

# Annual Statistical Report

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Hall County Library System  
Gainesville, Georgia

2016

The Hall County Library System is experiencing some hope and seeing some light at the end of the tunnel. As a System, we have struggled for a number of years with limited budgets that impacted our print collection, cancelled on-line databases, caused staff cut backs and layoffs, enforced furlough days and placed us in an atmosphere of existence not growth. Fiscal year 2016 continued in that vein, and we performed to our best abilities, still offering services, programs, and assistance despite shortages in staff and materials. The expectation of a turnaround in the coming year gives us hope that our efforts will be rewarded and that we will be able to again accomplish our goals of serving the population of Hall County.

The table on the following page represents the statistical profile of library service per branch from 2012 to 2016.

	Blackshear Place														
	2012	2013	2014	2015	2016										
Total Transactions*	193190	177405	139917	133260	122446										
Circulation	135450	135824	115135	106550	96919										
Interlibrary Loans	10282	9685	8101	7494	7196										
In Library Use	47458	31896	16681	19216	18331										
Total Use Materials	37826	39043	28860	28775	30862										
Collection	71041	70893	69808	70268	71613										
Magazines	62	36	42	24	24										
Newspapers	2	2	2	2	2										
Registrations	24257	24728	14267	15205	15865										
Visits	68317	65041	64140	59537	36309										
Programs	187	146	152	175	260										
Program Attendance	2054	2644	1654	2610	2982										
Meeting Rm Bookings	228	185	147	223	171										
Meeting Rm Attend	1028	663	666	734	999										
Days Open	204	240	239	239	276										
Hours Open	1660	1926	1997	1991	2195										
# Computer Uses	13154	13984	14294	13172	14566										
# Hours Computer Use	10497	9721	11554	10373	10598										
# Typewriter use	0	0	0	0	0										
# Microfilm use	0	0	0	0	0										
Reference ?'s Asked	16875	15164	18317	15103	25223										
	Murrayville					Spout Springs					Gainesville				
	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
Total Transactions*	77182	68849	79759	83719	70091	345777	281109	250462	219558	229123	505124	419394	359834	337978	376193
Circulation	47749	48531	43927	41680	46418	261911	223714	205140	180121	190725	326501	288607	231569	207160	231614
Interlibrary Loans	5569	6769	6580	5950	5373	14333	11640	11979	11379	13194	19334	13310	12712	10903	11075
In Library Use	23864	13549	29252	36089	18300	69533	45755	33343	28058	25204	159289	117477	115553	119915	133504
Total Use Materials	9227	6632	8356	8071	7299	42701	29585	36461	34888	64365	106425	72763	56901	79109	50440
Collection	14910	15917	11612	17057	17331	80652	82322	83543	81585	82743	131831	134838	130255	130741	132664
Magazines	19	14	16	12	12	112	48	36	36	36	136	48	48	38	38
Newspapers	2	1	1	1	1	5	6	6	6	6	8	7	7	7	7
Registrations	5687	2581	4576	4728	2765	17872	10011	20184	21271	13011	51381	15805	14267	36126	20194
Visits	29159	27049	25664	24021	24986	132102	103722	97114	104050	92659	201377	160800	143868	132394	128428
Programs	67	45	70	64	99	289	257	233	244	306	497	533	630	596	640
Program Attendance	806	982	965	827	991	16388	17813	14954	7640	7978	18389	17568	16699	20590	22126
Meeting Rm Bookings	42	99	97	97	390	1083	821	828	1006	1773	11	54	138	78	45
Meeting Rm Attend	646	494	506	619	1259	5329	3312	3382	3624	5117	124	327	747	350	323
Days Open	194	232	237	233	250	296	262	260	262	297	290	282	287	292	298
Hours Open	1561	1916	1991	1954	2036	2617	2168	2079	2096	2328	2617	2259	2187	2220	2378
# Computer Uses	3431	3907	3613	3182	4045	23457	18496	15216	12367	49275	53993	55937	41445	41970	29152
# Hours Computer Use	2839	3223	2873	2361	2279	16556	12899	11281	8391	8649	51716	49085	39000	63766	25032
# Typewriter use	0	0	0	0	0	0	0	0	0	0	80	53	27	17	14
# Microfilm use	0	0	0	0	0	0	0	0	0	0	463	381	394	322	395
Reference ?'s Asked	11840	15660	13219	19449	12160	45461	25892	22724	30523	29667	133044	125960	148203	165856	63093
	North Hall					Outreach **					System				
	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
Total Transactions*	0	7593	13018	19457	49575	5575	5999	6212	4231	5736	1126848	960349	849202	798203	853164
Circulation	0	4539	9766	10990	14899	5575	5999	6212	4231	5736	739292	650176	611749	550732	586311
Interlibrary Loans	0	791	2205	2751	2344	0	0	0	0	0	43494	41597	41577	38477	39182
In Library Use	0	2263	1047	5716	32332	0	0	0	0	0	258332	209016	195876	208994	227671
Total Use Materials	0	3156	5129	4413	6107	434	435	479	463	508	153724	135752	135707	155719	159581
Collection	0	1348	1830	2133	4538	0	0	0	0	0	301441	300735	297048	301784	308889
Magazines	0	0	0	0	0	0	0	0	0	0	241	146	142	110	110
Newspapers	0	0	0	0	0	0	0	0	0	0	181	16	16	16	16
Registrations	0	303	657	167	964	0	0	0	0	0	63621	51890	53951	77497	52799
Visits	0	12685	22935	20306	24746	292	242	311	259	292	390620	352365	354032	340308	307420
Programs	0	77	196	188	198	434	435	479	463	508	1511	1155	1760	1267	2011
Program Attendance	0	1379	2555	1341	3258	117701	16931	16699	19971	21497	53747	39517	53526	33008	58832
Meeting Rm Bookings	0	524	771	702	1156	0	0	0	0	0	1407	1790	1981	2106	3535
Meeting Rm Attend	0	817	1001	1100	2239	0	0	0	0	0	7330	5613	6302	6427	9937
Days Open	0	186	261	262	252	0	0	0	0	0	976	1207	1284	1288	1373
Hours Open	0	1476	2079	2103	2060	0	0	0	0	0	8097	9673	10333	10364	10997
# Computer Uses	0	2252	3505	3356	3789	0	0	0	0	0	95979	94576	78073	74047	100827
# Hours Computer Use	0	1668	2980	3137	2696	0	0	0	0	0	78977	76599	67688	88028	49254
# Typewriter use	0	0	0	0	0	0	0	0	0	0	53	27	27	17	14
# Microfilm use	0	0	0	0	0	0	0	0	0	0	381	394	394	322	395
Reference ?'s Asked	0	7819	8251	6652	9600	0	0	0	0	0	200136	212738	210714	237583	139743

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
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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 the collection of books owned by Hall County has been reduced due to the budget. Our Circulation Staff works at a 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.

### **Expenditure Comparisons**

This chart compares per capita expenditures of Hall County with library systems in the surrounding North Georgia counties. Hall County has experienced only a 2% increase from last year and remains below the state average of \$15.40. We are funded at almost \$8.00 less than Gwinnett County, our neighbor to the Southeast.

<b>Local Funding per Capita</b>			
<b>Library System</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>
State	\$ 14.88	\$ 15.44	\$ 15.40
Atlanta Fulton	\$ 27.53	\$ 27.97	\$ 24.01
Dekalb	\$ 18.20	\$ 20.12	\$ 20.60
Forsyth	\$ 38.64	\$ 34.36	\$ 25.36
Chestatee	\$ 13.19	\$ 13.15	\$ 13.69
Mountain Regional	\$ 10.93	\$ 11.95	\$ 13.23
Piedmont	\$ 9.83	\$ 12.81	\$ 13.94
Gwinnett	\$ 19.49	\$ 18.80	\$ 18.86
Hall	\$ 9.65	\$ 10.82	\$ 11.02

Our book budget showed no increase at the end of FY 16. We remained cautious with our collection development choices. We continue to see the same basic needs from our patrons who request titles and items that are essential to a varied but sound collection. We want to support school curriculums, and to help students prepare for entrance and equivalency exams. We offer resources to help job seekers create resumes and prepare for interviews. We purchase titles off of the New York Times Best Sellers list, but are limited otherwise in the NonFiction 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 Georgia Public Library Service. Hall County's visits per capita have increased slightly, but computer usage and circulation have dropped slightly. We have experienced an increase in Wi-Fi use. Operating expenditures differ from that of the Georgia average by \$4.53 and lower than about half, at \$.88. 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 2016							
	National Average 2012	Georgia Average 2013	Georgia Average 2014	Georgia Average 2015	Hall County 2013	Hall County 2014	Hall County 2015
<b>Visits per capita</b>	5.09	3.6	3.6	3.6	1.69	1.78	1.72
<b>Circulation per capita</b>	8	3.89	3.77	3.64	3.27	3.16	2.48
<b>Computers per 5000</b>	4.4	3.79	4.1	4.36	5.05	4.57	4.12
<b>Books and magazines per capita</b>	4.09	1.51	1.6	1.83	1.24	1.29	1.46
<b>Operating expenditures per capita</b>	\$35.47	\$16.76	\$17.89	18.05	\$11.64	\$ 13.21	\$ 13.52
<b>Collection expenditures per capita</b>	\$4.09	\$1.50	\$1.50	1.69	\$0.79	\$ 0.68	\$ 0.88
*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 transactions. Questions Included are directions, assistance with computer operation, the location of books, and more advanced queries. Our experienced Hall County Library staff quickly identifies the level of help needed. FY16 showed an increase in our numbers for the system as a whole.

Reference Questions Answered by % 2012-2016	2012			2013			2014			2015			2016		
	Answered	Not Answered	Referred	Answered	Not Answered	Referred	Answered	Not Answered	Referred	Answered	Not Answered	Referred	Answered	Not Answered	Referred
Blackshear Place	85	5	10	93	2	3	97	0.5	4.8	95	1	2	91.63	2.988	5.38
Murrayville	82	1	17	100	0	0	98	0.4	0.7	98	0	1	97.89	0	2.11
Spout Springs	99	1	0	89	1	9	97	0	3	92	2	10	96.04	0	2.55
Gainesville	91	1	9	88	1	9	90	3	6	86	4	8	89.77	4.227	6.01
North Hall							99	0	0.6	99	0	1	92.42	3.788	9.85
System	89.25	8	36	93	1	5.6	96.7	0.8	3	89.9	3.4	6.6	93.55	93.55	93.6
Total # Questions	2561	17	388	2144	36	192	2212	43	100	2275	88	167	2327	58	118

## 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 wants consumer reviews on mattresses. College students need 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 FY16 we counted items during the week of August 16 -22, 2015 and February 21 – 27, 2016. 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. Local schools are in session during the survey weeks. On an hourly basis, staff walks the aisles, collects and counts materials, determining 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.

We find an increase of 11.9% for In Library Usage from FY15 and FY16. The numbers increased from 208993 to 227670 reflected in percentage 8.51% to 10.31%.

In Library Use Materials - Total Items Used Per Fiscal Year - 2016															
	North Hall Tech						Blackshear Place								
	2012	2013	2014	2015	2016		2012	2013	2014	2015	2016				
Fiction		372	776	1524	8744						12623	6672	4344	5210	4876
Nonfiction		0	2	48	2974						8747	7392	3614	4756	4048
Easy		961	172	2549	7484						6222	5856	3486	3107	3726
Magazines		0	0	0	76						3902	1848	639	1052	529
Newspaper		0	0	0	0						2678	1656	584	382	552
Microfilm		0	0	0	0						0	0	0	0	0
Multimedia		403	51	357	3906						8798	5088	2208	2653	1380
Reference		0	0	48	0						714	672	183	191	782
Other		527	46	1191	9148						3774	2712	1624	1864	2438
<b>Total</b>		<b>2263</b>	<b>1047</b>	<b>5716</b>	<b>32332</b>						<b>47458</b>	<b>31896</b>	<b>16681</b>	<b>19216</b>	<b>18331</b>

  

	Murrayville					Spout Springs					Adult - GVL				
	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
Fiction	11956	5127	12239	12380	9075	16081	11314	8200	8813	4760	27676	17884	20203	21681	23617
Nonfiction	2207	1810	3342	4469	2350	14157	11457	9369	8027	8143	29452	16897	25463	21730	18849
Easy	7106	2691	7487	7935	3725	13740	14219	7832	7312	7202	50	259	24	73	224
Magazines	1043	1856	586	645	400	7302	3192	2653	1358	1510	9892	8343	6503	4331	3377
Newspaper	776	441	651	1123	175	3330	1810	1654	643	1163	2317	2491	2726	2263	2235
Microfilm	0	0	0	0	0	0	0	0	0	0	568	2068	2965	754	1440
Multimedia	776	998	694	1697	2050	7820	3239	2142	1477	1411	13888	13113	12528	15184	38666
Reference	0	0	87	72	0	1281	143	627	167	569	8237	9800	11046	12848	11895
Other	0	626	4166	7768	525	5822	381	865	262	446	2021	752	1219	608	99
<b>Total</b>	<b>23864</b>	<b>13549</b>	<b>29252</b>	<b>36089</b>	<b>18300</b>	<b>69533</b>	<b>45755</b>	<b>33343</b>	<b>28058</b>	<b>25204</b>	<b>94101</b>	<b>71605</b>	<b>82678</b>	<b>79473</b>	<b>100401</b>

  

	Gainesville - Youth Services					Gainesville -- Total GVL					System				
	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
Fiction	14060	12596	6838	8419	5737	41736	30480	27041	30100	29353	82396	62337	51824	56503	56808
Nonfiction	17884	7497	5810	7081	8294	47336	24393	31273	28811	27143	72447	48025	47597	46063	44657
Easy	16969	14523	11309	13359	12243	17019	14782	11333	13432	12466	44087	45033	30138	31786	34604
Magazines	911	376	72	49	50	10803	8719	6575	4380	3427	23050	15690	10453	7435	5941
Newspaper	0	0	0	0	0	2317	2491	2726	2263	2235	9101	6398	5614	4412	4125
Microfilm	0	0	0	0	0	568	2068	2965	754	1440	568	2068	2965	754	1440
Multimedia	9199	5123	4638	5499	3055	23087	18236	17167	20683	41720	40481	18354	22211	26510	50467
Reference	296	329	24	0	174	8533	10129	11070	12848	12069	10528	10943	11967	13278	13420
Other	5869	5429	4184	6035	3551	7890	6181	5403	6643	3651	17486	19048	12060	16537	16207
<b>Total</b>	<b>65188</b>	<b>45872</b>	<b>32875</b>	<b>40442</b>	<b>33103</b>	<b>159289</b>	<b>117477</b>	<b>115553</b>	<b>119915</b>	<b>133504</b>	<b>300144</b>	<b>227895</b>	<b>194828</b>	<b>203277</b>	<b>227670</b>

In Library Use Materials - % Items Used Per Fiscal Year By Category - 2016															
	Blackshear Place						North Hall Tech								
	2012	2013	2014	2015	2016		2012	2013	2014	2015	2016				
Fiction	27	20.92	26.04	27.11	26.60			18.11	74.12	26.67	27.05				
Nonfiction	18	23.18	21.66	24.75	22.08			0.00	0.19	0.83	9.20				
Easy	13	18.36	18.36	16.17	20.33			46.77	16.43	44.58	23.15				
Magazines	8	5.79	5.79	5.47	2.89			0.00	0.00	0.00	0.23				
Newspaper	6	5.19	5.19	1.99	3.01			0.00	0.00	0.00	0.00				
Microfilm	0	0.00	0.00	0.00	0.00			0.00	0.00	0.00	0.00				
Multimedia	19	15.95	15.95	13.81	7.53			19.62	4.87	6.25	12.08				
Reference	2	2.11	2.11	1.00	4.27			0.00	0.00	0.83	0.00				
Other	8	8.50	8.50	9.70	13.30			25.65	4.39	20.83	28.29				
	Murrayville					Spout Springs					Adult - GVL				
	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
Fiction	49	38.0	41.84	34.30	49.59	23	24.73	24.59	31.41	22.44	29	24.83	24	27.28	23.52
Nonfiction	9	13.4	11.42	12.38	12.84	20	25.04	28.10	28.61	30.89	31	31.45	30.80	27.34	18.77
Easy	29	19.9	25.59	21.99	20.36	20	31.08	23.49	26.06	27.32	0	0.48	0.03	0.09	0.22
Magazines	4	13.7	2.00	1.79	2.19	11	6.97	7.96	4.84	5.73	11	15.53	7.87	5.45	3.36
Newspaper	3	3.2	2.23	3.11	0.96	5	39.57	4.96	2.29	4.41	2	4.64	3.30	2.85	2.23
Microfilm	0	0.0	0.00	0.00	0.00	0	0.00	0	0.00	0.00	1	3.85	3.59	0.95	1.43
Multimedia	3	7.4	2.37	4.70	11.20	11	7.08	6.42	5.26	5.35	15	24.41	15.15	19.11	38.51
Reference	0	0.0	0.30	0.20	0.00	2	0.31	1.88	0.59	2.16	9	18.24	13.36	16.17	11.85
Other	1	4.6	14.24	21.52	2.87	8	0.83	2.60	0.93	1.69	2	1.40	1.47	0.77	0.10
	Youth Services - GVL					Gainesville - GVL - Total					System - Average				
	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
Fiction	22	27.46	20.80	20.82	17.33	26.20	26.15	23.40	25.10	20.43	29.78	33.26	26.60	27.79	29.22
Nonfiction	27	16.34	17.67	17.51	25.06	29.72	23.90	27.06	24.03	21.91	20.47	20.99	24.43	22.04	19.39
Easy	26	31.66	34.40	33.03	36.98	10.68	16.07	9.81	11.20	18.60	19.51	33.04	15.47	16.49	21.95
Magazines	1	0.82	0.22	0.12	0.15	6.78	8.17	5.69	3.65	1.76	6.89	8.66	5.37	3.56	2.56
Newspaper	0	0.00	0.00	0.00	0.00	1.45	2.32	2.36	1.89	1.11	3.66	12.58	2.88	2.11	1.90
Microfilm	0	0.00	0.00	0.00	0.00	0.36	1.92	2.57	0.63	0.72	0.09	0.48	1.52	0.36	0.14
Multimedia	14	11.17	14.11	13.60	9.23	14.49	17.79	14.86	17.25	23.87	11.11	16.95	11.40	12.81	12.01
Reference	0	0.72	0.07	0.00	0.53	5.36	9.48	9.58	10.71	6.19	2.37	2.97	6.14	6.33	2.52
Other	9	11.83	12.73	14.92	10.73	4.95	6.62	4.68	5.54	5.41	5.61	11.56	6.19	8.51	10.31

## 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 11 – 17, 2016. An 89 % completion rate was reached this year. The quantity distributed and completed per branch is seen in the following chart.



2016 Survey Distribution						
Branch	North Hall	Blackshear Place	Murrayville	Spout Springs	Gainesville	System
Distributed	169	106	152	182	397	1006
Returned	100	91	148	169	303	811
% Response	59.2	85.8	97.4	92.9	76.3	80.6

Items Accessed by Category Success Rate by % Materials Availability Survey FY16															
Successful %	Murrayville					Spout Springs					Gainesville				
	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
Find books	56	85	82	69	55	83	61	64	76	46	72	80	82	65	53
Find authors/subject	55	88	90	71	58	87	75	92	78	50	88	80	79	69	50
Browsing shelves	83	89	76	72	62	82	71	82	80	38	78	87	71	74	78
Internet	27	36	32	40	20	20	20	22	19	15	38	24	32	31	52
Copier	3.6	11	18	19	5.4	6.3	5	9	6	3	13	7	11	8	13
Program	0.6	5	4	5	9	2.7	3	4	11	14	2.3	3	3	5	6
Other	12	21	17	13	14	15	15	12	22	26	12	11	14	3	25
Successful %	NHTC					Blackshear					System				
	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
Find books		81	100	80	15	96	81	100	76	37	76.75	77.6	85.6	73.2	41.2
Find authors/subject		100	87	83	10	89	93	90	77	36	79.75	87.2	87.6	75.6	40.8
Browsing shelves		80	85	76	22	80	72	81	74	31	80.75	79.8	79	75.2	46.2
Internet		50	39	46	34	25	24	28	37	26	27.5	30.8	30.6	34.6	29.4
Copier		21	13	21	10	11	6	8	9	5	8.475	10	11.8	12.6	7.28
Program		19	6	15	6	6.3	19	3	5	3	2.975	9.8	4	8.2	7.6
Other		28	20	17	28	20	12	13	17	26	14.75	17.4	15.2	14.4	23.8

## 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 76% satisfied with our book selection. 70% of users felt that it was easy to locate what they wanted, and 84% stated that

the staff overall were very helpful. Use of computers ranked at 29% in reasons for coming to the library, and 35% 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 % - 2016</b>							
	<b>BPL</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	93%	48%	88%	67%	55%		70%
Mostly Satisfied	4%	41%	6%	20%	20%		18%
Selection Needs Improvement	1%	3%	6%	8%	18%		7%
N/A	0%	0%	0%	5%	0%		1%
<b>2. How easy was it to find what you needed?</b>							
Very easy	85%	92%	80%	86%	75%		84%
Slight problems	11%	8%	15%	7%	18%		12%
Difficult	4%	0%	3%	4%	4%		3%
N/A	0%	0%	0%	0%	3%		1%
<b>3. How helpful was your library staff?</b>							
Very helpful	93%	94%	97%	88%	87%		92%
Mostly helpful	4%	2%	1%	7%	10%		5%
Needs Improvement	1%	0%	0%	0%	1%		0%
N/A	0%	0%	0%	0%	0%		0%
<b>4. How often do you visit the library or call for more information?</b>							
Weekly	32%	41%	31%	37%	36%		35%
Twice a month	26%	23%	43%	39%	42%		35%
Monthly	10%	10%	12%	10%	24%		13%
2 - 4 times a year	8%	2%	6%	9%	12%		7%
Yearly	2%	0%	1%	1%	4%		2%
<b>5. What other activity did your trip to the library include?</b>							
Internet	26%	34%	20%	15%	52%		29%
Copier	5%	10%	5%	3%	13%		7%
Program	3%	6%	8%	15%	6%		8%
Other	26%	28%	14%	26%	25%		24%

## 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 2016				
Fiscal Year	7 Days	14 Days	30 days	More than 30 days*
2016	42%	34%	19%	4%
2015	45%	27%	24%	4%
2014	47%	27%	22%	4%
2013	50%	31%	16%	3%
2012	42%	31%	27%	0%

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

2016 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

As Fiscal Year 2016 comes to a close we are optimistic that we are on the road to recovery and that we will be able to begin to return to a level of service that our community deserves. The Public Library is an institution that has no agenda other than to provide information, service and assistance to our users. We seek to encourage those individuals who are unaware of what we have to offer to find their way through our doors and be amazed at what we do on a daily basis for all who enter.