The past 2 and a half years have unquestionably been the most challenging years in Novi Library and Library Board history. NPL faced closures due to flooding, closures due to COVID and state restrictions, unanticipated expenditures to add protective equipment on counters, provide masks and large amounts of disinfectant and deep cleaning, had a massive equipment failure, staffing shortages, and numerous Library Board resignations. Despite immense challenges, NPL managed to stay open to the public more hours and days than any other library in the region.

Our Board along with staff have analyzed staffing shortages and have put appropriate measures in place that will attract the most experienced candidates. We have also added some long-needed pay increases and our HR staff has introduced an extensive on-boarding process for new employees as well as retention measures.

The current Board members and staff have taken part in training opportunities, particularly in the areas of Diversity, Equity and Inclusion. The Board held a special retreat designed to foster positive relationships and team building. Another such Board retreat will be held in the spring. These on-going training opportunities have positioned the Board and staff perfectly for entering the upcoming strategic planning process with our community.

The Library Board is very diverse and a reflection of the residents in our community. Trustees are exceedingly active in this community, outside of the library and particularly dedicated to assuring Novi Library continues to excel as a focal point, not only in Novi but also in the entire region.

I am very optimistic about the future of Novi Library. We are near to being fully staffed and a number of our staff have enthusiastically accepted promotions. Managers are working directly with Director Farkas to create new initiatives that continue to INFORM, INSPIRE and INCLUDE, as our Novi Library motto states. One such creative initiative example is the new NPL @ Your Door program, launched in March 2022. This program allows Novi residents to receive library materials by mail.

The Board and staff of Novi Library are appreciative of Novi residents and their continued support and we certainly look forward to your input as we begin the process for a new Strategic Plan to shape the future of our exceptional library.

What's in your wallet? I hope it's a Novi library card, but if it isn’t, you can easily get a card. I hope to see you at the Novi Library soon.

Kathy Crawford, Library Board President
**LIBRARY USAGE**

- **252,444** library guest visits
- **23,167** program participants
- **984** Teen Space visits
- **522,683** computer logins
- **204** meeting room rentals
- **1,288** items checked out from Lakeshore Lending Library
- **154** items mailed to NPL @ Your Door users
- **490** Raising a Reader participants

**CHECKOUTS**

- **884,511** total items checked out
- **114,441** digital items checked out
- **770,070** physical items checked out
- **3,920** library cards issued 21/22
- **24,377** # of registered library cards

**SUMMER READING**

- **2,050** summer reading participants
- **887** Novi Community School District student participants
- **37,695** books read
- **1,168** activities completed

**SPONSORSHIPS, DONATIONS & GRANTS**

- **$26,074.99** the Friends of the Library donations for programs, services, and technology
- **$10,000.00** Community Financial Lakeshore Lending Library
- **$3,000.00** raised in program and event sponsorship
- **$13,292.57** general donations 268 account, grants and in-kind donations
- **$6,344.57** general donations 269 account
**DIVERSITY, EQUITY & INCLUSION**

### COLLECTIONS

25% of total collection budget dedicated to DEI materials

$196,500.00 total collection budget

*Picture Books*

collection with the most DEI related items checked out

*data from sample survey*

### PROGRAMMING

22% of total programming budget dedicated to DEI programs

$15,000.00 total programming budget

### STAFF TRAINING

$5,375.00 dedicated to staff DEI training

280 DEI training sessions completed by staff

### 2021-2022 HIGHLIGHTS

- Installed **cultural art display** system for future community showcases in October 2021
- Library Board approved a holiday closure for **Juneteenth** on December 15, 2021 and Library held first annual Juneteenth celebration on June 18, 2022
- Created **Family Resource Kits** to help families read books and discuss topics like identity & belonging, immigration & refugees, solidarity & activism, and more, in March 2022
- Improved library accessibility with new **NPL @ Your Door**, materials-by-mail service, launched March 28, 2022
- Library Board approved the continuation of the **Fine-Free Policy** through June 2023, on April 28, 2022
- Partnered with **Dear Asian Youth Novi** for cultural programs & displays in May 2022
- Performed **collection audit** in 2021-2022
- Highlighted diverse materials in **monthly book displays** in 2021 - 2022
ACCOMPLISHMENTS & MILESTONES

- **Expanded** iCube equipment, technology and accessibility with more appointment availability, iCube craft programs, new Sublimation printer, and more throughout 2021-2022
- **Advanced** outreach to all 24,000+ library cardholders using a new email marketing system called Patron Point in October 2021
- **Reopened** Teen Space and provided opportunities for teens to gather and connect with the library in October 2021
- **Connected** with residents in the North end of Novi with programs and the Lakeshore Lending Library winter promotion in December 2021-February 2022
- **Planned** special outreach events in local senior centers in December 2021-March 2022
- **Launched** the return of in-person programming with Connect with Your Library concert during National Library Week, April 3-9, 2022
- **Hosted** 12th Annual Community Read event with Neighborhood Library Association, featuring Firekeeper’s Daughter by Angeline Boulley on May 9, 2022
- **Offered** weekly community support in partnership with the Novi Community Coalition in May 2022

LOOKING FORWARD

- **Beginning** strategic planning process to outline the next 5 years of library service
- **Initiating** online library card sign up and automatic card renewal
- **Completing** annual DEI staff training
- **Applying** for Quality Services Audit Checklist (QSAC) accreditation
- **Hosting** fall Community Reads in partnership with the Novi Community School District and the Neighborhood Library Association
**Our Leadership**

- **Julie Parkas**: Library Director
- **Kathy Crawford**: President
- **Kat Dooley**: Vice President
- **Sreeny Cherukuri**: Treasurer
- **Brian Bartlett**: Secretary
- **Tara Michener**: Trustee
- **Priya Gurumurthy**: Trustee
- **Mark Sturing**: Trustee
- **Abhay Kakarla**: Student Representative
- **Rida Salim**: Student Representative
- **Julie Farkas**: Library Director

**July 2021 - June 2022 Budget**

- **Personnel/Benefits (60%)**: $1,954,704.24
- **Collections/Online Resources/Catalog (17%)**: $541,811.05
- **Utilities/Maintenance/Building/Grounds (12%)**: $399,139.63
- **Supplies/Equipment/Furniture (9%)**: $276,927.30
- **Programming/Marketing/Training/Technology (2%)**: $54,712.54

**Total Revenue**: $3,295,483.89

**Total Expenditures**: $3,227,294.76

11/15/22