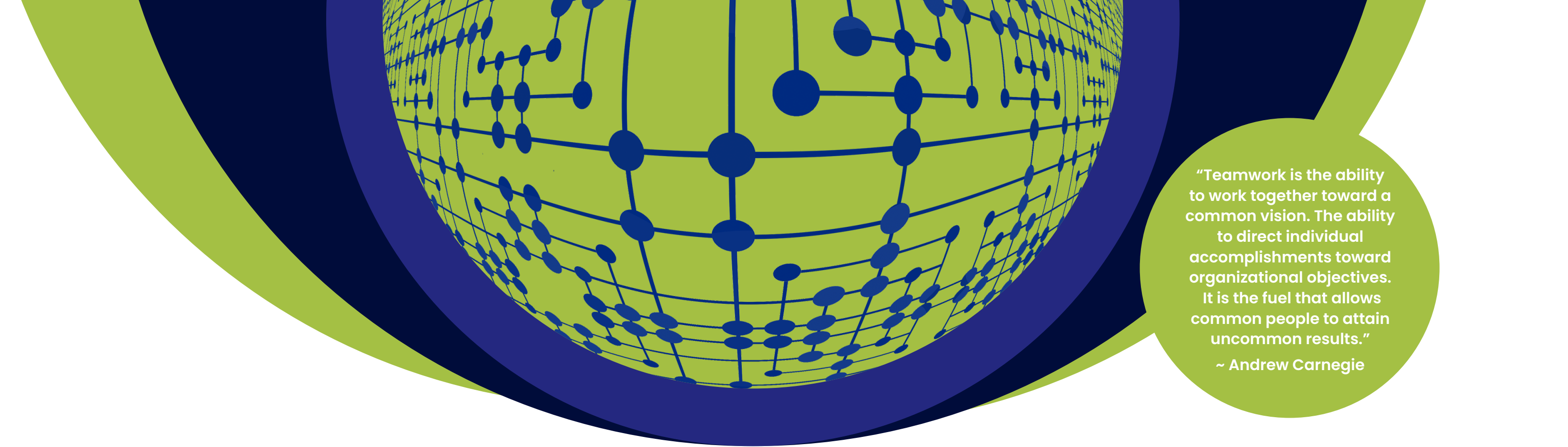




The Yavapai Library Network

ANNUAL REPORT FY2019-2020



“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.”
 ~ Andrew Carnegie

ABOUT THE YLN

DEDICATED TO SERVICE

Technological progress becomes even more exciting when it enters into the service of the social idea which demands that not only a small elite but humanity at large should profit by it.
 ~ Rudolf Christoph Eucken

The Yavapai Library Network (YLN) has been serving the libraries and residents of Yavapai County since it was first established in 1985. The YLN’s longstanding traditions of working together, providing an unprecedented level of library service in a rural area, and leveraging the resources of the membership to increase efficiencies are still the foundation of today’s YLN.

The YLN is a consortium of libraries that have come together to elevate services and reduce costs by working together, while at the same time valuing a high level of independence and autonomy for each YLN member. The YLN continues to successfully maintain this balance.

MEMBERSHIP MEANS...

The YLN provides three basic service areas to the membership: Collections Access, Shared Technology & Resources, and Collaboration.

COLLECTIONS ACCESS

Member libraries share their physical and virtual materials with each other. Physical materials are transported all over the county via courier. They are delivered to our central location, sorted, and sent out to the receiving libraries. In this way, a patron in Ash Fork can request a book or DVD from any other member library and expect to receive it within a week.

SHARED TECHNOLOGY & RESOURCES

Today’s libraries need knowledge of and access to the latest technology. By sharing the costs of technology and technical staff, the YLN is able to purchase and maintain a robust online public access catalog and have the experienced staff and training available in order to use it effectively. Most members would not be able to fund these resources independently.

COLLABORATION

Members of the YLN benefit from access to user groups for professional development in areas of circulation, cataloging, youth services, e-materials and more. These groups encourage collaboration, professional fellowship, and high standards.

LETTER FROM THE YLN MANAGER

"We don't grow when things are easy. We grow when we face challenges." ~ Anonymous

I began this year concentrating on a workplan that included making operational changes, developing training materials, and applying for grants. By March, however, we were faced with challenges unlike any of us had ever experienced before. With Arizona Governor Ducey's Executive Order, "Stay home, Stay healthy, Stay connected," libraries were forced to alter their services, or even close temporarily. Most of the YLN staff began working from home and we had to quickly adapt to communicating and conducting business virtually. We immediately increased our

digital collections to accommodate our patrons who were now staying home. Even though most of our member libraries' buildings were closed, our digital libraries were open and available 24/7 with access to e-books, e-audiobooks, and e-magazines. The ability to meet virtually and share our stories and experiences was instrumental in developing the procedures we shared for curbside delivery, limited library access and the quarantining of items. We worked together to provide the best services possible to our individual communities, while keeping staff and the

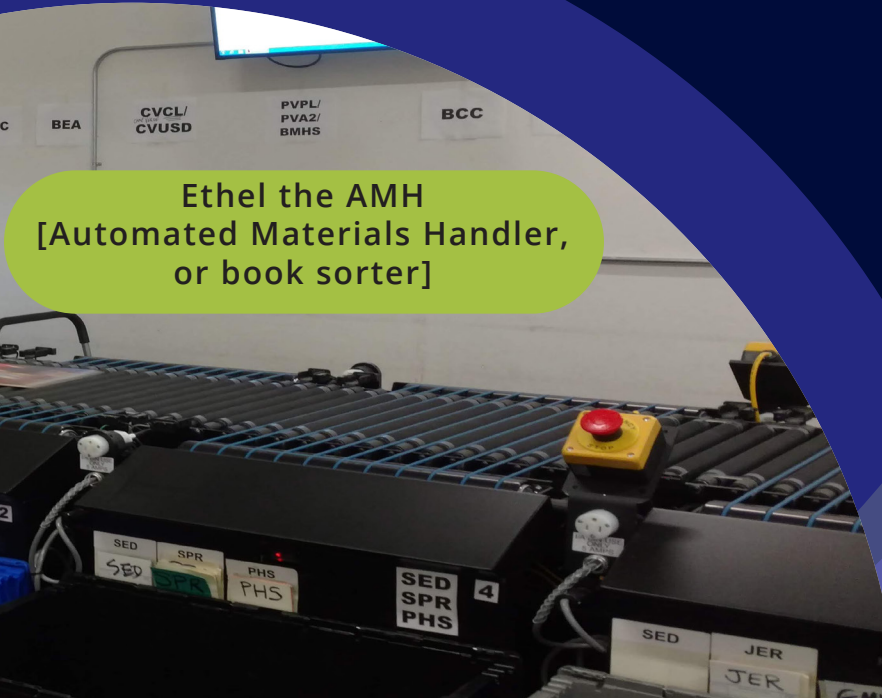


Valerie Burns

Network Manager

public as safe as possible, based on limited and evolving knowledge. Making the necessary changes to the shared computer system was challenging, as we had never been through a scenario quite like this one. The YLN staff excelled at keeping the Network running smoothly, as member libraries transitioned through different degrees of opening, transiting materials, and filling holds. Our transit drivers and sorters kept materials flowing safely across the county. I look back at what we were able to accomplish together and feel honored to be a part of the Yavapai Library Network. As the pandemic has not yet ended, we are continuing to work effectively and flexibly to provide the best services for our communities in this ever-changing environment.

Valerie Burns
Yavapai Library Network Manager



Ethel the AMH
[Automated Materials Handler, or book sorter]



THE YLN RESPONDS TO COVID-19

In response to the COVID-19 pandemic, the Yavapai Library Network members quickly made several operational changes. These included, but weren't limited to the following:

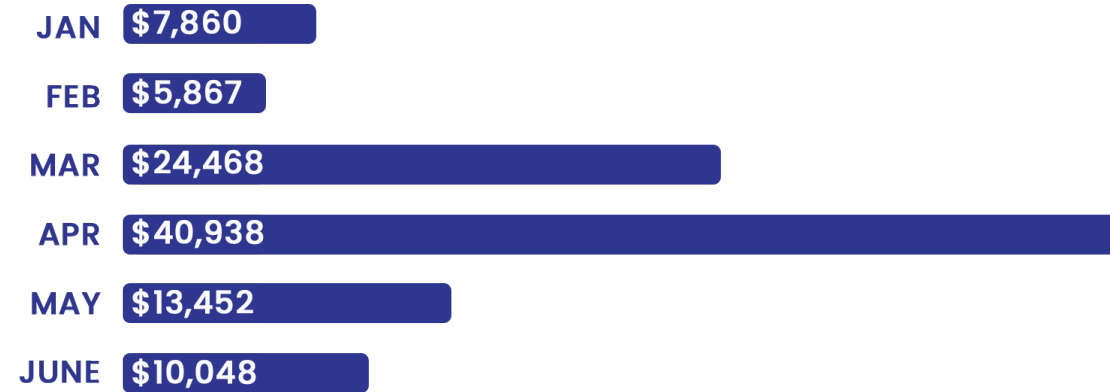
- The Executive Committee released \$50,000 in funds for purchase of eBooks and eAudiobooks.
- The number of holds a patron could place on e-materials was doubled to accommodate the demand.
- Return dates for physical items were extended from 2 or 3 weeks to 2 months.
- The libraries increased their wi-fi strength and range to accommodate patrons accessing services from the parking lot.
- All fines were waived until operations stabilized.

Above: The curbside pickup line at Prescott Public Library in May.
Right: The Yavapai College Library staff keeps morale up during an online meeting.

THE DIGITAL LIBRARY IS OPEN 24/7

The following charts show the result of purchasing additional e-materials with the funds released by the YLN Executive Committee in March 2020. Because e-materials are available within hours of purchasing, the increase in the number of checkouts was reflected in circulation numbers immediately.

DOLLARS SPENT



NUMBER OF ITEMS PURCHASED



OVERDRIVE CHECKOUTS



COMMUNITY & COLLABORATION

USER GROUPS

- Cataloging
- Circulation
- E-materials
- Executive Committee
- Public Services
- Steering Committee
- Technology
- Youth Services

YLN MEMBERSHIP

TOTAL:

42 Libraries

- Public Libraries **21**
- K-12 Libraries **13**
- Multi-Use Libraries **2**
- Academic Libraries **4**
- Special Libraries **2**
- Special Collections* **6**



* Special Collections not included in total.



BENEFITS OF MEMBERSHIP

*"Individually, we are one drop. Together, we are an ocean."
~ Ryunosuke Satoro*

BENEFITS TO MEMBER LIBRARIES

- Enterprise Online Catalog
- 24/7/365 Tech Support
- Data Backup & Recovery
- Cataloging Services
- Subscription Database Authentication
- Library Best Practices Training
- Conversion Services
- Professional Mentorship
- Software Training
- Mobile App
- User Group Meetings
- SirsiDynix Symphony ILS
- RFID Tagging of All Items
- Authority Update Services
- AR & Lexile Level Updates
- Automated Student Uploads
- Library Card Printing
- Purchasing Power

BENEFITS TO PATRONS

- Shared catalog means over a million items available for *all* Yavapai County patrons
- Kids' Catalog
- Digital Library [Overdrive, RBdigital, Ebook Central]
 - E-books
 - Downloadable Audiobooks
 - Digital Magazines
- Online Learning Resources
 - ◊ Academic Research Resources for All Ages & Topics
 - ▣ History
 - ▣ Science
 - ▣ Social Studies
 - ▣ Current Events
 - ▣ General Reference
 - ◊ Mango Language Learning
 - ◊ Book Review [Novelist, Gale]
 - ◊ Genealogy Services [Ancestry]
 - ◊ Legal Forms
 - ◊ Universal Class [Online Courses on Everything]
 - ◊ Chilton Automotive Library
 - ◊ Business Resources and Statistics

MUCH OF 2020'S SUMMER READING TOOK PLACE ONLINE.

Using apps like ReadSquared and making their own videos, library staff helped patrons of all ages track their reading, do educational activities, and have as much fun as possible while everyone was in quarantine.

Above: Chino Valley Public Library staffers promote their summer reading program.
Right: A Cottonwood youngster enjoys a virtual story time.



VALUE



Several indicators generally determine library utilization. Among these are the number of circulations, renewals, holds, and the number of items transferred between libraries (transits).

HOLDS PLACED

457,505

HOLDS FILLED

380,738

Library users place a hold when an item is available at another library, or if there is a waiting list for a popular title. This is called an active hold. Holds that result in the item being checked out are called "filled" holds. Holds that make it to the hold shelf but are not picked up within eight days are expired holds. Patrons may also cancel holds before the item becomes available.

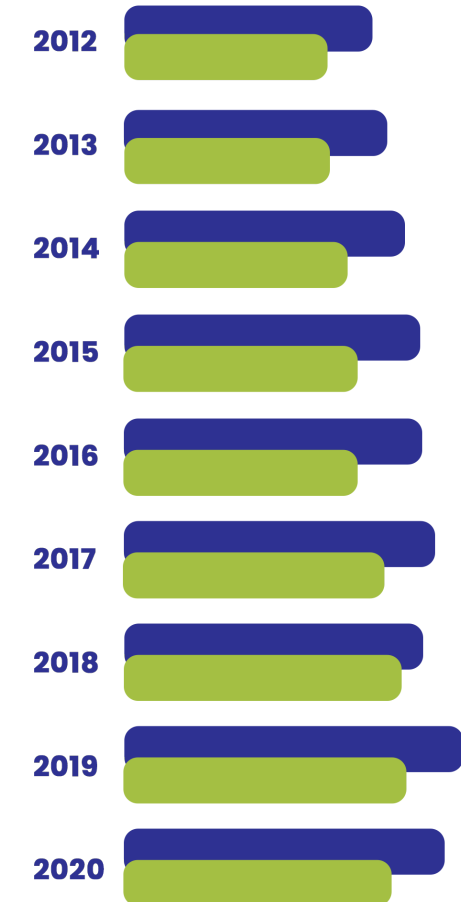
TRANSITS

282,475

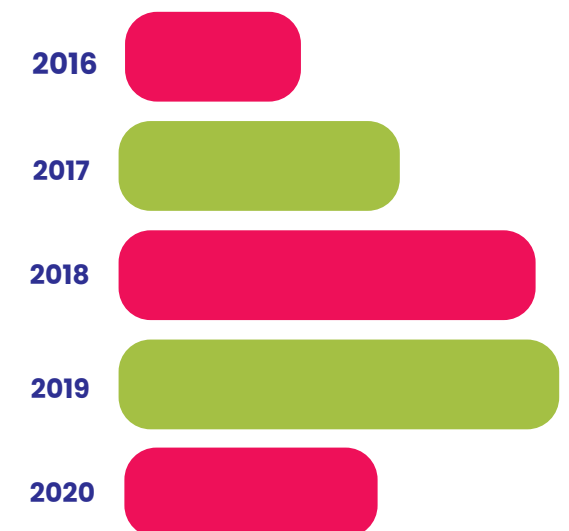
Members of the YLN all agree to share their items with all other YLN members free of charge. A transit system was developed to transport items to the requesting libraries through a central sorting facility based in Prescott.



HOLDS PLACED & HOLDS FILLED TREND



TRANSIT TREND



CIRCULATION







TOTAL CIRC 1,861,001

Circulation, as a statistic, includes the first time an item is checked out as well as subsequent renewals. The bar graph to the right shows the circulation trends for electronic items.

The total circulation, broken down by item category, also shows how library users access a wide variety of mediums. Half of overall circulation was in the form of physical books, including large print, braille, paperback, boardbook, hard cover, etc. Videos were also popular, spanning a variety of formats ranging from 4K UHD, Blu-Ray, 3D Blu-Ray, to DVD. E-materials (Overdrive e-books and digital audiobooks) were the third most popular after videos. Standard audiobooks include books-on-tape, books-on-CD, Playaways, and audiobooks in MP3 format. The YLN membership does its best to embrace new formats and mediums as they arise and makes new technology like mobile hot spots available for patrons to take home.

PHYSICAL CIRCULATION

Circulation numbers significantly decreased this year due to pandemic-related library closures.

BOOKS	940,643		17%
VIDEOS	579,362		21%
AUDIOBOOKS	57,319		25%
MUSIC	29,262		31%
MAGAZINES	10,654		25%
GAMES	6,368		113%

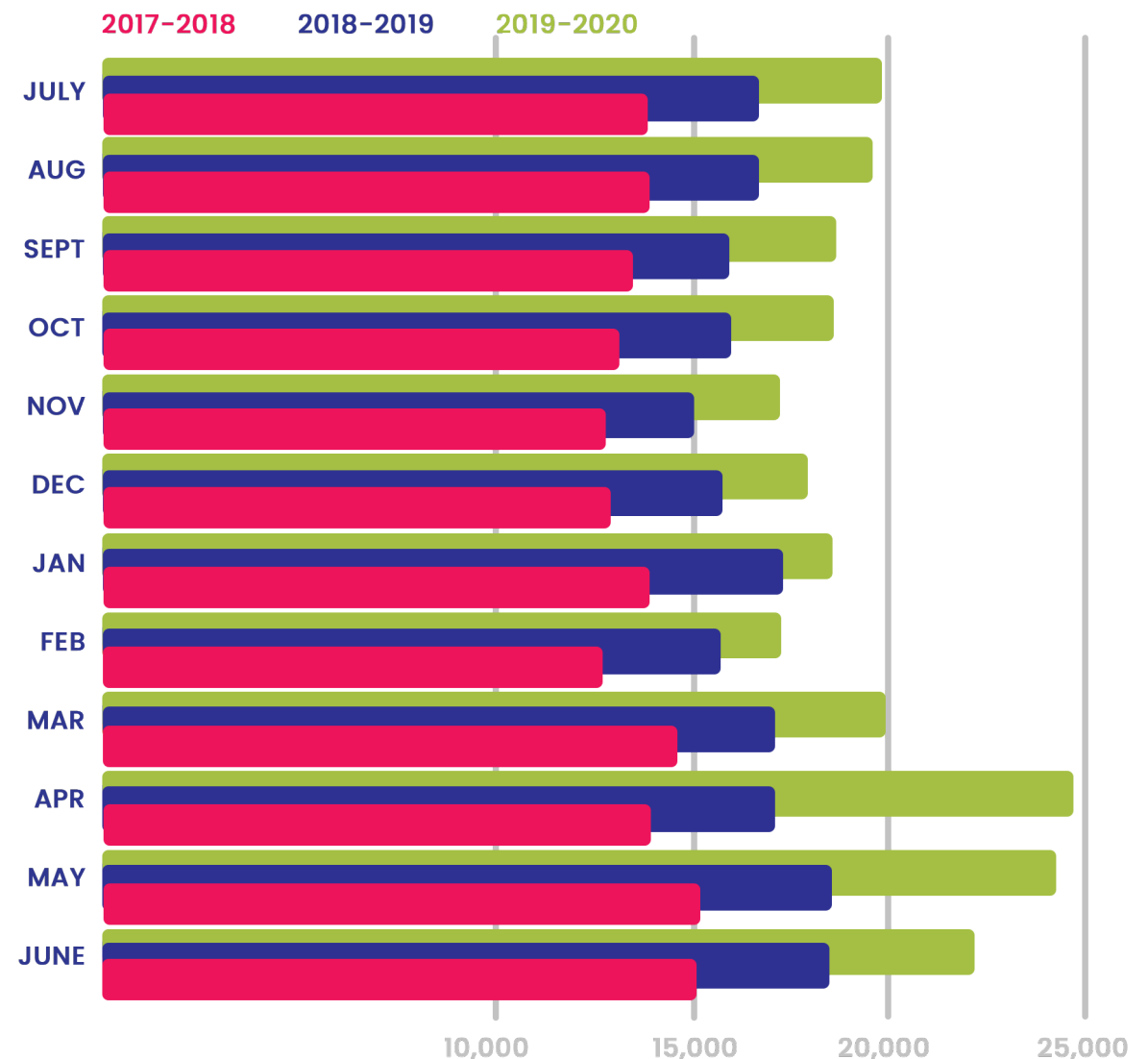
DIGITAL LIBRARY USAGE

As shown in the graph below, the number of digital title downloads has continued to grow each year. Patrons are discovering the many benefits of e-books including instant access, portability, and adjustable font size. Digital audiobooks and magazines are just as easy, convenient to use, and popular.

In spring 2020, during early pandemic lockdown, e-material usage surged county-wide. In Yavapai County alone, there was a 45% increase in downloads for the month of April as compared to the year before and a 77% increase over April 2018.

E-MATERIALS 237,235  **19%**

OVERDRIVE CHECKOUTS





Clockwise from top left: Cammie enjoys helping her mom, Courtney process books at home for Yavapai College Library. Chino Valley Summer Reading Program tells many tales with the help of staffers like Rebecca Laurence, host of weekly virtual storytimes since April. Adela Martinez, Cottonwood's Early Literacy Library specialist reads a book for the "Librarians on Location" program, showing that everyone loves a good story. Chloe the cat keeps the new books warm for Yavapai College Library.

BUDGET & ASSESSMENT

BUDGET

The current level of funding budgeted for YLN operations is \$604,449. This amount includes staffing, maintenance, subscription fees, fees associated with the sorting facility, and all other expenses. The amount allocated for the YLN budget is fully funded by the Yavapai County Free Library District (YCFLD). The total budgeted amount increased slightly from FY18-19's total of \$598,550.

A capital fund was established to ensure that YLN members enjoy leading edge technology. The membership is billed \$175,000 annually to help support this fund.

The capital fund rolls over from year to year ensuring funds are available for a large capital expenditure related to technology. Replenishing the capital fund is the only fee that membership is currently charged on an annual basis. As of June 30, 2020, this fund's balance was \$789,133. Each library's portion of this bill is determined by an assessment formula, which is detailed in the next section.

YLN BUDGET BREAKOUT

Total Budget \$604,449

Wages & Benefits \$350,817

Dues, Memberships, & Subscriptions \$87,448

Software & Hardware \$55,766

Building & Land Rental \$54,729

E-Materials [OverDrive, Ebook Central] \$29,810

Communication \$20,714

Supplies \$4,065

Mileage \$650

Printing \$450

ASSESSMENT FORMULA

The assessment formula consists of several functional areas that work to make sure each library pays its fair share of capital costs. These areas are detailed below.

Functional Area:

Core Access (25%)

A base amount is assessed that is the same for every library. This ensures the larger libraries are not unfairly subsidizing the smaller libraries. This functional area covers basic access to the Integrated Library System.

Functional Area:

Transits (25%)

A major expense of the YLN is the cost of transporting materials from library to library. The formula's transit fee is based on the number of items borrowed by each library, not the number of items loaned.

Functional Area:

Staff (20%)

The number of people accessing the integrated library system also places a burden on resources. This billing amount is determined by the number of paid staff, volunteers, and student workers performing staff functions in this system.

Functional Area:

Circulation/Holds (20%)

Library user activity also contributes considerably to system use. The biggest portion of library user activity is circulation, with the second largest portion consisting of holds. Libraries that circulate more items to their patrons pay a higher percentage of this functional area.

Functional Area:

Items/Library Users (10%)

The final functional area deals with maintaining and storing data. The number of items and the number of library users all take up space on the system. Storage space is inexpensive, which is why this functional area is the smallest percentage.

The configuration of these functional areas ensures that no single library pays more or less than its fair share. The amount billed to each member is on the next page.

**YLN
Capital Reserve
funding
available for
technology

\$789,133**

CAPITAL RESERVE FUND FEES

Member	Locations	%	FY19-20	FY 18-19	Difference
Camp Verde Community Library	1	3.75	\$6,569.65	\$6,407.38	\$162.27
Camp Verde Unified School District	1	1.35	2,364.89	\$2,506.42	141.53
Chino Valley Public Library	1	4.20	7,344.27	\$7,713.40	369.13
Chino Valley Unified School District	1	0.99	1,725.32	\$1,670.23	55.09
Cottonwood Public Library	1	7.58	13,272.86	\$13,453.45	180.59
Embry-Riddle Aeronautical University	1	2.46	4,313.04	4,391.12	78.08
Humboldt Unified School District	1	1.14	2,000.63	2,054.60	53.97
Jerome Public Library	1	1.20	2,095.79	2,041.04	54.75
Mayer Unified School District	1	0.60	1,392.38	1,290.36	102.02
Mingus Union High School	1	0.88	1,545.03	1,611.96	66.93
The Orme School of Arizona	1	0.71	1,247.30	1,281.83	34.53
Prescott College	1	1.59	2,775.78	2,768.41	7.37
Prescott Public Library	1	17.45	30,534.83	31,348.68	813.85
Prescott Unified School District	6	5.41	9,463.98	10,422.93	958.95
Prescott Valley Public Library	1	13.73	24,020.58	23,156.84	863.74
Sedona Public Library	2	9.94	17,390.19	17,929.14	538.95
Sharlot Hall Museum	1	0.79	1,387.93	1,700.57	312.64
Tri-City Prep High School	1	0.75	1,313.51	1,383.52	70.01
Yavapai College	2	4.51	7,884.31	7,823.59	60.72
Yavapai County Free Library District	15	20.03	35,054.97	34,044.51	1,010.46
Yavapai County Law Library	1	0.74	1,302.76	0	1,302.76
Total	42	100%	\$175,000.00	\$175,000.00	



YLN STAFF

“What do we live for if not to make life less difficult for each other?” ~ George Eliot

Behind the scenes at the Yavapai Library Network, dedicated staff work to serve our members and our community by maintaining the shared technology, cataloging new materials, sorting materials, and delivering them to the far reaching corners of Yavapai County. We employ IT professionals, a library cataloger, drivers, and sorters to make it all work. We ensure the library catalog works properly for member libraries and the public. We update and back up the data on schedule. As member libraries purchase new materials, they have the option of using our professional cataloging service. Items requested by member library patrons flow through our central warehouse to the patron’s library, often getting to them in 2-3 days.

Above: YLN Manager Valerie Burns identifies a piece of equipment to be replaced in the server room.



Valerie Burns
Network Manager

V

Valerie has been with Yavapai County on and off since 1992 working in several departments but always in an IT capacity. She received her undergraduate degree from the University of Michigan in Computer Science, and is currently working on her Master’s Degree in Library Science from the University of North Carolina Greensboro. She is thrilled to be able to use her IT experience in a position that gives back to the community. She has lived in Prescott since 1991 and enjoys hiking the local trails with her husband and dog.



Sherryl Masterman
Network & Computer Systems Specialist

S

Sherryl Masterman has been with Yavapai County ITS since March 2013. She has been assigned to just about every county department at one time or another. She started supporting the Library District in April 2019. In addition to supporting the 15 YCFLD public libraries, she also supports Jerome Public Library, the Library District office, and the Yavapai Library Network. She maintains over 150 computers and laptops, several servers, other network appliances and the RFID system. She also provides support to other YLN libraries when needed. She constantly looks for ways to improve technology to provide a user friendly environment for library staff and patrons



Chanel Wheeler
Systems Librarian

C

Chanel Wheeler has been with the Network for almost ten years, supporting the integrated library system and catalog, and various Linux servers. She has an MA in Library Science from the University of Arizona, and is now currently pursuing a Post-Masters Certificate in Data Science from San Jose State University. She is a crazy cat lady with only two cats: Apollo and Dorian.



Karen Straube
Network Cataloger

K

Karen Straube first experimented with cataloging at the age of 9, when she came up with a cataloging scheme for her personal library. As an undergraduate student worker at Cline Library [NAU], she learned the proper way to catalog! After getting her MLS in 1996, she worked in both public and academic libraries overseeing the Technical Services departments and serving as system administrator. Seeking dryer weather, she moved to Arizona and started at YLN in December 2019. Her two beagles love the desert and no longer refuse to go outside for fear of getting their feet wet. In her spare time, Karen self-publishes novels and word search books.

YLN DIRECTORY 2019-2020

Abia Judd Elementary School Library*
1749 Williamson Valley Rd
Prescott, AZ 86305
P: 928-717-3263 x133

Arizona Archaeological Society Collection Yavapai Chapter**
P: 928-567-0066

Ash Fork Public Library
450 West Lewis Avenue
Ash Fork, AZ 86320
P: 928-637-2442

Bagdad Public Library
700 Palo Verde #C
Bagdad, AZ 86321
P: 928-633-2325

Beaver Creek Public/School Library
4810 E. Beaver Creek Rd
Rimrock, AZ 86335
P: 928-567-4034

Black Canyon City Community Library
34701 S Old Black Canyon Hwy
Black Canyon City, AZ 85324
P: 623-374-5866

Bradshaw Mountain High School Library
6000 East Long Look Dr
Prescott Valley, AZ 86314
P: 928-759-4128

Camp Verde Community Library
130 Black Bridge Rd
Camp Verde, AZ 86322
P: 928-554-8380

Camp Verde Unified School District Library*
410 Camp Lincoln Rd
Camp Verde, AZ 86322
P: 928-567-8027

Chino Valley High School Library*
760 East Center St
Chino Valley, AZ 86323
P: 928-636-2298 x211

Chino Valley Public Library
PO Box 1188
1020 West Palomino Rd
Chino Valley, AZ 86323
P: 928-636-2687

Clark Memorial Library
39 N Ninth St
Clarkdale, AZ 86324
P: 928-634-5423

Congress Public Library
26750 Santa Fe Rd
Congress, AZ 85332
P: 928-427-3945

Cordes Lakes Public Library
15989 S Cordes Lakes Dr
Cordes Lakes, AZ 86333
P: 928-632-5492

Cottonwood Public Library
100 South 6th St
Cottonwood, AZ 86326
P: 928-634-7559

Crown King Public Library
23550 Towers Mountain Rd
Crown King, AZ 86343
P: 928-632-5986

Dewey-Humboldt Town Library
2735 S Corral St
Humboldt, AZ 86329
P: 928-632-5049

Ecosa Institute**
212 W. Gurley St
Prescott, AZ 86303
P: 928-541-1002

Embry-Riddle Aeronautical University Library
3700 Willow Creek Rd
Prescott, AZ 86301
P: 928-777-3811

Granite Mountain Middle School Library*
1800 Williamson Valley Rd
Prescott, AZ 86305
P: 928-717-3253 x211

Highlands Center for Natural History***
1375 S Walker Rd
Prescott, AZ 86303
P: 928-776-9550

Jerome Public Library
Drawer I
600 Clark St - Old Clark St School
Jerome, AZ 86331
P: 928-639-0574

Lincoln Elementary School Library*
201 Park Avenue
Prescott, AZ 86303
P: 928-717-3249 x111

Mayer Elementary School Library*
125688 East Main St
Mayer, AZ 86333
P: 928-642-1101

Mayer Public Library
10004 Wicks Avenue
Mayer, AZ 86333
P: 928-632-7370

Mingus Union High School Library*
1801 East Fir St
Cottonwood, AZ 86326
P: 928-634-7531

The Museum of Indigenous People Research Library
PO Box 10224
147 North Arizona Avenue
Prescott, AZ 86304
P: 928-445-1230

The Orme School of Arizona Library*
HC 63 Box 3040,
Mayer, AZ 86333
1000 E Orme School Rd
Orme, AZ 86333
P: 928-632-1578

Paulden Public Library
16 W. Big Chino Rd
Paulden, AZ 86334
P: 928-636-1202

The Phippen Museum Library
4701 Highway 89 North
Prescott, AZ 86301
P: 928-778-1385

Prescott College Library***
220 Grove Avenue
Prescott, AZ 86301
P: 928-350-1300

Prescott High School Library*
1050 N Ruth St
Prescott, AZ 86301
P: 928-445-2322 x133

Prescott Mile High Middle School Library*
300 South Granite St
Prescott, AZ 86303
P: 928-717-3241 x422
F: 928-717-3298

Prescott Public Library
215 E Goodwin St
Prescott, AZ 86303
P: 928-777-1500

Prescott Valley Public Library
7401 East Skoog Boulevard
Prescott Valley, AZ 86314
P: 928-759-3040

Sedona Public Library
3250 White Bear Rd
Sedona, AZ 86336
P: 928-282-7714

Seligman Public Library
54170 N Floyd St
Seligman, AZ 86337
P: 928-422-3633

Sharlot Hall Museum Library & Archives
115 S McCormick St
Prescott, AZ 86301
P: 928-445-3122

Spring Valley Library
17320 East Mule Deer Dr
Mayer, AZ 86333
P: 928-717-8118

Taylor Hicks Elementary School Library*
1845 Campbell Avenue
Prescott, AZ 86301
P: 928-717-3276

Tri-City College Prep High School Library*
5522 Side Rd
Prescott, AZ 86301
P: 928-777-0403 x404

Verde Valley Archaeology Center****
385 South Main St
Camp Verde, AZ 86322
P: 928-567-0066

The Village of Oak Creek Library
Bell Rock Plaza, Suite 51A
Sedona, AZ 86351
P: 928-284-1603
F: 928-284-1679

Wilhoit Public Library
9325 Donegal Dr, Suite B
Wilhoit, AZ 86332
P: 928-442-3611

Yarnell Public Library
22278 South Highway 89
Yarnell, AZ 85362
P: 928-427-3191

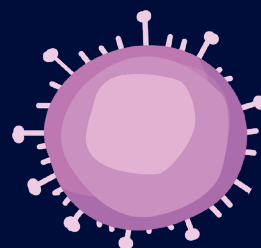
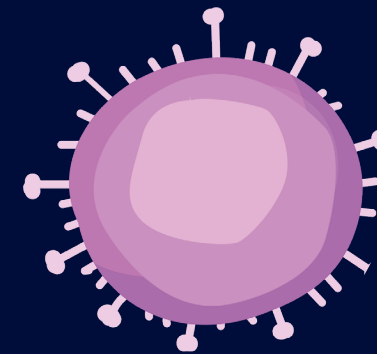
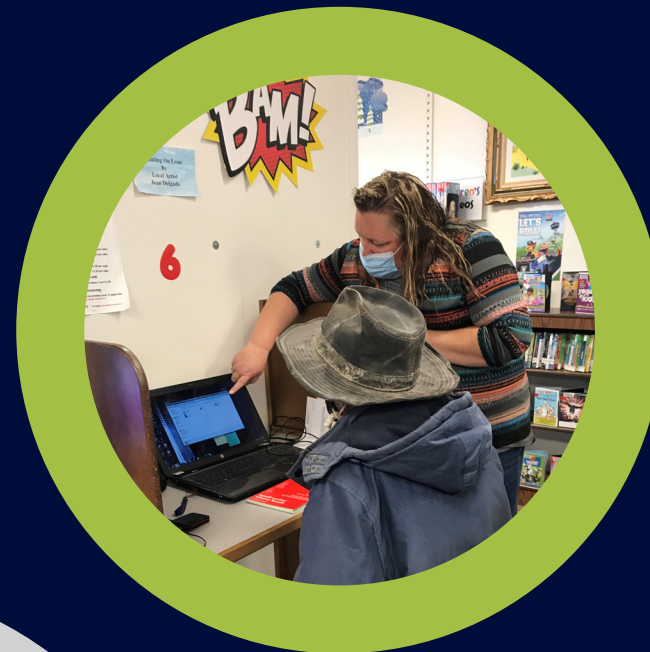
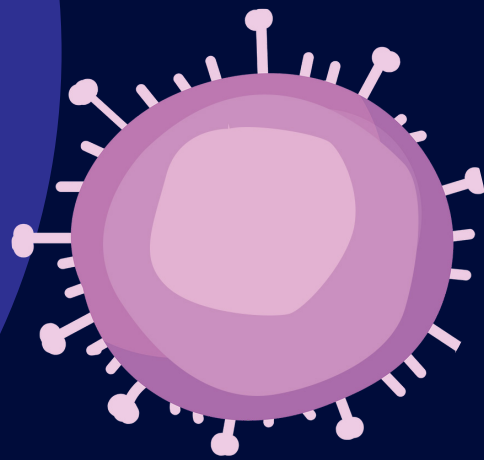
Yavapai College Library - Prescott Campus***
1100 East Sheldon St #6903
Prescott, AZ 86301
P: 928-776-2260

Yavapai College Library - Verde Campus***
601 Black Hills Dr #6951
Clarkdale, AZ 86324
P: 928-634-6541

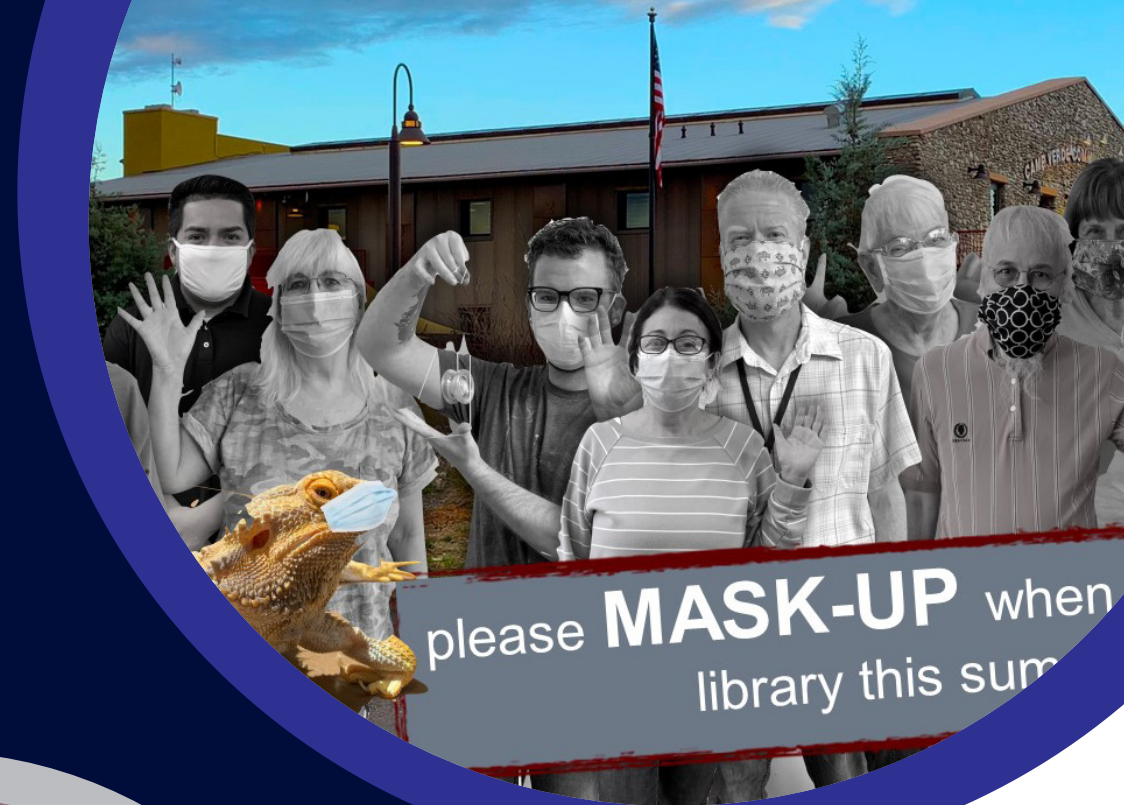
Yavapai County Free Library District Offices
1971 Commerce Center Circle, Suite D
Prescott, AZ 86301
P: 928-771-3191

Yavapai County Law Library
120 South Cortez St,
Room 112
Prescott, AZ 86303
P: 928-771-3309

* This K-12 school library is not open to the general public
** Library visit is by appointment only
*** Check website for hours and services offered
**** Non-circulating historical materials available on-site



Clockwise from top left: David Burns, YLN Transit Driver makes a pre-dawn delivery. Bagdad Public Library Coordinator Trina Keil helps a patron with the computer. Cottonwood Public Library organized a virtual Music in the Stacks program, featuring Mariachi Lucero. Camp Verde Community Library's Teen Librarian Zack Garcia and Jen Mabery from Yavapai County Health Services hand out goodie bags to teen patrons. Yavapai College's Courtney Comstock processes interlibrary loans after winter break.



Clockwise from top left: Students at Mayer Public Library use 3-D printer pens in the Fab Lab STEAM program. Camp Verde Community Library staff demonstrate good COVID-19 procedure. Cottonwood Library held a virtual craft Rock Painting class in August. Jan Marc Quisumbing Cottonwood's Teen Library Specialist shows how Comicon is done. Chino Valley Public Library's therapy animal presentation in the park featured Sparky, the mini horse and his human.



Yavapai Library Network

This report was prepared by

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Kelly Roberge

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 www.yln.info

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