

Farmington Community Library Annual Report FY 2010–2011



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Serving the Communities of Farmington and Farmington Hills, MI

Introduction



Tina Theeke,
Library Director

Even as our Library struggles to cope with declining revenues due to the decrease in property values, the use of our services, collections and programs continues to be high. The credit for this success belongs to our employees , who work hard to provide the superior service that our patrons value and deserve.

Currently 105 people at our two Branches work together to accomplish our long-term goals and to demonstrate our commitment to excellence as defined in our *Public Service Values* and our *Quality Policy- To be the best!*

The Library is continually evolving in the ways we serve our community. We invite you to tell us how well we are doing, and how we can improve. Thank you for your continued support of the Farmington Community Library!

How Our Community Used the Library From July 1, 2010–June 30, 2011:

- 717,282 visits were made to our two locations. That's an average of 8 visits *per capita*
- 1,387,735 items were checked out (982,035 at the Main Library and 405,700 at the Farmington Branch). Adult materials were 61% of the total, Children's represented 39%. Books account for 62% of the overall Library circulation; AV materials (DVDs, CDs, and MP3s) represent 38% of the items checked out.
- 205,495 reference questions posed by users and submitted in person, by phone, email or live chat via our Web site were answered by Library staff.
- 1,958,565 visits were made to our Web site during the past Fiscal Year.
- 15,734 persons attended 487 events in the Library's Meeting Rooms.
- 38,475 persons attended 1,541 Library programs.