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!

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**Possiblity Lives In YOUR Public Library**

**Our Community**

**Our Leadership**

President
Melissa Agosta

Vice President
Craig Messerknecht

Treasurer
Geoffrey Wood

Secretary
Kat Dooley

Trustee
Tara Michener

Trustee
William Lawler

Trustee
Torry Yu

Student Rep.
Tarun Tangirala

Student Rep.
Mahek Nasser

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**Our Mission**

Novi Public Library provides the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community.
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

- **857,854** items checked out
- **488,788** library cards issued in 18/19
- **4,328** Library guest visits
- **22,778** # of registered library cards
- **1,426** meeting room rentals
- **471,596** meeting room guests
- **753** Read Box items borrowed
- **4,854** Teen Space visits
- **17,195** App visits
- **294** Raising a Reader participants
- **310** computer logins
- **75,595** program participants
- **2,502** library cards issued in 18/19
- **753** Meeting room rentals
- **17,195** Meeting room guests
- **4,854** Teen Space visits
- **835,303** computer logins
- **75,595** program participants

TOTAL EXPENDITURES

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel/Benefits</td>
<td>$1,850,347.02</td>
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<tr>
<td>Collections/Online Resources/Catalog</td>
<td>$428,588.08</td>
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<tr>
<td>Utilities/Maintenance/Building/Grounds</td>
<td>$323,779.89</td>
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<tr>
<td>Programming/Marketing/Training</td>
<td>$214,233.49</td>
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<tr>
<td>Supplies/Equipment/Technology/Furniture</td>
<td>$77,106.23</td>
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<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td><strong>$2,894,054.71</strong></td>
</tr>
</tbody>
</table>

LOOK OUT FOR NEXT YEAR...

- Lending Library Kiosk at Lakeshore Park
- Additional equipment added to the iCube Makerspace
- Library cards given to NCSD employees and students, Walled Lake Students and the City of Novi’s employees
- Technology and security upgrades

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