This past year, the opportunities for library guests to engage in new spaces, check out expanded collections and enjoy culturally rich programs were endless. The energy in the Library was awe-inspiring!

A lot of time was spent connecting with residents to gain feedback on how to move forward and improve our services, collections, programs and resources, in order to develop a new strategic plan for 2019-2022. Over 600 residents participated in surveys and focus groups. Because of community support, the Library Board and Staff have a wonderful set of goals to guide the Novi Library over the next 3 years. Though just a guideline, the plan allows for flexibility to continue to hear the ideas and suggestions that come daily from our residents.

In the spring of 2019, Novi Library was awarded EXCELLENT status by the Library of Michigan for completing QSAC (Quality Services Audit Checklist). We are currently one of two libraries out of over 400 public libraries to hold this recognition. We proudly thank our Novi Community for the continuous support and choosing to make library service an integral part of your daily lives.

If you have not had a chance to drop in and see all the exciting things happening at YOUR Novi Library, I welcome you to visit. The staff and I want to Inform, Inspire and Include you in all that is happening at NPL!

**GET CONNECTED**

2,568 Newsletter Subscribers
3,183 Facebook Followers
428-349-0720
novilibrary.org
763 Instagram Followers
ACCOMPLISHMENTS AND MILESTONES

- **Unveiled** Business Resource Center and kiosk (Oct)
- **Achieved** 100% proficiency of staff with new CARL system (Jan)
- **Completed** LED conversion project (Feb)
- **Presented** "Life of David Barr" by Novi Historical Commission (March)
- **Achieved** EXCELLENT status for QSAC (Library of Michigan) (March)
- **Launched** Volunteer Fair event for residents (April)
- **Improved** teen volunteer registration process and handbook (May)
- **Expanded** "Experience Culture" programs: Mexico, India, Romania, Nigeria, Poland, Puerto Rico
- **Expanded** partnerships with City of Novi, Feed the Need (Rotary), NCSD, WLCSD, Fox Run and NLA
- **Developed** a new customer service training process for staff

STATISTICS

- 937,715 items checked out
- 463,818 library cards issued in 18/19
- 22,778 # of registered library cards
- 2,105 Read Box items borrowed
- 471,596 App visits
- 294 volunteers
- 310 Raising a Reader participants
- 2,502 Summer Reading participants

TOTAL SPONSORSHIPS

- $10,050 raised in program and event sponsorships
- $2,750 in-kind donations
- $30,696 The Friends of the Library donations for programs, technology and furniture

GRANTS

- $618 Arts and Humanities Touring Grant

LIBRARY EXPENDITURES

Personnel/Benefits (64%) $1,850,347.02
Collections/Online Resources/Catalog (15%) $428,588.08
Utilities/Maintenance/Building/Grounds (11%) $323,779.89
Programming/Marketing/Training (7%) $214,233.49
Supplies/Equipment/Technology/Furniture (3%) $77,106.23

TOTAL EXPENDITURES

$2,894,054.71