results are compiled on the two following pages. The weeks that are chosen are typical weeks, those without special events, holiday or furlough closings. Local schools are in session during the survey weeks. On an hourly basis, staff walks the aisles, collects and counts materials to tally, according to the material type. Items are re-shelved so as to avoid a duplicate count during the next hour. The final tally is the figure for the yearly usage of library resources.

In Library Use Materials - Total Items Used Per Fiscal Year - 2013															
	Clermont				East Hall				North Hall Tech		Blackshear Place				
	2009	2010	2011	2012/13	2009	2010	2011	2012/13	2012	2013	2009	2010	2011	2012	2013
Fiction	3294	4414	6080	0	12712	5007	12925	0	0	372	14858	20835	15146	12623	6672
Nonfiction	732	1640	1021	0	4767	3060	6321	0	0	0	17442	18879	13830	8747	7392
Easy	1464	2895	2493	0	9988	2503	9376	0	0	961	10336	10405	8422	6222	5856
Magazines	366	265	498	0	1589	920	1974	0	0	0	5168	5214	2656	3902	1848
Newspaper	549	723	617	0	908	620	1527	0	0	0	2907	2704	2919	2678	1656
Microfilm	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Multimedia	732	1423	760	0	5675	5628	7731	0	0	403	8721	9198	12395	8798	5088
Reference	0	120	47	0	227	684	3008	0	0	0	1292	2148	1914	714	672
Other	0	0	0	0	13166	8645	11209	0	0	527	4845	1786	5599	3774	2712
<b>Total</b>	<b>7137</b>	<b>11480</b>	<b>11516</b>	<b>0</b>	<b>49032</b>	<b>27067</b>	<b>54071</b>	<b>0</b>	<b>0</b>	<b>2263</b>	<b>65569</b>	<b>71169</b>	<b>62881</b>	<b>47458</b>	<b>31896</b>

  

	Murrayville					Spout Springs					Adult - GVL				
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013
Fiction	5668	6211	5687	11956	5127	18353	19652	22110	16081	11314	15988	23250	17256	27676	17884
Nonfiction	1308	1642	1557	2207	1810	20286	24770	27182	14157	11457	29808	33922	30120	29452	16897
Easy	5014	3712	2643	7106	2691	12558	27571	18233	13740	14219	0	22	48	50	259
Magazines	654	666	755	1043	1856	5152	9005	9332	7302	3192	12481	17625	12648	9892	8343
Newspaper	872	1023	684	776	440.8	1288	3790	3206	3330	1810	6206	2214	3336	2317	2491
Microfilm	0	0	0	0	0	0	0	0	0	0	3576	2103	1992	568	2068
Multimedia	1744	737	1439	776	997.6	8050	13713	10815	7820	3239	9620	10052	9624	13888	13113
Reference	0	119	70	0	0	3542	1183	406	1281	143	15734	14968	11712	8237	9800
Other	0	47	0	0	626.4	11592	9126	10815	5822	381	1753	354	2088	2021	752
<b>Total</b>	<b>15260</b>	<b>14157</b>	<b>12835</b>	<b>23864</b>	<b>13549</b>	<b>80821</b>	<b>108810</b>	<b>102099</b>	<b>69533</b>	<b>45755</b>	<b>95166</b>	<b>104510</b>	<b>88824</b>	<b>94101</b>	<b>71605</b>

  

	Gainesville - Youth Services					Gainesville -- Total GVL					System				
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013
Fiction	12573	9300	12888	14060	12596	28561	32550	30144	41736	30480	83446	88669	92092	82396	53964
Nonfiction	14304	16120	15264	17884	7497	44112	50042	45384	47336	24393	88647	100033	95295	72447	45051
Easy	12666	18135	19200	16969	14523	12666	18157	19248	17019	14782	52026	65243	60415	44087	38509
Magazines	1707	1018	936	911	376	14188	18643	13584	10803	8719	27117	34713	28799	23050	15614
Newspaper	0	0	0	0	0	6206	2214	3336	2317	2491	12730	11074	12289	9101	6398
Microfilm	0	0	0	0	0	3576	2103	1992	568	2068	3576	2103	1992	568	2068
Multimedia	5075	11447	11232	9199	5123	14695	21499	20856	23087	18236	39617	52198	53996	40481	14851
Reference	622	155	96	296	329	16356	15123	11808	8533	10129	21417	19377	17253	10528	10943
Other	6067	5447	7152	5869	5429	7820	5801	9240	7890	6181	37423	25405	36863	17486	10427
<b>Total</b>	<b>53014</b>	<b>61622</b>	<b>66768</b>	<b>65188</b>	<b>45872</b>	<b>148180</b>	<b>166132</b>	<b>155592</b>	<b>159289</b>	<b>117477</b>	<b>365999</b>	<b>398815</b>	<b>398994</b>	<b>300144</b>	<b>197826</b>

## In Library Use Materials - % Items Used Per Fiscal Year By Category - 2013

	Blackshear Place					Clermont					East Hall				North Hall Tech	
	2009	2010	2011	2012	2013	2009	2010	2011	2012/13		2009	2010	2011	2012/13	2012	2013
Fiction	23.34	29.28	24.09	27	20.92	26.59	38.45	52.80	0		18.71	18.5	23.90	0	0	18.11
Nonfiction	27.5	26.53	21.99	18	23.18	5.41	14.29	8.87	0		6.97	11.31	11.69	0	0	0.00
Easy	14.48	14.62	13.39	13	18.36	12.31	25.22	21.65	0		14.36	9.25	17.34	0	0	46.77
Magazines	8.39	7.33	4.22	8	5.79	3.53	2.31	4.32	0		2.12	3.4	3.65	0	0	0.00
Newspaper	4.5	3.8	4.64	6	5.19	3.84	6.3	5.36	0		1.43	2.29	2.82	0	0	0.00
Microfilm	0	0	0.00	0	0.00	0	0	0.00	0		0	0	0.00	0	0	0.00
Multimedia	12.78	12.92	19.71	19	15.95	5.14	12.4	6.60	0		8.78	20.79	14.30	0	0	19.62
Reference	2.2	3.02	3.04	2	2.11	0.31	1.05	0.41	0		0.39	2.53	5.56	0	0	0.00
Other	6.81	2.51	8.90	8	8.50	0	0	0.00	0		18.68	31.93	20.73	0	0	25.65
	Murrayville					Spout Springs					Adult - GVL					
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	
Fiction	26.74	43.86	44.31	49	38.0	22.61	18.06	21.66	23	24.73	18.72	22.25	19.43	29	24.83	
Nonfiction	6.14	11.6	12.13	9	13.4	24.92	22.76	26.62	20	25.04	29.74	32.46	33.91	31	31.45	
Easy	23.7	26.21	20.59	29	19.9	15.52	25.34	17.86	20	31.08	0.34	0.02	0.05	0	0.48	
Magazines	3	4.7	5.88	4	13.7	6.5	8.28	9.14	11	6.97	11.88	3.4	14.24	11	15.53	
Newspaper	3.69	7.22	5.33	3	3.2	1.43	3.48	3.14	5	39.57	3.87	2.12	3.76	2	4.64	
Microfilm	0	0	0.00	0	0.0	0	0	0.00	0	0.00	2.09	2.01	2.24	1	3.85	
Multimedia	7.95	5.2	11.21	3	7.4	10.07	12.6	10.59	11	7.08	5.42	9.62	10.83	15	24.41	
Reference	0.07	0.84	0.55	0	0.0	4.57	1.09	0.40	2	0.31	25.18	14.32	13.19	9	18.24	
Other	0.15	0.33	0.00	1	4.6	14.38	8.39	10.59	8	0.83	2.76	0.34	2.35	2	1.40	
	Youth Services - GVL					Gainesville - GVL - Total					System - Average					
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	
Fiction	23.34	15.09	19.30	22	27.46	42.06	19.59	19.37	26.20	26.15	22.86	22.23	31.02	31.30	31.97	
Nonfiction	21.45	26.16	22.86	27	16.34	51.18	30.12	29.17	29.72	23.90	17.45	25.08	18.41	19.18	21.37	
Easy	23.75	29.43	28.76	26	31.66	24.09	10.93	12.37	10.68	16.07	14.92	16.36	17.20	18.17	33.04	
Magazines	1.93	1.65	1.40	1	0.82	13.81	11.22	8.73	6.78	8.17	5.34	8.7	5.99	7.45	8.66	
Newspaper	0	0	0.00	0	0.00	3.87	1.33	2.14	1.45	2.32	0.38	2.78	3.91	3.86	12.58	
Microfilm	0	0	0.00	0	0.00	2.09	1.27	1.28	0.36	1.92	0.3	0	0.21	0.09	0.48	
Multimedia	14.96	18.58	16.82	14	11.17	20.38	12.94	13.40	14.49	17.79	9.3	13.09	12.64	11.87	16.95	
Reference	0.34	0.25	0.14	0	0.72	25.53	9.1	7.59	5.36	9.48	4.72	4.86	2.93	2.34	2.97	
Other	14.23	8.84	10.71	9	11.83	16.99	3.49	5.94	4.95	6.62	8.14	6.37	7.69	5.49	11.56	



**Material Availability**

We value the views of our patrons and we find it is important and helpful to know why they come to the library. We encourage their opinions regarding our programs, collection, facilities and parking to name a few items. Thanks to volunteers that we recruit from the Friends of the Library – for one week of the year every person who walks into the library is given the chance to complete a survey. The FY13 survey took place May 6<sup>th</sup> – May 10<sup>th</sup>, 2013. A 90% response rate was reached this year. The quantity distributed and completed per branch is seen in the following chart.

Branch	Blackshear	Clermont	East Hall	Murrayville	Spout Springs	Gainesville	System
Distributed	352	100	176	175	497	801	2101
Returned	306	99	157	175	439	624	1800
% Response	87%	99%	89%	100%	88%	78%	90%

Items Accessed by Category Success rate by FY13																
Materials Availability Survey																
Successful %	Blackshear					Clermont					East Hall					
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	
Find books	63	94	72	96	81	61	82	87			75	86	85			
Find authors/subject	69	86	98	89	93	58	70	18			94	94	90			
Browsing shelves	84	81	74	80	72	71	77	74			71	87	74			
Internet	39	32	53	25	24	44	36	47			67	54	60			
Copier	8	7	15	11	6	13	8	0.09			11	8	12			
Program	2	3	0.02	6.3	19	1	3	0			1	3	0.04			
Other	16	17	20	20	12	21	19	15			11	7	15			
Successful %	Murrayville					Spout Springs					Gainesville					
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	
Find books	74	95	90	56	85	57	77	83	83	61	85	72	93	72	80	
Find authors/subject	90	90	85	55	88	77	77	90	87	75	91	79	86	88	80	
Browsing shelves	81	86	80	83	89	81	85	83	82	71	81	83	79	78	87	
Internet	38	43	38	27	36	29	31	25	20	20	45	43	49	38	24	
Copier	3	6	7.4	3.6	11	6	5	5.4	6.3	5	8	10	11	13	7	
Program	0	2	0.57	0.6	5	5	2	3.6	2.7	3	2	2	0.01	2.3	3	
Other	9	13	13	12	21	15	13	13	15	15	9	13	16	12	11	
Successful %	NHTC					System										
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013						
Find books					81	70.6	84.3	85	76.75	77.6						
Find authors/subject					100	79	82.7	77.83	79.75	87.2						
Browsing shelves					80	78	83.2	77.33	80.75	79.8						
Internet					50	43.67	39.8	45.33	27.5	30.8						
Copier					21	8.9	7.33	8.482	8.475	10						
Program					19	1.928	2.5	0.707	2.975	9.8						
Other					28	14.17	13.7	15.33	14.75	17.4						

## Patron Satisfaction

During the Materials Availability Survey, we asked five specific questions of our users. They had the chance to tell us how they felt about the collection, how often they use the library, for what purpose they use it, if staff provided helpful assistance, and how easy it was to locate items. On an average, users are 49% satisfied with our book selection, 80% felt that it was easy to locate what they wanted, and 85% stated that the staff was very helpful. Use of computers ranked at 52% in reasons for coming to the library – an increase of almost twice that of 2012. 45% of those responding to our survey come to the library every week.

The following chart shows the questions and responses received in the Materials Availability Survey.

<b>Services Patrons Feel Most Important by Percentage - 2013</b>							
	<b>BP</b>	<b>CL and EH</b>	<b>NHTC</b>	<b>MV</b>	<b>SSP</b>	<b>GVL</b>	<b>System</b>
<b>1. How satisfied were you with our book selection, other materials and services?</b>							
Extremely	52%		50%	71%	43%	32%	49.5
Mostly Satisfied	11%		5%	8%	12%	10%	10.25
Selection Needs Improvement	13%		3%	5%	4%	2%	6
N/A	3%		17%	3%	4%	2%	3
<b>2. How easy was it to find what you needed?</b>							
Very easy	59%		73%	92%	55%	39%	80%
Slight problems	7%		4%	1%	5%	7%	6%
Difficult	0%		0%	0%	0%	1%	0.00
N/A	4%		0%	0.00	4%	2%	3%
<b>3. How helpful was your library staff?</b>							
Very helpful	64%		79%	95%	57%	44%	85%
Mostly helpful	6%		5%	2%	4%	6%	6%
Needs Improvement	2%		0%	0%	0%	1%	0.01
N/A	0%		0%	0%	0%	0%	0%
<b>4. How often do you visit the library or call for more information?</b>							
Weekly	26%		51%	51%	28%	22%	45%
Tw ice a month	34%		27%	11%	27%	21%	30%
Monthly	7%		11%	11%	11%	9%	12%
2 - 4 times a year	6%		2%	9%	5%	5%	7%
Yearly	3%		2%	2%	1%	2%	3%
<b>5. What other activity did your trip to the library include?</b>							
Internet	77%		50%	36%	20%	24%	52%
Copier	18%		21%	11%	5%	7%	16%
Program	61%		19%	5%	3%	3%	23%
Other	39%		28%	21%	15%	11%	29%

**Document Delivery**

The state contracts with the STAT Delivery service for the transfer of PINES materials from one library system to another. 34 % of the materials requested arrive in Hall County within 7 days.

<b>Hold Retrieval Compliance 2013</b>				
<b>Fiscal Year</b>	<b>7 Days</b>	<b>14 Days</b>	<b>30 days</b>	<b>More than 30 days*</b>
2013	50%	31%	16%	3%
2012	42%	31%	27%	0.05%
2011	34%	24%	32%	4%
2010	41%	24%	32%	4%
2009	45%	33%	20%	3%

The following chart represents the Georgia State standard for document delivery. Hall County fall within the Comprehensive compliance standards as 96 % of requests are filled within 30 days.

<b>2013 Criteria</b>			
<b>Comprehensive Compliance</b>	55% or more in 7 days	72 % in 14 days	90% in 30 days
<b>Full Compliance</b>	45 - 54% in 7 days	62 - 71% in 14 days	79-89% in 30 days
<b>Essential Compliance</b>	Below 45% in 7 days	Below 62% in 14 days	Below 79% in 30 days

Each year brings changes for the Hall County Library System. FY 2013 brought new formats and a changing population with assorted needs. The crippling budget restrictions pose continuing challenges for us. Our staff is committed to our mission, but is also frustrated when facing a future that holds limited promise of the return to a healthy offering of books and other materials. We have loyal patrons who support us, but they too express concern and want to have the funding for the selection of materials that we offered them in years past. Our effort to offer quality and creative service to meet their needs remains top on our list of “to do”.