



February 2016

3D Printing

In July 2015 the Library District added 3D printing service to our Old Town Library. It has been an adventure in learning for both staff and customers. The 3D printer, housed on the 2nd floor public area, has proven to be both a popular attraction and a printing service.

- Raise awareness of the 3D printing through “show-n-tell” by staff
- Provide online resources on the Library website
- Provide 3D printing service at a reasonable cost
- Partner with CreatorHub to conduct classes

In the last 5 months the Library has received 170 printing requests and completed 128 print jobs for customers.



CARDHOLDERS



1,266
New in February
154,445
Current

HOLDS PLACED



31,947
In February
68,241
Year-to-date

COMPUTER USAGE



18,448
WiFi use in February
10,183
Library computer users in February

DOOR TRAFFIC



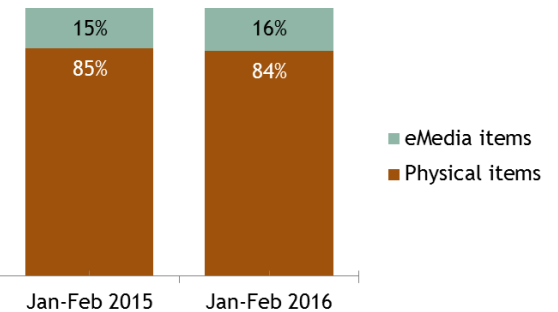
3,026
Monthly average/day
87,763
February Total

BOOKS & MATERIALS

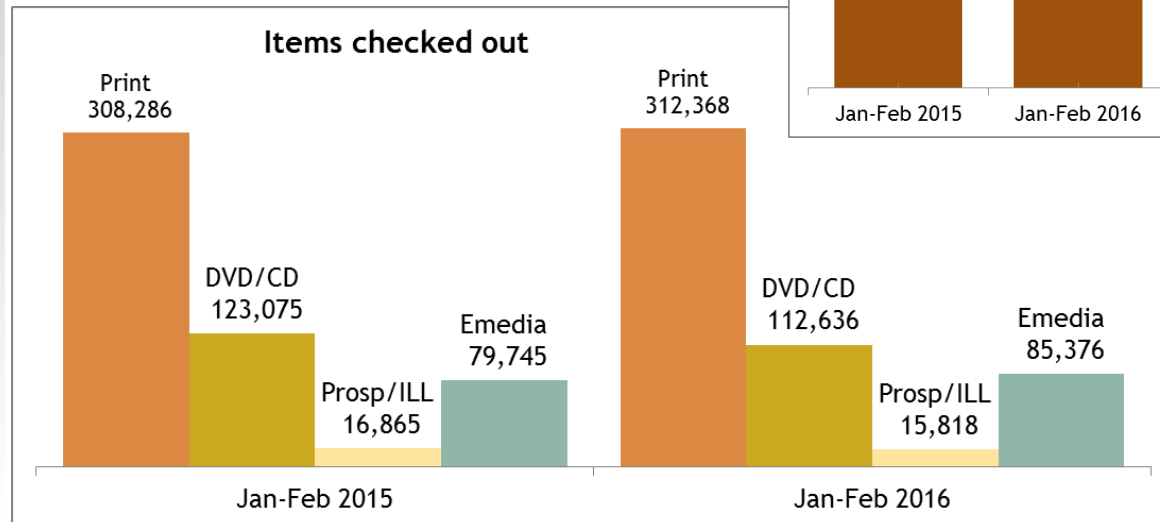
4,436
Items added in February

413,224
Current number of items in the collection

Type of checkout



Items checked out



DATABASE USAGE



48,714
In February

PROGRAMS



197
Programs held in January
4,953
People in attendance

SOCIAL MEDIA



INSTAGRAM
241 Followers

VOLUNTEERS



131 Volunteers
840 Hours
In February

New Attraction - Lynda.com

In the six months since subscribing to Lynda.com, users have viewed 2181 hours of class time and earned 333 Certificates of Completion.

Lynda contains thousands of video courses to learn technology, creative and business skills. Courses include web development, video and audio production, presentation skills, leadership management strategies, animation, photography and technology skills for teachers.

Courses can be taken on any desktop, laptop or tablet.

The three courses taken the most by card holders were *WordPress Essential Training*, *Drawing and Painting in PhotoShop* and *HTML Essential Training*.

An email blast about Lynda.com was sent out to occasional users of the library. After the email, there was a 35% jump in registration over previous weeks.

What's up in the Answer Center?

The Answer Center was created to centralize phone calls to better serve our customers. The Answer Center is open 66 hours a week and averages 100 phone calls a day. They handle 10-11% of the district's total interactions with customers. 15% of their business is handled via email and 2% is helping customers in person.

One of the most frequent customer comments is "Wow! I got a live person."

Working in the Answer Center, you need to be on your toes because 18% of the questions are informational and they never know what they may be asked.

