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# Annual Statistical Report

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Hall County Library System  
Gainesville, Georgia

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2015

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After a number of years of barebones existence, the Hall County Library System hopes for some improvement. The majority of patrons have been patient and supportive of our situation but are certainly eager for an improvement in our collection and offerings despite the fact that we have had to cancel some electronic databases. It has been a challenge to continue to build a substantive collection of fiction and non-fiction that will support casual readers and researchers. We continue to be fortunate that we can borrow books from other PINES libraries in the state.

The time that patrons spent on our computers has increased by 30%. Patrons come to the library and use our internet to fill a number of basic needs. These include writing a resume, job searches, print out pay stubs, prepare tax forms, register for school, etc. So many activities are completed using the computer that experience with the process is essential. Our computer classes continue to be popular. We offer basic introductory instruction to advanced classes and attendance is growing.

The table on the following page represents the statistical profile of library service per branch from 2011 to 2015.

	Blackshear					Clermont					East Hall				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Total Transactions*	286145	193190	177405	139917	133260	26792	0	0	0	0	92575	0	0	0	0
Circulation	178955	135450	135824	115135	106550	13650	0	0	0	0	35148	0	0	0	0
Interlibrary Loans	11835	10282	9685	8101	7494	1624	0	0	0	0	3354	0	0	0	0
In Library Use	95355	47458	31896	16681	19216	11518	0	0	0	0	54073	0	0	0	0
Total Use Materials	52955	37826	39043	28860	28775	3162	0	0	0	0	13586	0	0	0	0
Collection	69842	71041	70893	69808	70268	4565	0	0	0	0	17653	0	0	0	0
Magazines	83	62	36	42	24	10	0	0	0	0	21	0	0	0	0
Newspapers	3	2	2	2	2	2	0	0	0	0	1	0	0	0	0
Registrations	23916	24257	24728	14267	15205	1477	0	0	0	0	5435	0	0	0	0
Visits	116372	68317	65041	64140	59537	8488	0	0	0	0	35588	0	0	0	0
Programs	433	187	146	152	175	7	0	0	0	0	53	0	0	0	0
Program Attendance	5585	2054	2644	1654	2610	348	0	0	0	0	545	0	0	0	0
Meeting Rm Bookings	446	228	185	147	223	1	0	0	0	0	138	0	0	0	0
Meeting Rm Attend	1640	1028	663	666	734	21	0	0	0	0	1901	0	0	0	0
Days Open	335	204	240	239	239	190	0	0	0	0	235	0	0	0	0
Hours Open	2759	1660	1926	1997	1991	1504	0	0	0	0	2026	0	0	0	0
# Computer Uses	28160	13154	13984	14294	13172	1677	0	0	0	0	7960	0	0	0	0
# Hours Computer Use	24477	10497	9721	11554	10373	1158	0	0	0	0	7179	0	0	0	0
# Typewriter use	0	0	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	36562	16875	15164	18317	15103	5463	0	0	0	0	27475	0	0	0	0
	Murrayville					Spout Springs					Gainesville				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Total Transactions*	67841	77182	68849	79759	83719	399285	345777	281109	250462	219558	495291	505124	419394	359834	337978
Circulation	49433	47749	48531	43927	41680	282055	261911	223714	205140	180121	321618	326501	288607	231569	207160
Interlibrary Loans	5570	5569	6769	6580	5950	15127	14333	11640	11979	11379	18081	19334	13310	12712	10903
In Library Use	12838	23864	13549	29252	36089	102103	69533	45755	33343	28058	155592	159289	117477	115553	119915
Total Use Materials	11839	9227	6632	8356	8071	43997	42701	29585	36461	34888	112503	106425	72763	56901	79109
Collection	16078	14910	15917	11612	17057	75080	80652	82322	83543	81585	127448	131831	134838	130255	130741
Magazines	28	19	14	16	12	168	112	48	36	36	164	136	48	48	38
Newspapers	2	2	1	1	1	14	5	6	6	6	16	8	7	7	7
Registrations	5329	5687	2581	4576	4728	15670	17872	10011	20184	21271	42077	51381	15805	14267	36126
Visits	35883	29159	27049	25664	24021	145534	132102	103722	97114	104050	203372	201377	160800	143868	132394
Programs	72	67	45	70	64	309	289	257	233	244	646	497	533	630	596
Program Attendance	1415	806	982	965	827	16418	16388	17813	14954	7640	22184	18389	17568	16699	20590
Meeting Rm Bookings	25	42	99	97	97	1505	1083	821	828	1006	55	11	54	138	78
Meeting Rm Attend	416	646	494	506	619	5058	5329	3312	3382	3624	511	124	327	747	350
Days Open	236	194	232	237	233	335	296	262	260	262	336	290	282	287	292
Hours Open	2019	1561	1916	1991	1954	2775	2617	2168	2079	2096	2850	2617	2259	2187	2220
# Computer Uses	6413	3431	3907	3613	3182	26513	23457	18496	15216	12367	69161	53993	55937	41445	41970
# Hours Computer Use	5062	2839	3223	2873	2361	21723	16556	12899	11281	8391	62755	51716	49085	39000	63766
# Typewriter use	0	0	0	0	0	0	0	0	0	0	105	80	53	27	17
# Microfilm use	0	0	0	0	0	0	0	0	0	0	459	463	381	394	322
Reference ?'s Asked	8050	11840	15660	13219	19449	43485	45461	25892	22724	30523	113559	133044	125960	148203	165856
	North Hall					Outreach **					System				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Total Transactions*	0	0	7593	13018	19457	5922	5575	5999	6212	4231	1254484	1126848	960349	849202	798203
Circulation	0	0	4539	9766	10990	5329	5575	5999	6212	4231	891071	739292	650176	611749	550732
Interlibrary Loans	0	0	791	2205	2751	0	0	0	0	0	56844	43494	41597	41577	38477
In Library Use	0	0	2263	1047	5716	0	0	0	0	0	435176	258332	209016	195876	208994
Total Use Materials	0	0	3156	5129	4413	633	434	435	479	463	238675	153724	135752	135707	155719
Collection	0	0	1348	1830	2133	0	0	0	0	0	315049	301441	300735	297048	301784
Magazines	0	0	0	0	0	0	0	0	0	0	446	241	146	142	110
Newspapers	0	0	0	0	0	0	0	0	0	0	30	181	16	16	16
Registrations	0	0	303	657	167	40	0	0	0	0	103248	63621	51890	53951	77497
Visits	0	0	12685	22935	20306	425	292	242	311	259	543667	390620	352365	354032	340308
Programs	0	0	77	196	188	593	434	435	479	463	1964	1511	1155	1760	1267
Program Attendance	0	0	1379	2555	1341	22102	117701	16931	16699	19971	64802	53747	39517	53526	33008
Meeting Rm Bookings	0	0	524	771	702	0	0	0	0	0	2126	1407	1790	1981	2106
Meeting Rm Attend	0	0	817	1001	1100	0	0	0	0	0	39784	7330	5613	6302	6427
Days Open	0	0	186	261	262	0	0	0	0	0	1621	976	1207	1284	1288
Hours Open	0	0	1476	2079	2103	0	0	0	0	0	13700	8097	9673	10333	10364
# Computer Uses	0	0	2252	3505	3356	0	0	0	0	0	124716	95979	94576	78073	74047
# Hours Computer Use	0	0	1668	2980	3137	0	0	0	0	0	111315	78977	76599	67688	88028
# Typewriter use	0	0	0	0	0	0	0	0	0	0	105	53	27	27	17
# Microfilm use	0	0	0	0	0	0	0	0	0	0	459	381	394	394	322
Reference ?'s Asked	0	0	7819	8251	6652	0	0	0	0	0	254079	200136	212738	210714	237583
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					** 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.

We request many titles for our patrons from libraries in the PINES system across the state. This is necessary because of the smaller collection of books owned by Hall County. Our Circulation Staff works at a more than steady pace to process and package those books being returned to the owning libraries. Additional staff time is expended when assisting the public place desired books on hold to be sent to HCLS. This process can be performed by the patron for him or herself, but many individuals ask for assistance. We always are glad to help those who need it.

### **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 12% increase from last year but remains below the state amount of \$15.44. We are \$8.00 less than Gwinnett County, our neighbor to the Southeast.

<b>Local Funding per Capita</b>			
<b>Library System</b>	<b>FY 2012</b>	<b>FY 2013</b>	<b>FY 2014</b>
State	\$ 15.05	\$ 14.88	\$ 15.44
Atlanta Fulton	\$ 30.02	\$ 27.53	\$ 27.97
Dekalb	\$ 18.23	\$ 18.20	\$ 20.12
Forsyth	\$ 25.34	\$ 38.64	\$ 34.36
Chestatee	\$ 14.10	\$ 13.19	\$ 13.15
Mountain Regional	\$ 10.84	\$ 10.93	\$ 11.95
Piedmont	\$ 8.99	\$ 9.83	\$ 12.81
Gwinnett	\$ 20.53	\$ 19.49	\$ 18.80
Hall	\$ 11.07	\$ 9.65	\$ 10.82

For the sixth year in a row, our book budget has had no increase. Concerted efforts are in place to make wise choices in our collection development efforts. Little has changed from year to year as far as basic needs. There will always be the need for materials to support school curriculums, resources to help create resumes and prepare for entrance and equivalency exams. We purchase titles off of the New York Times Best Sellers list, but are limited otherwise in the NonFic books we select. A higher proportion of our selections are for fiction purchases, in regular and large print.

## Rankings

The chart below shows the figures that were compiled by the Georgia Public Library Service. Hall County's visits per capita have increased slightly, but computer usage and circulation have dropped slightly. Operating expenditures fall below that of the National average by \$22.26 and Collection expenditures lower by \$3.41. We eagerly look forward to an increase in these areas so that we can more readily provide materials and services to our patient public.

Comparison of where Hall County Benchmarks in July 2015							
	National Average 2012	Georgia Average 2012	Georgia Average 2013	Georgia Average 2014	Hall County 2012	Hall County 2013	Hall County 2014
<b>Visits per capita</b>	5.09	3.6	3.6	3.6	3.05	1.69	1.78
<b>Circulation per capita</b>	8	4.15	3.89	3.77	4.15	3.27	3.16
<b>Computers per 5000</b>	4.4	3.59	3.79	4.1	4.2	5.05	4.57
<b>Books and magazines per capita</b>	4.09	1.59	1.51	1.6	1.48	1.24	1.29
<b>Operating expenditures per capita</b>	\$35.47	\$17.15	\$16.76	\$17.89	\$13.22 *	\$11.64	\$13.21
<b>Collection expenditures per capita</b>	\$4.09	\$1.61	\$1.50	\$1.50	\$1.55	\$0.79	\$ 0.68
*This includes local, state, gift and grant revenue							

## Reference Fill Rate

The Reference Rate survey reflects the interaction between staff and patrons. For one week during the year, we keep track of the number of questions that we are asked. A tally is kept to track whether we can answer questions with the resources we have at Hall County Library System or if we need to refer the individual to an outside agency. From September 21, 2015 – September 26, 2015 staff at all branches make note of these dealings. Questions Included are directions, assistance with computer operation, the location of books, and more advanced queries. Our experienced Hall County Library staff swiftly determines the level of assistance needed. FY15 showed a drop in our numbers from the system as a whole.

Reference Questions Answered by % FY 2010 - 2015	2011			2012			2013			2014			2015		
	Answered	Not Answered	Referred	Answered	Not Answered	Referred	Answered	Not Answered	Referred	Answered	Not Answered	Referred	Answered	Not Answered	Referred
Blackshear Place	87	4.2	8.7	85	5	10	93.8	2.6	3.7	97.1	0.5	4.8	95.7	1	2.1
Clermont	98	1.7	0												
East Hall	95	1.5	3.9												
Murrayville	99	0.8	0	82	1	17	100.0	0.0	0.0	98.9	0.4	0.7	98	0	1.9
Spout Springs	97	0	2	99	1	0	89.9	1.2	9.0	97.0	0.0	3.0	92	2	10
Gainesville	84	5	11	91	1	9	88.3	1.8	9.9	90.9	3.0	6.1	86.2	4.8	8.8
North Hall										99.5	0.0	0.6	99	0	1
System	93	2.2	4.3	89.25	8	36	93.0	1.1	5.6	96.7	0.8	3.0	89.9	3.4	6.6
Total # Questions	2878	106	247	2561	17	388	2144	36	192	2212	43	100	2275	88	167

## In Library Use

Circulation statistics show traditional library use when patrons borrow books. It is more difficult to track the use of magazines, newspapers, and casual browsing. A patron comes to the library for many reasons. A child is brought for a story time, a craft project or a special seasonal program. A senior citizen is looking for information on wood stoves. A local college student needs statistics to include in a research paper. Materials that have to be accessed in house during these visits are counted during the In Library Use Survey.

The In-Library survey is held every year during two week. For FY15 we counted items during the week of August 17 – August 23, 2014 and February 22 – 28, 2015. The results are compiled on the two following pages. The weeks that are chosen are typical work weeks, those without special events, holiday or additional closings and local schools are in session during the survey weeks. On an hourly basis, staff walks the aisles, collects and counts materials to tally specifying the material type. Items are re-shelved so as to avoid a duplicate count during the following hour. A formula is used to determine what the usage would be for the entire year from the numbers collected. The final tally is the figure for the yearly usage of library resources.

There shows an increase of 7.27% for In Library Usage from FY14 and FY15 by from 194828 to 208993 or 6.19 to 8.51.

In Library Use Materials - Total Items Used Per Fiscal Year - 2015															
	Clermont			East Hall			North Hall Tech			Blackshear Place					
	2010	2011	2012-2011	2010	2011	2012-14		2013	2014	2015	2011	2012	2013	2014	2015
Fiction	4414	6080	0	5007	12925	0		372	776	1524	15146	12623	6672	4344	5210
Nonfiction	1640	1021	0	3060	6321	0		0	2	48	13830	8747	7392	3614	4756
Easy	2895	2493	0	2503	9376	0		961	172	2549	8422	6222	5856	3486	3107
Magazines	265	498	0	920	1974	0		0	0	0	2656	3902	1848	639	1052
Newspaper	723	617	0	620	1527	0		0	0	0	2919	2678	1656	584	382
Microfilm	0	0	0	0	0	0		0	0	0	0	0	0	0	0
Multimedia	1423	760	0	5628	7731	0		403	51	357	12395	8798	5088	2208	2653
Reference	120	47	0	684	3008	0		0	0	48	1914	714	672	183	191
Other	0	0	0	8645	11209	0		527	46	1191	5599	3774	2712	1624	1864
<b>Total</b>	<b>11480</b>	<b>11516</b>	<b>0</b>	<b>27067</b>	<b>54071</b>	<b>0</b>		<b>2263</b>	<b>1047</b>	<b>5716</b>	<b>62881</b>	<b>47458</b>	<b>31896</b>	<b>16681</b>	<b>19216</b>
	Murrayville					Spout Springs					Adult - GVL				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Fiction	5687	11956	5127	12239	12380	22110	16081	11314	8200	8813	17256	27676	17884	20203	21681
Nonfiction	1557	2207	1810	3342	4469	27182	14157	11457	9369	8027	30120	29452	16897	25463	21730
Easy	2643	7106	2691	7487	7935	18233	13740	14219	7832	7312	48	50	259	24	73
Magazines	755	1043	1856	586	645	9332	7302	3192	2653	1358	12648	9892	8343	6503	4331
Newspaper	684	776	441	651	1123	3206	3330	1810	1654	643	3336	2317	2491	2726	2263
Microfilm	0	0	0	0	0	0	0	0	0	0	1992	568	2068	2965	754
Multimedia	1439	776	998	694	1697	10815	7820	3239	2142	1477	9624	13888	13113	12528	15184
Reference	70	0	0	87	72	406	1281	143	627	167	11712	8237	9800	11046	12848
Other	0	0	626	4166	7768	10815	5822	381	865	262	2088	2021	752	1219	608
<b>Total</b>	<b>12835</b>	<b>23864</b>	<b>13549</b>	<b>29252</b>	<b>36089</b>	<b>102099</b>	<b>69533</b>	<b>45755</b>	<b>33343</b>	<b>28058</b>	<b>88824</b>	<b>94101</b>	<b>71605</b>	<b>82678</b>	<b>79473</b>
	Gainesville - Youth Services					Gainesville -- Total GVL					System				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Fiction	12888	14060	12596	6838	8419	30144	41736	30480	27041	30100	92092	82396	53964	51824	58028
Nonfiction	15264	17884	7496.5	5810	7081	45384	47336	24393	31273	28811	95295	72447	45051	47597	46110
Easy	19200	16969	14523	11309	13359	19248	17019	14782	11333	13432	60415	44087	38509	30138	34335
Magazine	936	911	376	72	49	13584	10803	8719	6575	4380	28799	23050	15614	10453	7435
Newspaper	0	0	0	0	0	3336	2317	2491	2726	2263	12289	9101	6398	5614	4412
Microfilm	0	0	0	0	0	1992	568	2068	2965	754	1992	568	2068	2965	754
Multimed	11232	9199	5123	4638	5499	20856	23087	18236	17167	20683	53996	40481	14851	22211	26867
Reference	96	296	329	24	0	11808	8533	10129	11070	12848	17253	10528	10943	11967	13325
Other	7152	5869	5428.5	4184	6035	9240	7890	6181	5403	6643	36863	17486	10427	12060	17728
<b>Total</b>	<b>66768</b>	<b>65188</b>	<b>45872</b>	<b>32875</b>	<b>40442</b>	<b>155592</b>	<b>159289</b>	<b>117477</b>	<b>115553</b>	<b>119915</b>	<b>398994</b>	<b>300144</b>	<b>197826</b>	<b>194828</b>	<b>208993</b>

In Library Use Materials - % Items Used Per Fiscal Year By Category - 2015															
	Blackshear Place					Clermont				East Hall			North Hall Tech		
	2011	2012	2013	2014	2015	2011	2012	2013/14	2015	2011	2012/13	14/15	2013	2014	2015
Fiction	24.09	27	20.92	26.04	27.11	52.80	0	0	0	23.90	0	0	18.11	74.12	26.67
Nonfiction	21.99	18	23.18	21.66	24.75	8.87	0	0	0	11.69	0	0	0.00	0.19	0.83
Easy	13.39	13	18.36	18.36	16.17	21.65	0	0	0	17.34	0	0	46.77	16.43	44.58
Magazines	4.22	8	5.79	5.79	5.47	4.32	0	0	0	3.65	0	0	0.00	0.00	0.00
Newspaper	4.64	6	5.19	5.19	1.99	5.36	0	0	0	2.82	0	0	0.00	0.00	0.00
Microfilm	0.00	0	0.00	0.00	0.00	0.00	0	0	0	0.00	0	0	0.00	0.00	0.00
Multimedia	19.71	19	15.95	15.95	13.81	6.60	0	0	0	14.30	0	0	19.62	4.87	6.25
Reference	3.04	2	2.11	2.11	1.00	0.41	0	0	0	5.56	0	0	0.00	0.00	0.83
Other	8.90	8	8.50	8.50	9.70	0.00	0	0	0	20.73	0	0	25.65	4.39	20.83
	Murrayville					Spout Springs					Adult - GVL				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Fiction	44.31	49	38.0	41.84	34.3	21.66	23	24.73	24.59	31.41	19.43	29	24.83	24	27.28
Nonfiction	12.13	9	13.4	11.42	12.38	26.62	20	25.04	28.10	28.61	33.91	31	31.45	30.80	27.34
Easy	20.59	29	19.9	25.59	21.99	17.86	20	31.08	23.49	26.06	0.05	0	0.48	0.03	0.09
Magazines	5.88	4	13.7	2.00	1.79	9.14	11	6.97	7.96	4.84	14.24	11	15.53	7.87	5.45
Newspaper	5.33	3	3.2	2.23	3.11	3.14	5	39.57	4.96	2.29	3.76	2	4.64	3.30	2.85
Microfilm	0.00	0	0.0	0.00	0.00	0.00	0	0.00	0.00	0.00	2.24	1	3.85	3.59	0.95
Multimedia	11.21	3	7.4	2.37	4.70	10.59	11	7.08	6.42	5.26	10.83	15	24.41	15.15	19.11
Reference	0.55	0	0.0	0.30	0.20	0.40	2	0.31	1.88	0.59	13.19	9	18.24	13.36	16.17
Other	0.00	1	4.6	14.24	21.52	10.59	8	0.83	2.60	0.93	2.35	2	1.40	1.47	0.77
	Youth Services - GVL					Gainesville - GVL - Total					System - Average				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2102	2013	2014	2015
Fiction	19.30	22	27.46	20.80	20.82	19.37	26.20	26.15	23.40	25.10	31.51	29.78	33.26	26.60	27.79
Nonfiction	22.86	27	16.34	17.67	17.51	29.17	29.72	23.90	27.06	24.03	17.75	20.47	20.99	24.43	22.04
Easy	28.76	26	31.66	34.40	33.03	12.37	10.68	16.07	9.81	11.20	17.14	19.51	33.04	15.47	16.49
Magazines	1.40	1	0.82	0.22	0.12	8.73	6.78	8.17	5.69	3.65	6.62	6.89	8.66	5.37	3.56
Newspaper	0.00	0	0.00	0.00	0	2.14	1.45	2.32	2.36	1.89	4.13	3.66	12.58	2.88	2.11
Microfilm	0.00	0	0.00	0.00	0	1.28	0.36	1.92	2.57	0.63	0.21	0.09	0.48	1.52	0.36
Multimedia	16.82	14	11.17	14.11	13.6	13.40	14.49	17.79	14.86	17.25	12.52	11.11	16.95	11.40	12.81
Reference	0.14	0	0.72	0.07	0	7.59	5.36	9.48	9.58	10.71	2.75	2.37	2.97	6.14	6.33
Other	10.71	9	11.83	12.73	14.92	5.94	4.95	6.62	4.68	5.54	7.54	5.61	11.56	6.19	8.51

## Material Availability

Each year we ask all users of the library to complete a brief survey so that we can get their opinions and insights about our services and how we are doing. Thanks to volunteers that we recruit from the Friends of the Library – one week of the year every person who comes into the library is given the chance to answer our survey. This year the survey took place from April 14 – 21, 2014. An 89 % completion rate was reached this year. The quantity distributed and completed per branch is seen in the following chart.



## 2015 Survey Distribution

Branch	Clermont East Hall	North Hall	Blackshear	Murrayville	Spout Springs	Gainesville	System
Distributed		102	332	100	426	479	1439
Returned		96	294	99	364	363	1216
% Response		94%	89%	99%	85%	76%	89%

### Items Accessed by Category

#### Success Rate by %

#### Materials Availability Survey FY15

Successful %	Blackshear					Clermont					East Hall				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Find books	72	96	81	100	76	87					85				
Find authors/subject	98	89	93	90	77	18					90				
Browsing shelves	74	80	72	81	74	74					74				
Internet	53	25	24	28	37	47					60				
Copier	15	11	6	8	9	0.09					12				
Program	0.02	6.3	19	3	5	0					0.04				
Other	20	20	12	13	17	15					15				
Successful %	Murrayville					Spout Springs					Gainesville				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Find books	90	56	85	82	69	83	83	61	64	76	93	72	80	82	65
Find authors/subject	85	55	88	90	71	90	87	75	92	78	86	88	80	79	69
Browsing shelves	80	83	89	76	72	83	82	71	82	80	79	78	87	71	74
Internet	38	27	36	32	40	25	20	20	22	19	49	38	24	32	31
Copier	7.4	3.6	11	18	19	5.4	6.3	5	9	6	11	13	7	11	8
Program	0.57	0.6	5	4	5	3.6	2.7	3	4	11	0.01	2.3	3	3	5
Other	13	12	21	17	13	13	15	15	12	22	16	12	11	14	3
Successful %	NHTC					System									
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015					
Find books			81	100	80	85.0	76.75	77.6	85.6	73.2					
Find authors/subject			100	87	83	77.8	79.75	87.2	87.6	75.6					
Browsing shelves			80	85	76	77.3	80.75	79.8	79	75.2					
Internet			50	39	46	45.3	27.5	30.8	30.6	34.6					
Copier			21	13	21	8.5	8.475	10	11.8	12.6					
Program			19	6	15	0.7	2.975	9.8	4	8.2					
Other			28	20	17	15.3	14.75	17.4	15.2	14.4					

## Patron Satisfaction

In our annual survey we ask patrons five questions that help determine their satisfaction of our services. They offer input on topics such as how easy it is to locate items, how helpful staff are and how often they use the library. On an average, users are 57% satisfied with our book selection. 76% of users felt that it was easy to locate what they wanted, and 81% stated that the staff overall were very helpful. Use of computers ranked at 35% in reasons for coming to the library, and 33% 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 - 2015</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	59%		48%	81%	56%	43%	57%
Mostly Satisfied	17%		17%	15%	16%	13%	16%
Selection Needs Improvement	8%		21%	2%	6%	8%	9%
N/A	2%		5%	1%	2%	2%	2%
<b>2. How easy was it to find what you needed?</b>							
Very easy	72%		80%	97%	74%	56%	76%
Slight problems	12%		5%	0%	7%	9%	7%
Difficult	1%		1%	0%	0%	1%	1%
N/A	2%		4%	0%	1%	2%	2%
<b>3. How helpful was your library staff?</b>							
Very helpful	78%		92%	98%	79%	58%	81%
Mostly helpful	9%		2%	1%	5%	8%	5%
Needs Improvement	1%		0%	0%	1%	1%	1%
N/A	0%		0%	0%	0%	0%	0%
<b>4. How often do you visit the library or call for more information?</b>							
Weekly	31%		52%	44%	8%	32%	33%
Twice a month	28%		27%	28%	30%	18%	26%
Monthly	11%		9%	9%	11%	7%	9%
2 - 4 times a year	8%		2%	10%	6%	4%	6%
Yearly	2%		0%	1%	2%	1%	1%
<b>5. What other activity did your trip to the library include?</b>							
Internet	37%		46%	40%	19%	31%	35%
Copier	9%		21%	19%	6%	8%	13%
Program	5%		15%	5%	11%	5%	8%
Other	17%		17%	13%	22%	3%	14%

## Document Delivery

The State of Georgia contracts the STAT Delivery service for transfer of PINES materials from one library system to another. 45% of the materials requested arrived in Hall County within 7 days.

Hold Retrieval Compliance 2015				
Fiscal Year	7 Days	14 Days	30 days	More than 30 days*
2015	45%	27%	24%	4%
2014	47%	27%	22%	4%
2013	50%	31%	16%	3%
2012	42%	31%	27%	0%
2011	34%	24%	32%	4%
* Includes requests never filled or cancelled.				

The following chart represents the Georgia State standard for document delivery. Hall County falls within the Comprehensive compliance standards.

2015 Criteria			
<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

It is daunting to report again that we are struggling to maintain a vibrant collection, offer programs, and assist the public when we face limited financial support. Our employees are to be commended for their dedication and their support of our purpose in the community. I trust that we will see an improvement in FY 2016 in critical areas where past years have shown a struggle.