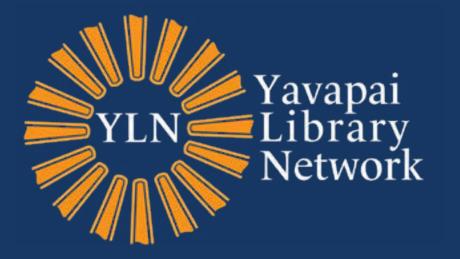




ANNUAL REPORT

FY2020-2021



Altogether, more than 275,000 items moved from one libra

moved from one library to another in 2020-2021, representing about 18% of YLN's total circulation.

[BERK Study 2021]

MEMBERSHIP MEANS...

COLLECTIONS

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

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 or Yarnell 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 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, marketing, and more. These groups encourage collaboration, a culture of fellowship, and professional standards.

RESOURCE-SHARING BENEFITS THE ENTIRE COMMUNITY.

- · Small member libraries gain credibility and community support
- Schools can use a more robust library to encourage higher enrollment levels
- Public libraries gain access to rare or specialized materials that are not part of their standard collections

This public service promotes a positive social agenda by supporting literacy and access to life-changing and life-enhancing resources and information for library patrons throughout Yavapai County.

[BERK Study 2021]

LETTER FROM THE YLN MANAGER

A library is not a luxury but one of the necessities of life. - Henry Ward Beecher

This year continued to be challenging due to the ongoing COVID-19 pandemic.

All of our libraries experienced reduced services and open hours. Most alternated between opening their buildings and offering curbside services. In-person programming was extremely limited, with most programs being delivered virtually. Toward the end of the fiscal year, we began to see some normalcy return, but not to pre-Covid levels.

During the year, the YLN continued to provide flexible support to our libraries by modifying Network technology to meet changing needs. We continued to collaborate and discuss ideas to reach our patrons and provide services while our doors were closed. Two of our e-material vendors, Overdrive and RBdigital, merged creating a more robust offering of e-books, e-audiobooks and e-magazines that we were able to extend to all our members. We also began a digital subscription to the New York Times this year. This is another service our

patrons could use whether libraries were open or closed.

We also saw an increase of e-material usage by our school library members through our new Overdrive Sora platform which is designed to serve K-12 students and teachers. Increased use of this excellent resource can be directly attributed to the Library District's new County School Librarian, Suzie Roth, who conducted training programs for teachers and students on using the app and facilitated the purchase of e-materials with funds allocated to the schools last fiscal year.

We assisted some of our members in accessing CARES Act funds for Chromebooks and portable hot spots that expanded patron access to the internet in remote areas and during library closures. This program was so successful, it will be extended even more next fiscal year.



Valerie Burns

Network Manager

By working together, Yavapai Library Network members continue to demonstrate Aristotle's observation that "the whole is greater than the sum of its parts." Together we can accomplish more for our communities than we could alone. This year we have learned more about the value of teamwork than we could have imagined and look forward to putting this hard-won knowledge to use in our communities going forward.

Sincerely,

Valerie Burns

Yavapai Library Network Manager

COVID-19 CONTINUES

THE YLN INCREASES SERVICE TO K-12 LIBRARIES

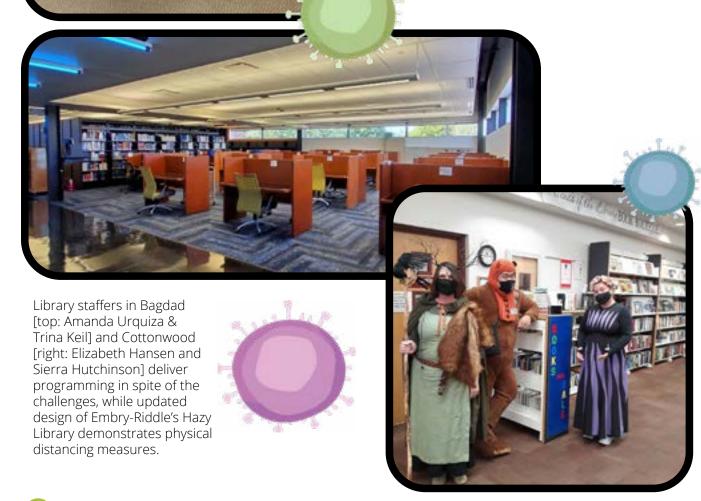
The ongoing COVID-19 pandemic, which overlapped with the report's entire study period, meaningfully impacted YLN, its members, and the community's ability to access library services. Despite these challenges, YLN continues to facilitate a rich and rewarding library experience for the broader community, while also saving significant money for member libraries and the taxpayers who support them.

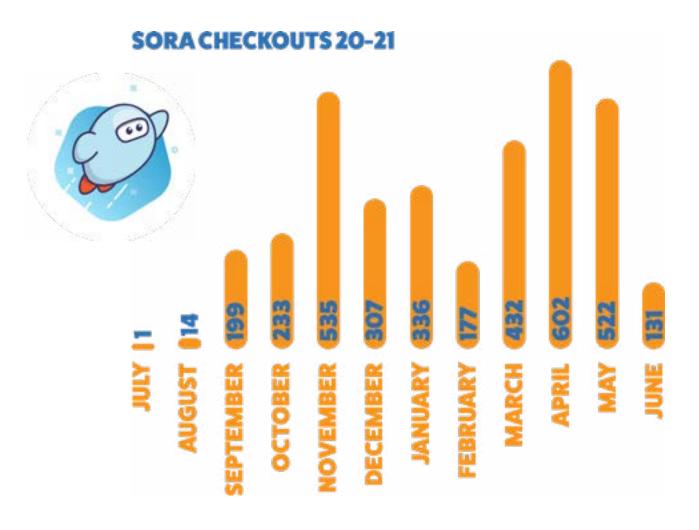
- BERK Study 2021



Not only has the expansion added **88,576** items to our shared collection, it has spurred innovation. Because of the pandemic, the YLN collaborated with OverDrive to provide e-materials to our K-12 member libraries through the Sora app.

Sora usage began in earnest in the Fall of 2020 after the Library District hired a County School Librarian (CSL) to provide support and training for school library staff. Along with training on basic library skills, the CSL trains staff and students how to use Sora for both classroom assignments and recreational reading. Each month, as more teachers and students receive training, the circulation trend for these e-materials continues to increase.





COMMUNITY & COLLABORATION

USER GROUPS PROVIDE TRAINING AND SUPPORT

- Cataloging
- Circulation
- E-materials
- Public Services
- Technology
- Youth Services
- Marketing

COMMITTEES PROVIDE GUIDANCE

- Steering Committee
- Executive Committee

20-21 YLN MEMBERSHIP

TOTAL: 54



21

• K-12 Libraries

24

Hybrid Public/K-12

Academic Libraries

Special Libraries

Included in Catalog but not **Full Members**

Special Collections

6













RETURN ON INVESTMENT

To understand the financial benefit of YLN membership and determine the return on investment (ROI) for member libraries, BERK compared the total market value of the three benefit areas listed on page 3 to YLN's actual operating budget.

spent The total annual benefit equals what it would cost libraries to provide equivalent services if they operated independently, without access to the shared infrastructure and services provided by YLN. Using these figures, BERK compared the total estimated benefit to YLN's actual operating budget for 2020-2021. This analysis shows that the YLN provides an average annual cost savings of nearly \$4.4 million, and an average ROI of \$6.43 for every dollar invested in the network.

These estimates include YLN's full costs, but only the benefits and services that can be easily quantified. The cost savings and ROI therefore may be conservative, and do not account for the less tangible benefits described in this report.

The full value provided by YLN – to its members and the broader community – is likely significantly greater than the value captured in the above analysis.

> **ESTIMATED ANNUAL MARKET VALUE [AVG] PROVIDED IN EACH BENEFIT AREA**

Collections Access \$4,111,850

Technology & Infrastructure \$921,072

Professional Collaboration & Operational Capacity \$169,696

Return on Investment average

> \$6.43 per dollar

BENEFITS TO MEMBER LIBRARIES

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

BENEFITS OF YLN MEMBERSHIP

In the nonstop tsunami of global information, librarians provide us with floaties and teach us to swim.

- Linton Weeks

BENEFITS TO PATRONS

Shared Catalog

Multiplies available items exponentially for all Yavapai County patrons

Digital Library

Overdrive/Libby, Ebook Central

E-books

Downloadable Audiobooks

Digital Magazines

New York Times Digital Edition Sora App for K-12 students

Online Learning Resources

Mango Language Learning

Academic Research Resources for All Ages & Topics

Literary Review [Novelist, Gale

Resources1

Genealogy Tools

History Resources

Legal Forms

Universal Class Online Courses on Everything

Science & Social Studies Resources

Chilton Automotive Library

Business Resource and Statistics

Current Events & General Reference

CIRCULATION

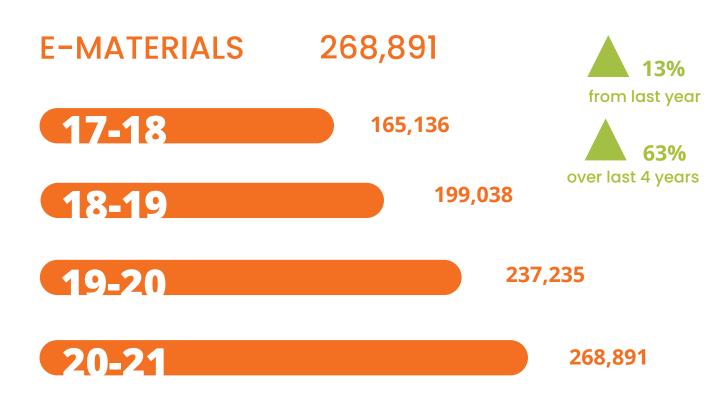
Some of the main indicators of library usage include the number of circulations, number of holds, and the number of items transferred between libraries (transits).

Circulation equals the number of times items are checked out and renewed. The bar graphs on these pages show the circulation trends for electronic (orange) and physical (blue) items. The popularity of electronic items continues to increase, while the number of physical items circulating has remained fairly constant.



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 eBooks including instant access, portability, and adjustable font size. Digital audiobooks, magazines, and newspapers are as easy and convenient as eBooks, and are growing in popularity, also.





PHYSICAL CIRCULATION

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

The total circulation, broken down by item category, also shows how library patrons use a wide variety of physical formats. 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, and 3D Blu-Ray, to standard DVD. 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.







HOLDS PLACED & HOLDS FILLED

Library users place a hold when an item is available at another library, or if the title has a waiting list. This is called an active hold. Holds that get 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





TRANSITS Members of the YLN all agree to share their items with all other YLN members, free of charge. The YLN offers a transit system to transport items between libraries via a central sorting facility in Prescott.



276,230 Items **Transferred between** Libraries



BUDGET & ASSESSMENT

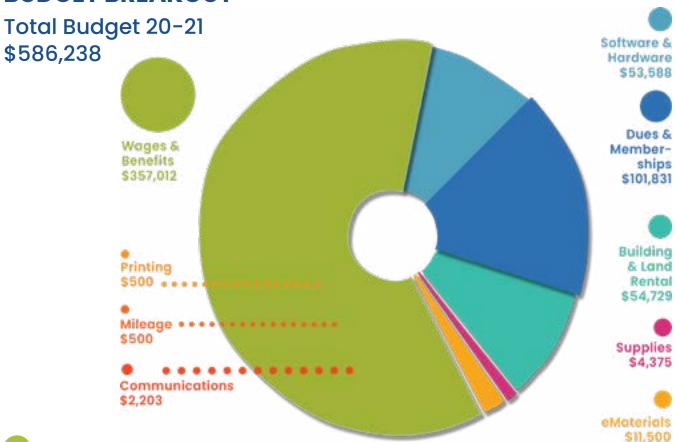
BUDGET

YLN's operations budget for FY 20-21 was \$586,238. This covered 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 decreased slightly from FY19-20's total of \$604,449.

A capital fund was established to ensure that YLN members enjoy leading edge technology. The membership is billed a total of \$175,000 annually to help support the capital fund. Each library's portion of this bill is determined via an assessment formula which is detailed on the next three pages.

The capital fund rolls over from year to year, ensuring funds are available for large capital expenditures related to technology. Replenishing the capital fund is the only fee that members are currently responsible for on an annual basis. At year's end this fund totalled \$763,827.

BUDGET BREAKOUT



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. 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.

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 (ILS).

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: 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 ILS 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 Symphony.

YLN
Capital Reserve
funding
available for
technology

\$763,827

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.

CAPITAL RESERVE FUND FEES 20-21

Member	Locations	%	FY20-21	FY 19-20	Difference
Camp Verde Community Library	1	4.18	\$7,308.55	\$6,569.65	\$738.90
Camp Verde Unified School District	1	1.22	2,130.38	\$2,364.89	234.51
Chino Valley Public Library	1	4.10	7,168.23	\$7,344.27	176.04
Chino Valley Unified School District	1	0.92	1,618.30	\$1,725.32	107.02
Cottonwood Public Library	1	7.73	13,523.97	\$13,272.86	251.11
Embry-Riddle Aeronautical University	1	2.19	3,833.36	4,313.04	479.68
Humboldt Unified School District	1	1.07	1,871.59	2,000.63	129.04
Jerome Public Library	1	1.14	1,986.31	2,095.79	109.48
Mayer Unified School District	1	0.77	1,342.31	1,392.38	50.07
Mingus Union High School	1	0.89	1,552.37	1,545.03	7.34
The Orme School of Arizona	1	0.71	1,246.40	1,247.30	0.90
Prescott College	1	1.41	2,462.91	2,775.78	312.87
Prescott Public Library	1	17.85	31,239.14	30,534.83	704.31
Prescott Unified School District	6	5.11	8,938.63	9,463.98	525.35
Prescott Valley Public Library	1	15.93	27,883.80	24,020.58	3863.22
Sedona Public Library	2	8.82	15,427.55	17,390.19	1,962.64
Sharlot Hall Museum	1	0.94	1,651.54	1,387.93	263.61
Tri-City Prep High School	1	0.75	1,313.46	1,313.51	0.05
Yavapai College	2	4.34	7,589.83	7,884.31	294.48
Yavapai County Free Library District	15	19.20	33,606.67	35,054.97	1,448.30
Yavapai County Law Library	1	0.75	1,304.70	1,302.76	1.94
Total	42	100%	\$175,000.00	\$175,000.00	

Skull Valley Elementary School, PVCV and VVAC joined the YLN in 2021, but will not be charged membership fees until January 2022.



YLN STAFF

To build up a library is to create a life. It's never just a random collection of books.

- Carlos María Domínguez

Behind the scenes at the Yavapai Library Network, a dedicated team works to serve our members and our communities by maintaining the shared technology, cataloging new items, sorting materials, and delivering them to the far corners of Yavapai County. We employ IT specialists, a professional library cataloger, drivers, and sorters to make it all work. We ensure the library catalog functions properly for member libraries and the public. We update and backup the data on a dependable schedule. Member libraries have the option of using our professional cataloging service. Items requested by patrons flow through our central warehouse to the patron's home library, often getting to them in 2-3 days.

Valerie Burns YLN Manager

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

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

Chanel Wheeler has been with the Network for 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.



Karie Straube

Network Cataloger

Following a career in technical services at several public and academic libraries, Karie Straube left the Pacific Northwest and joined the YLN team in December 2019. She really enjoys being back in Arizona and her beagles enjoy catching and eating crickets and grasshoppers. In her spare time, Karie writes novels, plays the piano and guitar, and teaches Sunday school.



YLN DIRECTORY 2020-2021



Abia Judd Elementary School Library*

1749 Williamson Valley Rd Prescott, AZ 86305 P: 928-717-3263 x133

Bradshaw Mountain High School Library

6000 East Long Look Dr Prescott Valley, AZ 86314 P: 928-759-4128

Bradshaw Mountain Middle School Library

12255 Turquoise Circle Dewey, AZ 86327 P: 928-759-4900

Camp Verde Unified School District Library*

410 Camp Lincoln Rd Camp Verde, AZ 86322 P: 928-567-8027

Camp Verde AR Lab

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

Coyote Springs Elementary School Library

6625 N Cattletrack Dr. Prescott Valley, AZ 86314 P: 928-759-4300

Glassford Hill Middle School Library

6901 Panther Path Prescott Valley, AZ 86314 P: 928-759-4600

Granite Mountain Middle School Library*

1800 Williamson Valley Rd Prescott, AZ 86305 P: 928-717-3253 x211

Granville Elementary School Library

5250 N Stover Dr Prescott Valley, AZ 86314 P: 928-759-4800

Humboldt Elementary School

2750 Corral St, Humboldt, AZ 86329 Phone: (928) 759-4400

Lake Valley Elementary School

3900 N Starlight Dr, Prescott Valley, AZ 86314 Phone: (928) 759-4200

Liberty Traditional School Library

3300 N Lake Valley Road Prescott Valley, AZ 86314 P: 928-759-4500

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

Mingus Union High School Library*

1801 East Fir St Cottonwood, AZ 86326 P: 928-634-7531

Mountain View Elementary School Library

8601 E Loos Dr, Prescott Valley, AZ 86314 P: (928) 759-4700

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

Park View/Canyon View Charter School Library

9030 E Florentine Prescott Valley, AZ 86314 P: 928-775-5115 F: 928-775-6253

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

Skull Valley Elementary School Library

3150 Old Skull Valley Rd Skull Valley, AZ 86338 P: 928-442-3322 F: 928-442-9198

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



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

Camp Verde Community Library

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

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

Jerome Public Library

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

Mayer Public Library

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

Paulden Public Library

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

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

Spring Valley Public/ School Library

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

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

* This K-12 school library is not open to the general public

** Library visit is by appointment only

*** College library
- schedule varies.
Consult website.

**** Non-circulating historical materials available on-site



Embry-Riddle Aeronautical University Library

3700 Willow Creek Rd Prescott, AZ 86301 P: 928-777-3811

Prescott College Library***

220 Grove Ave Prescott, AZ 86301 P: 928-350-1300

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



Sharlot Hall Museum Library & **Archives**

115 S McCormick St Prescott, AZ 86301 P: 928-445-3122

Verde Valley Archaeology Center****

385 South Main St Camp Verde, AZ 86322 P: 928-567-0066

Yavapai County Law Library

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



Arizona Archaeological Society Collection

Yavapai Chapter** P: 928-567-0066

Ecosa Institute**

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

Highlands Center for Natural History***

1375 S Walker Rd Prescott, AZ 86303 P: 928-776-9550

The Museum of Indigenous **People Research Library**

PO Box 10224 147 North Arizona Avenue Prescott, AZ 86304 P: 928-445-1230

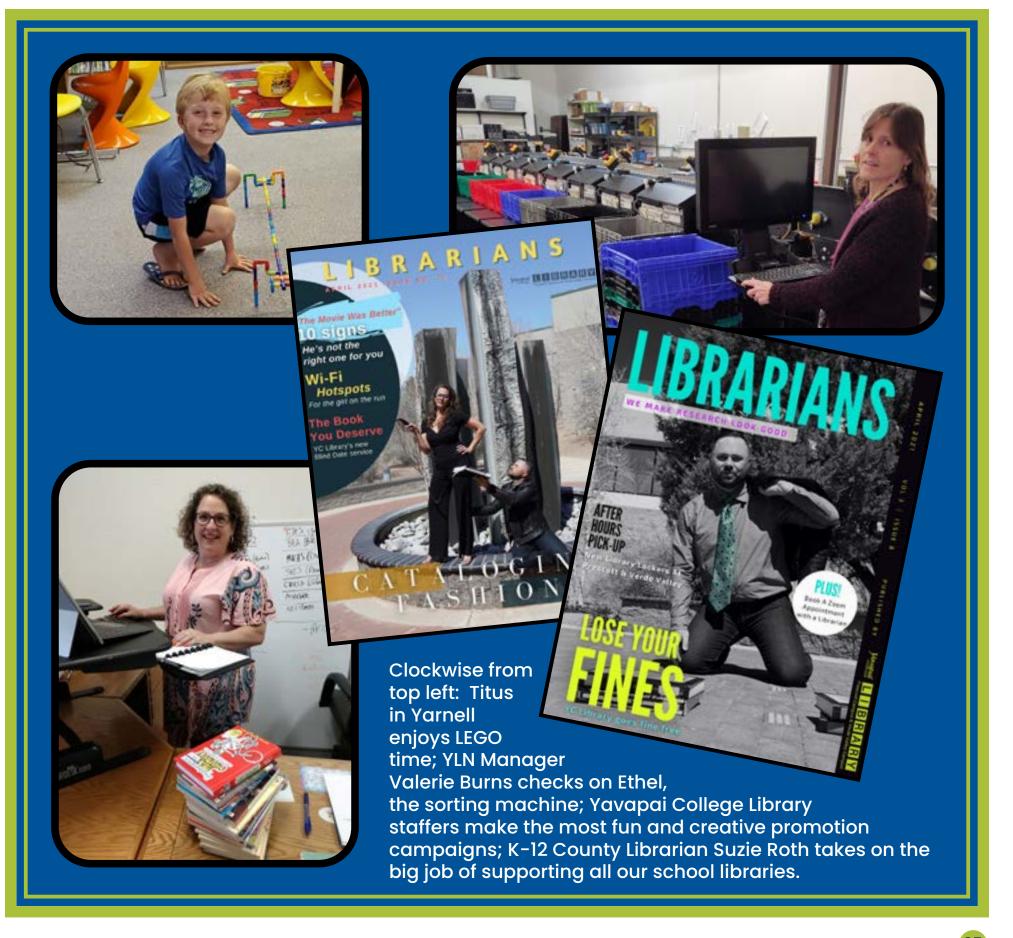
The Phippen Museum Library

4701 Highway 89 North Prescott, AZ 86301 P: 928-778-1385

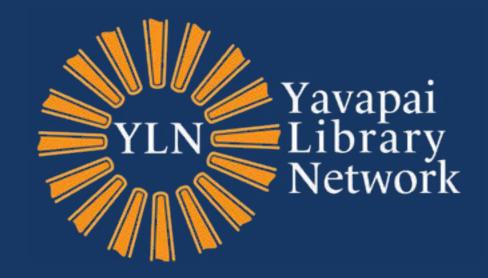


Yavapai County Free Library District/Yavapai Library **Network Offices**

1971 Commerce Center Circle, Suite D/Suite A Prescott, AZ 86301 P: 928-771-3191







This report was prepared by Valerie Burns & Kelly Roberge

928.771.3191

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