

Yavapai Library Network



January
2014
December



ANNUAL REPORT

Message from the Manager

Dear Stakeholders,

The Yavapai Library Network (YLN) spent much of the last year envisioning its past, present and future. After 29 years of successful operation the membership wanted to know “Where do we go from here?”. Considering the success of the YLN in the past it only makes sense to ensure that success continues into the future.

The first step in determining the future of the organization was to figure out the true value of the YLN. We started this process by conducting a Return on Investment (ROI) study. The YLN Steering Committee selected BERK and Associates out of Seattle to conduct the study.

This study concluded that the YLN provides services in three key areas: collections access, technology and infrastructure, and professional collaboration and operational efficiency. The study determined that YLN services return nearly \$8.00 in services for every \$1.00 spent on YLN operations. This demonstrates a tremendous value to residents and libraries.

Once we determined the strengths and value of the YLN we started looking to the future. Again the YLN Steering Committee selected BERK and Associates to coordinate the creation of a strategic plan. BERK conducted interviews, distributed surveys, talked to stakeholders, and met with the membership leaders. Once research concluded, BERK and the YLN Executive Committee developed a final strategic plan that was submitted for approval to the Steering Committee.

The results of the strategic planning process enlightened all of us. The membership learned much about the value of the YLN. Several areas were also uncovered which will expand YLN services beyond what they have been in the past. Once the YLN Steering Committee approves the final Strategic Plan, a committee will be formed to work out the details of implementing the plan.

The YLN has also seen some interesting statistical measures. Overall circulation declined by about 20,000 transactions over the last year. Such a reduction should correlate with other measures declining which did not

happen. Oddly enough the number of items shared between libraries (transits) hit an all time high of 267,000. The number of holds also reached an all time high of 317,000.

The fact holds and transits increased seems to indicate library users are increasingly borrowing items from other libraries and having them sent to their home library. The reason for decreased circulation and increased holds and transits could be reduced materials’ budgets at local libraries. Residents are compensating for reduced availability by placing their desired items on hold from other libraries. However, since there are fewer items to go around, residents are waiting longer.

Once materials’ budgets are reinstated to the levels they were years ago the circulation numbers should start to climb. Clearly membership in the YLN mitigated the impact of the Great Recession on YLN libraries. Libraries reduced their materials budgets out of necessity and leveraged their membership to make sure residents still had access to the items they wanted even if they had to wait longer to get them.

E-materials usage also continues to climb. Overdrive and Ebrary usage both hit all-time highs and there seems to be no end in sight for their growth. While e-materials still make up a small percentage of overall circulation they continue to increase in popularity.

Clearly the strength of partnership ushered YLN libraries through the good times and bad ensuring high quality library services for the residents of Yavapai County. Our new strategic plan will help to continue the legacy of success.

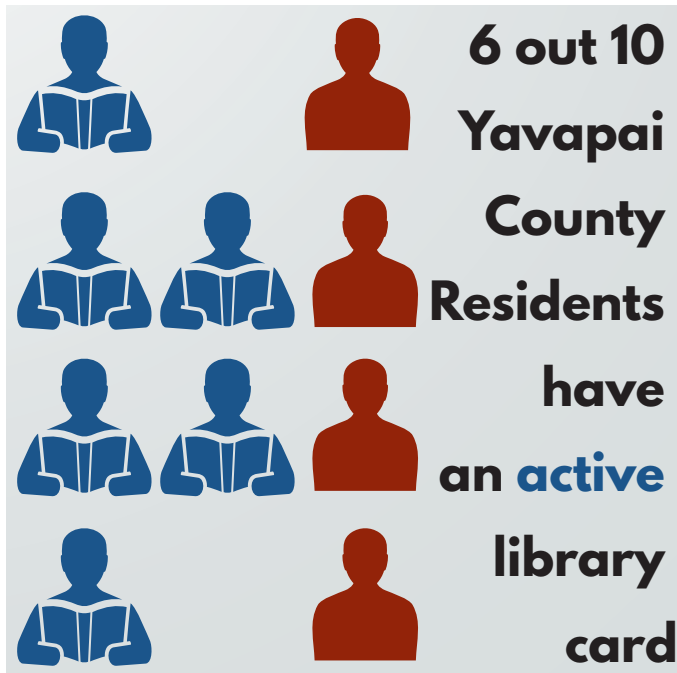
Regards,



Corey Christians
YLN Manager



The citizens of Yavapai County really love their libraries. The Yavapai Library Network plays a role in this by providing world-class technology and support services to the YLN membership.



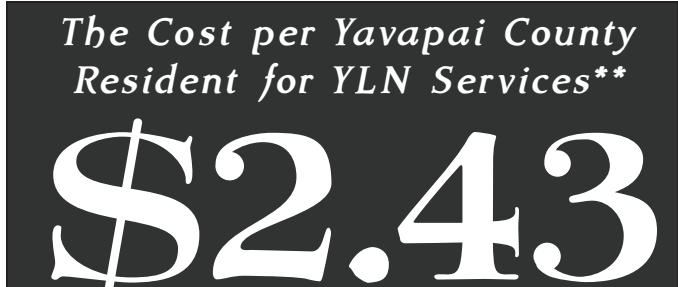
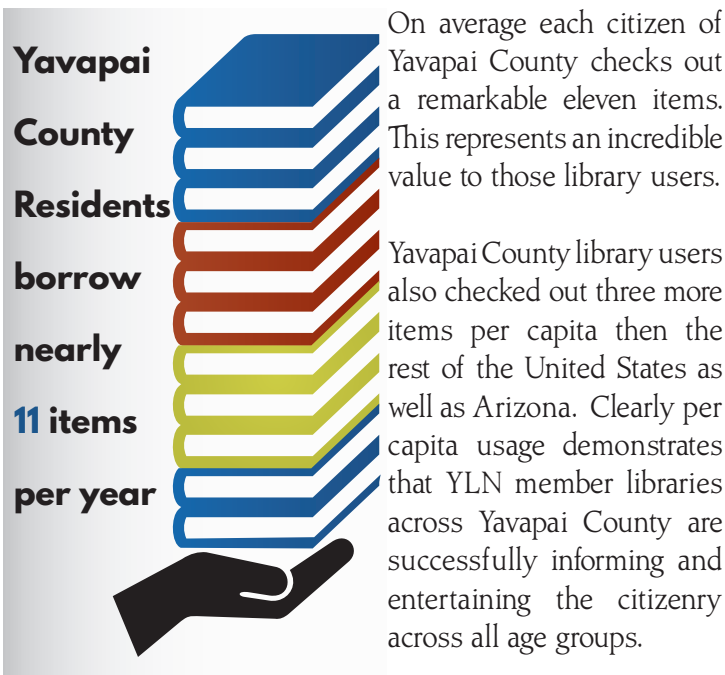
The YLN redefined what it means to be an active library card holder in 2014. Previously a citizen had to use the library in the last three years to be considered active. The new definition requires a citizen to have used the library in the last two years. Despite this change well over 1/2 of all Yavapai County residents have a library card*.



One of the major benefits of partnering with other types of libraries is the large number of unique items. Residents of Yavapai County have access to 729,722 unique items. The large number of unique items is a likely primary reason Yavapai County libraries are so popular with residents.



YLN libraries also make multiple copies of each title available. Currently over one and one-quarter million copies are available. This quantity represents an additional one-half million copies above the number of unique items. This helps to ensure the most popular items are available to the public when needed.



With every dollar counting in today's economy, YLN services are remarkably inexpensive: \$2.43 per resident. This means one trip to the library is all it takes to make the investment pay off. Very few government departments can offer so much to so many for so little.

*123,568 of the 215,133 residents of Yavapai County have an active library card. This data was gathered on Jan. 2, 2015. A small number of library users may have more than one library card.

**YLN services cost \$524,058 for FY2014-2015 and the total pop. was 215,133.



Real Value

BERK and Associates out of Seattle, WA was hired to complete a study to see how efficiently taxpayer dollars were being spent on YLN services. An independent study determining the benefits of membership in a multitype library consortium had not previously been conducted. The results demonstrated real value for the citizens of Yavapai County and the members of the Yavapai Library Network.

The value of each dollar spent on YLN services

\$7.98

The study concluded that for every \$1.00 of taxpayer money spent on YLN services the membership receives \$7.98 in services. This represents nearly an 800% return on the taxpayer investment. Clearly the benefits of participating in the YLN are considerable.

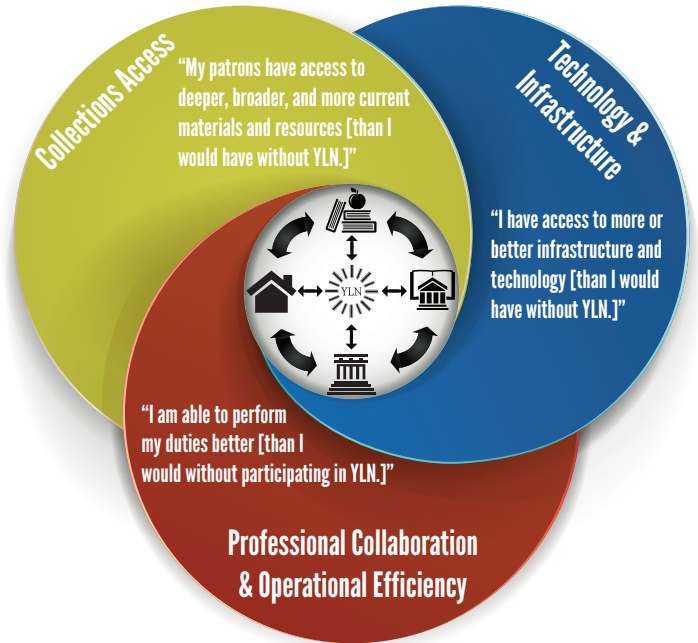
Real Savings

The YLN enables the membership to work together saving, conservatively, nearly \$3.5 million annually. Most of this savings comes from the ability to share materials for the benefit of all Yavapai County citizens along with negotiating contracts for all Network members.

The Value of YLN services to the YLN membership

\$3,431,767

Clearly the governing authorities of the member libraries could not afford to provide the level of service they receive from the YLN on their own. Working together has enabled the rural libraries in Yavapai County to provide metropolitan-level services to the citizenry.



Real Service

How does the YLN generate such incredible value for the citizens of Yavapai County? The study concluded that the YLN provides several services more efficiently and effectively than the individual membership could on their own.

The YLN provides three basic service areas to the membership. The first of these service areas is collections access which consists of member libraries sharing their materials with each other including physical and virtual materials. Physical materials are transported all over the County using different courier methods. They are all delivered to a central location where they are sorted and sent out to the receiving library.

Technology and infrastructure is the next area of service. Running a modern library requires knowledge of and access to the latest technology. Working together allows the membership to purchase and utilize this technology.

This technology also requires support. Member libraries support each other as well as utilizing YLN staff support. Working together allows the YLN to hire professional staff, via YC Management Information Systems, that each member could not afford on their own.



The Number of Libraries Participating in the YLN

43

The Yavapai Library Network is a county-wide consortium of academic, public, school and special libraries. These forty-three libraries are controlled by twenty-three different governing authorities. All of these governing authorities see the benefit from working together to provide common services. The YLN also benefits from several public-private partnerships.

Academic and Special Library Members

5

Citizens desiring to pursue post-high school studies will find four academic libraries available. These libraries boast state-of-the-art facilities and the residents are very fortunate that all of our public and private academic libraries are open to the general public. Sharlot Hall Museum, our newest member, is the only archives to be a full member of the YLN.

Public Library Members

22

The bulk of the YLN membership consists of public libraries which are also the heaviest users of the YLN. They serve all population groups from our newest citizens to our senior citizens. The public libraries also house the bulk of the YLN collection of items. The value they give to our communities is clearly demonstrated by the heavy use they receive.

Governing Bodies Participating

23

The number of governing bodies working together is staggering. Twenty-three different agencies controlling forty-three libraries are sharing the responsibility of educating and entertaining the entire citizenry of Yavapai County. These partnerships show a strong stewardship of public funds and a desire to transcend boundaries for the betterment of all. Their unwavering support of their libraries demonstrates their belief in the general welfare.

School (K-12) Library Members

16

Yavapai County K-12 students have a wide array of libraries available to them. The K-12 membership includes six elementary school, two middle school, and seven public, charter or private high school libraries. The Camp Verde Unified School District also has a library that serves all of their K-12 students. Beaver Creek has a library that serves K-12 students as well as the public.

Available Special Collections

9

The YLN hosts nine special collections, including those of local museums and archives, at no cost to the institutions. The collections do not circulate because the items are often delicate and irreplaceable. However, the public can use the online catalog to search for an item and then view that item on-site.



YLN Services



Support Services



24/7/365 Technical Support



Data Backup and Recovery



Representation at a local, state, and national level



Library Theory and Software Training



Radio Frequency Identification Technology

Software Services



Access to the Symphony Integrated Library System



Enterprise Online Catalog



Subscription Database Authentication

Data Services



AR and Lexile Level Update Services



Authority Update Services



Automated Student Uploads and Library Card Printing



Conversion Services

Partnership Services



Collection Sharing



Information Exchange



Library Mentorship



Shared Governance



User Group Meetings

Subscription Services



Ebrary Ebooks



Mango Languages



Novelist Enriched Content



Overdrive Digital Library (Publics Only)



Tutor.com (Publics Only)



UniversalClass Online Courses



Zinio Online Magazines

<http://yln.info>
<http://catalog.yln.info>



Performance



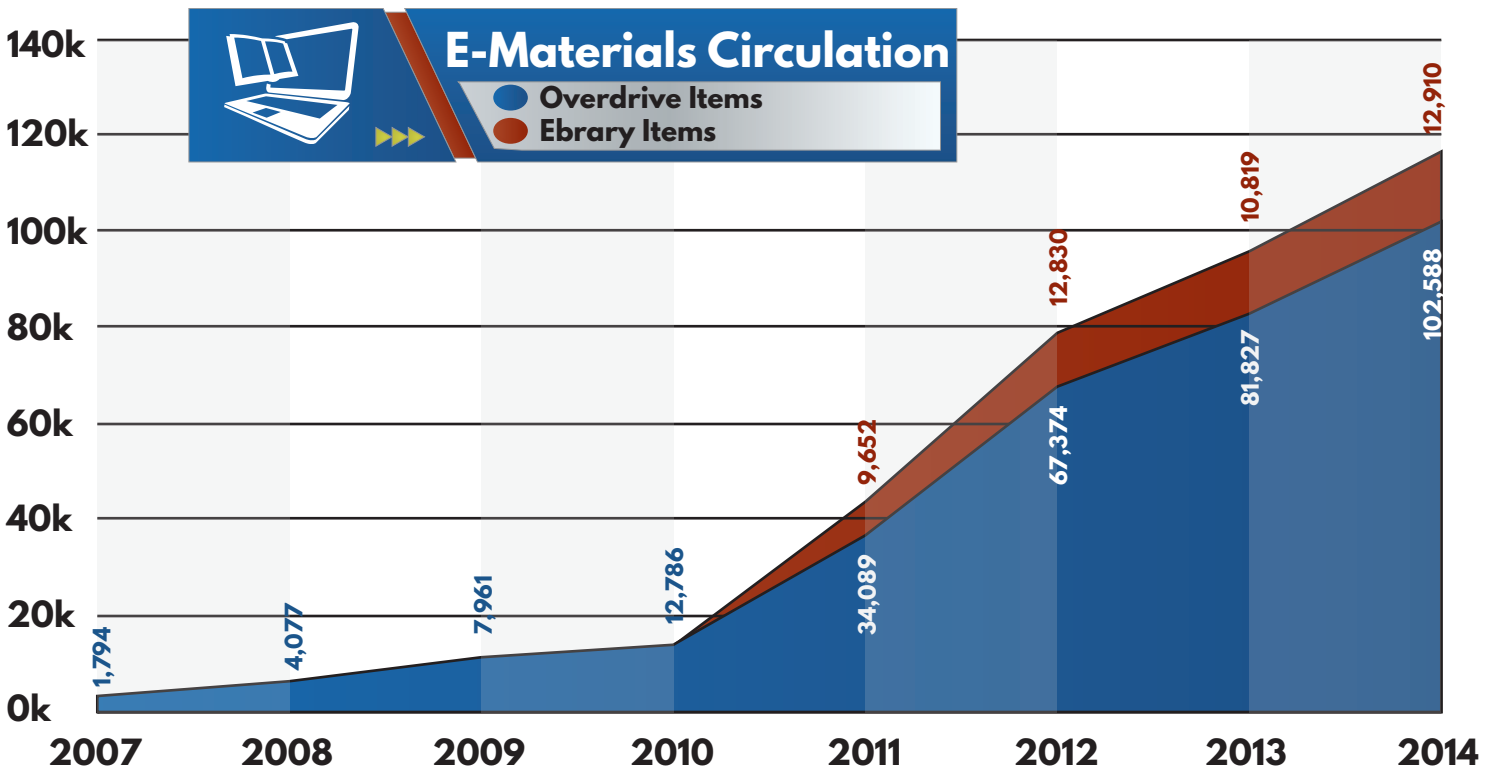
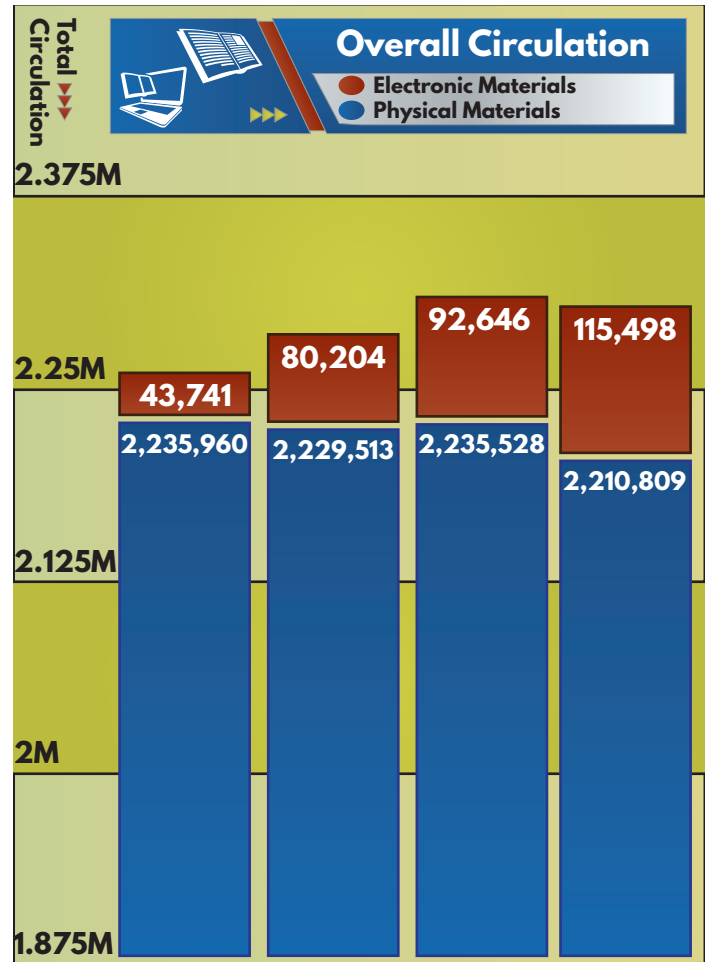
Circulation

Overall circulation for 2014 is a staggering 2,326,307. This number includes the first time an item is checked out and any subsequent renewals. Each renewal counts as a separate circulation. This also includes the circulations from the e-resource platforms Ebrary and Overdrive, which provide downloadable e-books and e-audiobooks.

Overall Circulation

2,326,307

The use of electronic materials (e-materials) continues to expand. Overdrive and Ebrary usage increased 20% above 2013 levels. However, electronic materials usage only accounts for about 5% of all circulation. Physical circulation declined slightly in 2014 and the last four years has shown a trend of physical circulation stagnating. Many factors could explain the decrease ranging from reduced staffing, libraries reducing the number of hours they are open, and libraries reduced materials' budgets.





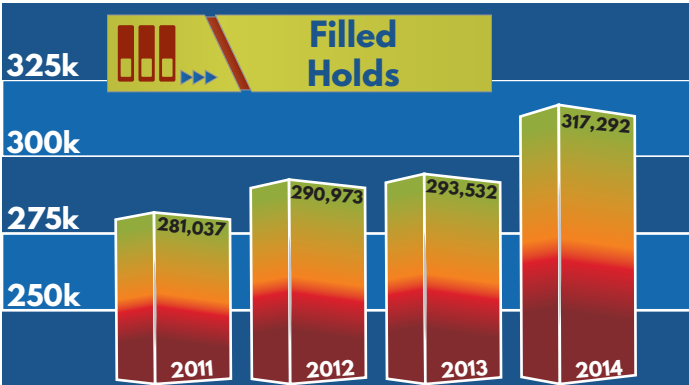
Holds

Library users place a “hold” when they would like a specific item reserved for them. If the item belongs to another YLN member, the item will be sent to the user’s specified library via the transit system. Holds can either be placed via the online public access catalog or a library staff member.

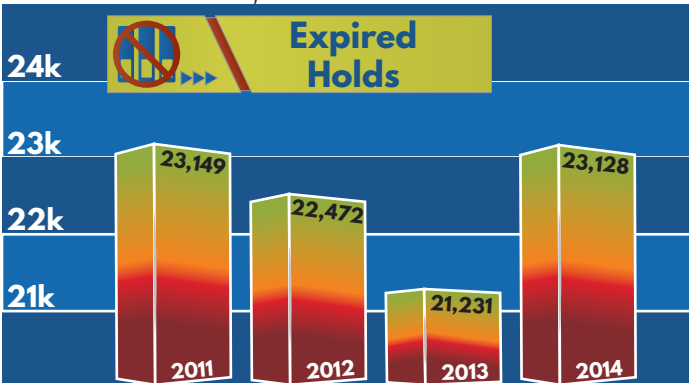
Holds Placed on Physical Items

317,292

The number of holds this year has dramatically increased. Patrons are reserving more items than they ever have before. This increase stands in stark contrast to the reduction in circulation of physical items.



Sometimes the patron is unable or chooses not to pick up an item on time. After ten days the item is returned to the shelves or goes to the next person on hold for the item. These are called “expired holds”. The number of expired holds increased this last year. More than likely this is due to the major increase in holds.



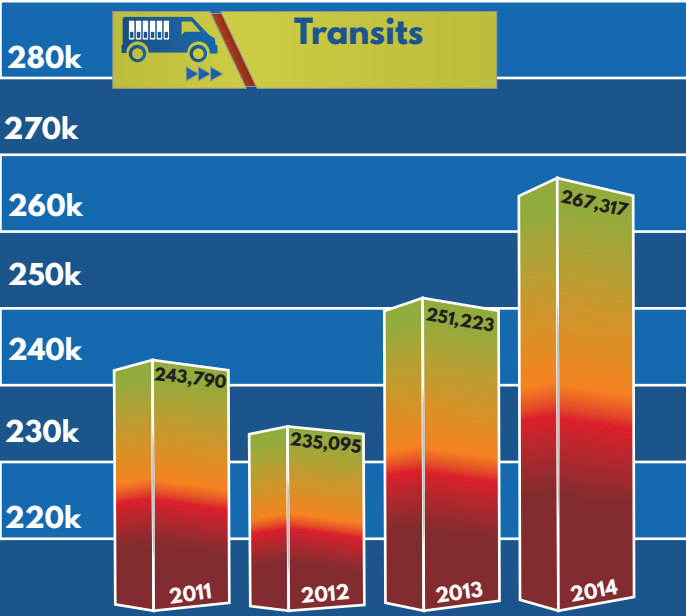
Transits

The YLN catalog combines of all the member libraries’ collection of items. This “union catalog” allows patrons to place holds on nearly any item a library offers. Once a hold is placed, the integrated library system (ILS) checks to see if the desired item is located at the patron’s “home library”. If that library does not have an available copy, the ILS searches the catalog to fill the hold. When an available copy is located, it is sent via courier to the YLN transit center to be sorted and directed to the appropriate library. The receiving library then collects the item where it is made available to the library user. The process is seamless and is generally completed in 1-7 days. Each time this process completes it counts as a transit.

Items Transferred Between YLN Libraries (Transits)

267,317

Yavapai County citizens borrowed more items than ever via the transit system in 2014. The total of 267,317 transits represents nearly 15% of the total first-time circulations in the Network. The ability for library users to get items from any YLN library clearly shows the membership’s dedication to customer service.





Overdrive E-Materials

Currently 9,535 e-audiobooks and e-books are available through Overdrive. These books are heavily used with circulation over ten times the total number of items. The Overdrive e-materials are so popular their holds list can be quite long. Licensing restrictions prevent simultaneous access to Overdrive e-books.

Overdrive E-Materials Available

9,535

Hold on electronic items are increasing. They increased by nearly 3400 for e-books and by just over 1,300 for e-audiobooks over the last year. As long as materials are purchased to meet the demands of the public, the number of holds should continue to climb in 2015. Clearly the popularity with Overdrive is not waning.

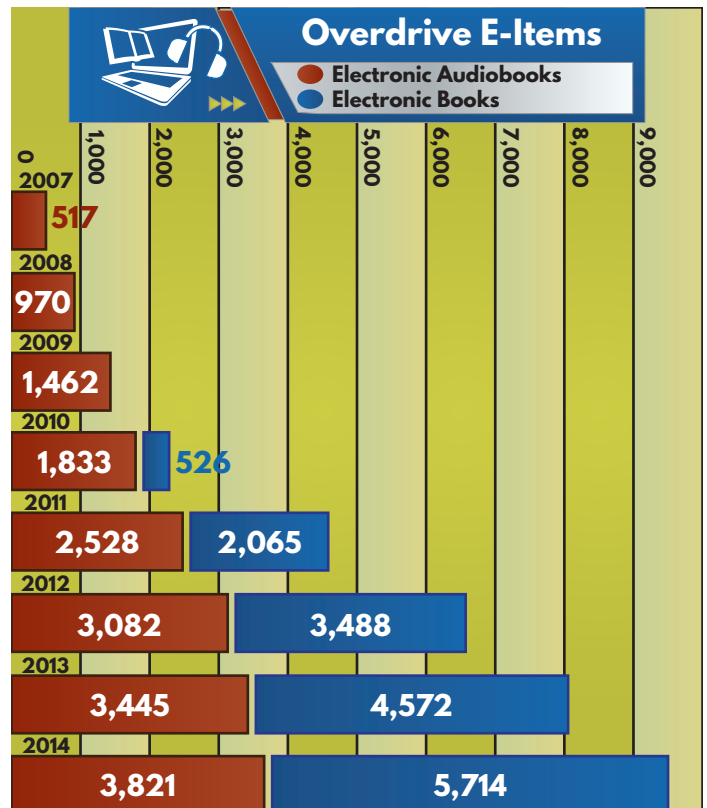
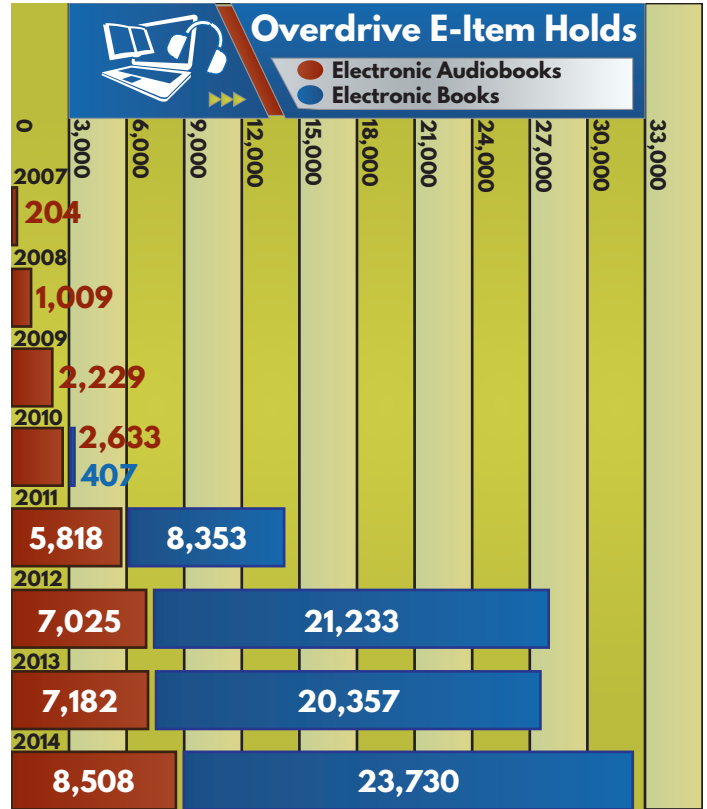
Overdrive Total Holds

32,238

For every item in the Overdrive collection, 3.38 holds exist. To put this into perspective, there are .25 holds for every physical item in the YLN collection. When the consideration is made that last year there were 5413 unique Overdrive users (19 circulations per user) you can see that while a small portion of library users are downloading Overdrive materials; they are clearly using every e-item they can get.

The Number of Holds per Overdrive Item

3.38



Whether you are looking at e-materials or physical materials the conclusion must be made that Yavapai County residents love their libraries.



Performance



Subscription Services

The YLN subscribes to several online databases and services. These subscription services are accessible from home or from the library. They range from the Ebrary online e-book database to Tutor.com's online homework assistance. A few of our newest and most popular are highlighted in this section.

Novelist

Working from inside the online catalog, Novelist gives library users recommendations, reviews, series information, and more. Novelist is a great way to maximise your catalog experience by creating new ways to explore materials. Not sure what to read? Give it a try!

Tutor.com

One of our most valuable services is the homework assistance and tutoring provided from Tutor.com. Not only do they provide assistance to K-12 students they also provide assistance to college students, job seekers and parents.

Universal Class

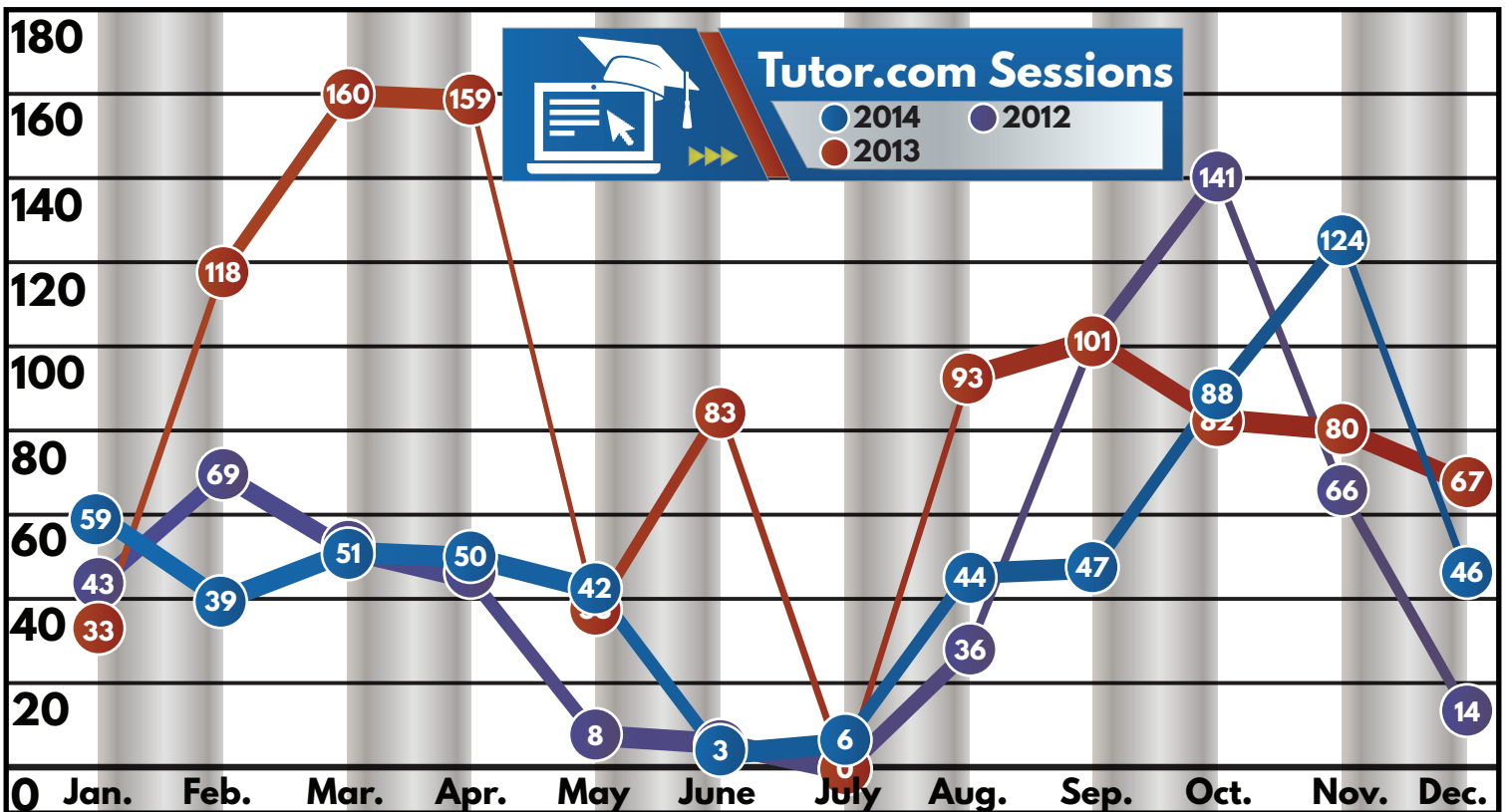
Universal Class offers a variety of courses online ranging from Digital Photography to Math 101. The service has not been in use for very long and already 3,699 lessons have been completed by 609 users.

Zinio

The Zinio online newsstand offers dozens of periodicals viewable from a variety of digital devices. Each of these magazines is a digital rendering of its print original. Nothing is removed. Some magazines, such as National Geographic, even have enhanced features.



Library patrons logged a staggering 674.7 hours with Tutor.com tutors from 2012-2014





Organization



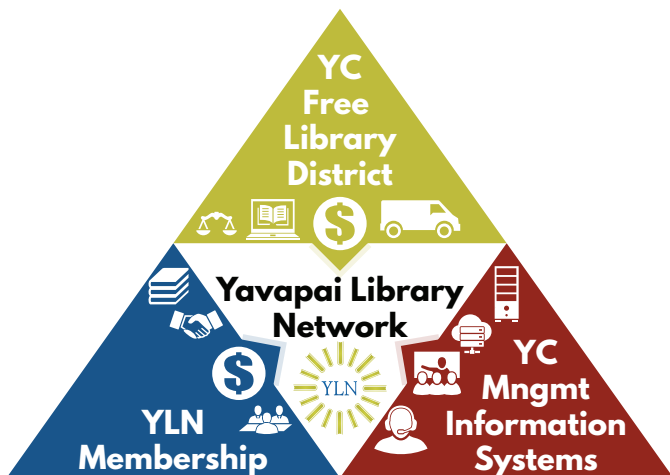
Management

Yavapai County is responsible for the YLN through a series of agreements. The Yavapai County Free Library District (YCFLD) funds the YLN. Yavapai County Management Information Systems (MIS) oversees staff dedicated to maintaining YLN operations. YLN staff responsibilities include ensuring the integrated library system is functioning properly and is up-to-date; keeping computers for the libraries in unincorporated areas working properly; managing peripheral computer systems; providing training and support to member libraries; and coordinating with member libraries.

The YLN has a Network Steering Committee that meets four times a year. The purpose of the committee is to invite new members into the consortium, identify cost-effective services, develop policies and procedures, provide strategic direction, promote cooperation and resource sharing, and plan for future technology purchases. Each governing body appoints a representative to the Network Steering Committee.

The Executive Committee is the working group of the Network Steering Committee. It meets monthly and works through the administrative details of issues and projects. The Executive Committee creates plans and solutions; the Network Steering Committee decides whether or not to approve their recommendations.

The YLN also has several user groups encompassing different areas of library operations. These are the Cataloging, Circulation, Public Services, Youth Services and Technology user groups.



Officers and Personnel

Yavapai County Free Library District

Barbara Kile - Director
Priscilla Phelps - Office Manager

Yavapai County Management Information Systems

Michael Holmes - Director
Corey Christians - Library Network Manager
Chanel Wheeler - Library Programmer/Analyst II
James Lowman - Computer Assistance Specialist III

Network Steering Committee

Scott Bruner - Chino Valley Public Library
Mike Byrnes - Yavapai College Libraries
Jennifer Chilton - Mingus Union High School Library
Corey Christians (Chair)[†] - Yavapai Library Network
Kathy Hellman - Camp Verde Community Library
Michael Holmes[‡] - Yavapai County MIS
Barbara Kile[†] - Yavapai County Free Library District
Patti Leonard - Mayer Unified School District
Rich Lewis[†] - Prescott College Library
Stuart Mattson - Prescott Valley Public Library
Keri Milliken - Tricity Prep High School
Lisa Mina[†] - Camp Verde Unified School District Library
Lin Mullins - Orme School of Arizona Library
Betsy Powell - Prescott Unified School District
Roger Saft - Prescott Public Library
Brenda Taylor[†] - Sharlot Hall Museum Library
Sarah Thomas - Embry-Riddle Aeronautical University
Grant Turley - Chino Valley Unified School District
Ginny Volkman - Sedona Public Library
Vanessa Ward[†] - Cottonwood Public Library
Vicki Williams - Humboldt Unified School District

Cataloging Committee

Ustadza Ely - Chair (2014-2015)
Barbara Churchill - Recorder (2014-2015)

Circulation Committee

Casey Van Haren - Chair (2014-2015)
Lisa Mina - Recorder (2014-2015)

Public Services Committee

Megan Hammond - Chair (2015-2016)
Brittany Blanchard - Recorder (2015-2016)

Technology Committee

Kyle Smith - Chair (2015-2016)
Martha Baden - Recorder (2015-2016)

Youth Services Committee

Karen Mack - Chair (2015-2016)
Meredith Clark - Recorder (2015-2016)

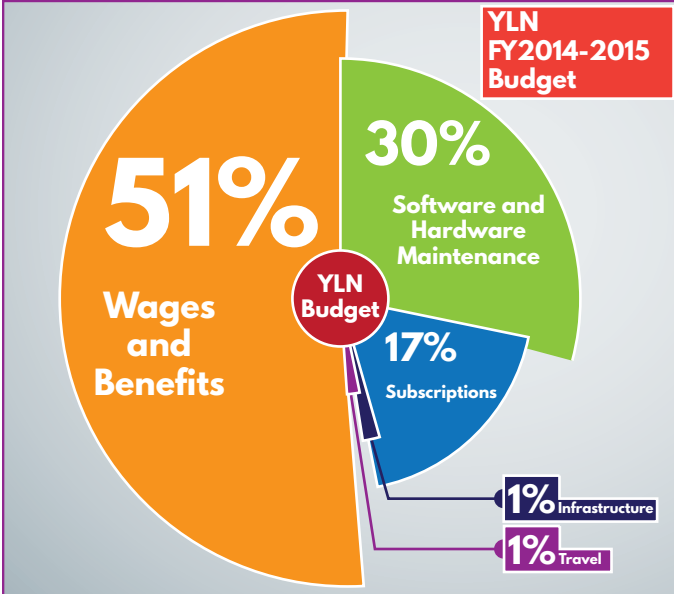
[†] Member of the Executive Committee
[‡] Ex-officio nonvoting member



The YLN FY2014-2015 Budget

\$524,058

The current level of funding budgeted for YLN operations is \$524,058. This amount includes 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 increased slightly from FY13-14 which totaled \$506,309.



Current Capital Reserve

A capital fund was established to ensure YLN members will enjoy leading edge technology as long as they remain a network member. The membership is billed \$175,000 annually to help support the capital fund.

The capital fund rolls over from year to year ensuring funds are available for a large capital expenditure related to technology. Replenishing the capital fund is the only fee that membership is currently responsible for on an annual basis. Currently this fund sits at \$469,813.25. Each library's portion of this bill is determined via an assessment formula which is detailed in the next section.

Assessment Formula

Functional Area: Core Access (25%)

Each library is assessed a base amount to ensure the larger libraries are not unfairly subsidizing the smaller libraries. Each library pays an equal portion for basic access to the ILS.

Functional Area: Transits (25%)

A major expense of the YLN is the cost of transporting materials from library to library. The receipt of these materials is a large part of the formula. Materials that are lent are not included in this portion of the formula since we want to encourage material sharing.

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.

Functional Area: Circulation/Holds (20%)

Library user activity also contributes considerably to system use. The biggest piece of library user activity is circulation with the second largest piece consisting of holds. Holds are also the first step in the transit process. Libraries that circulate more items to library users pay a higher percentage of this functional area.

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. Also, libraries with more registered users and items generally use more system resources. Storage space is inexpensive which is why this functional area is the smallest percentage. The combination of all these functional areas results in no single library paying more or less than their fair share.

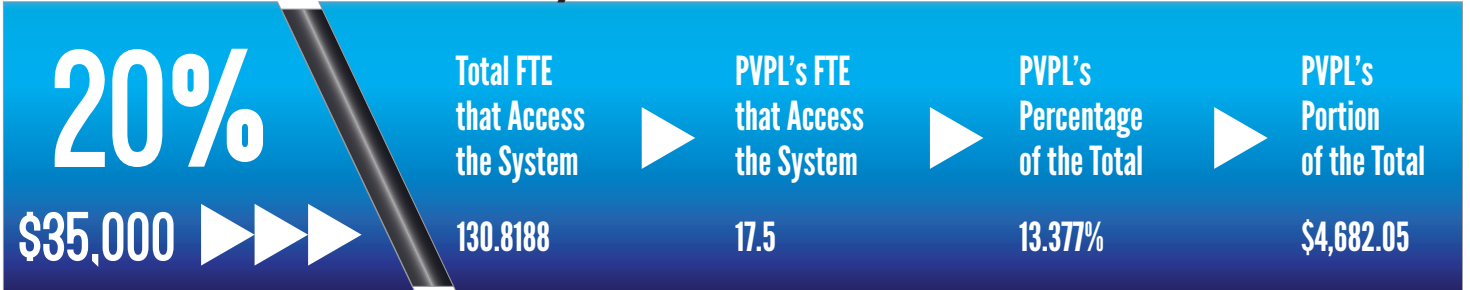
Functional Area: CORE ACCESS



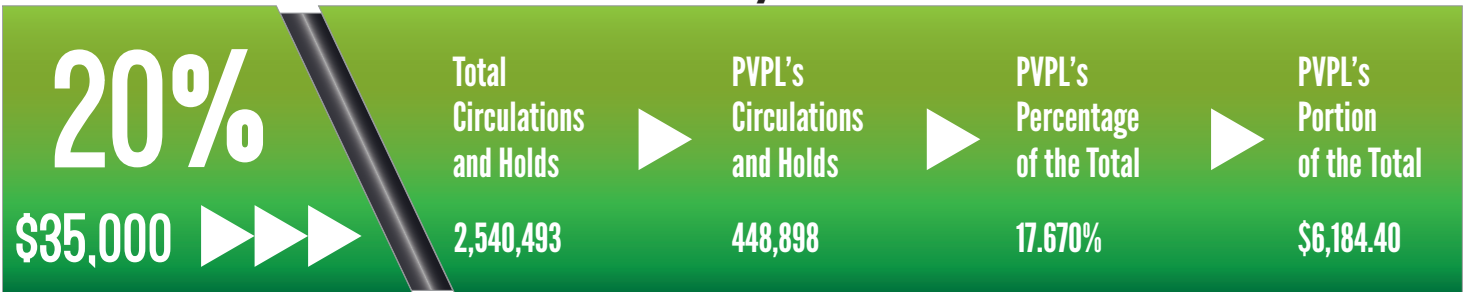
Functional Area: TRANSITS



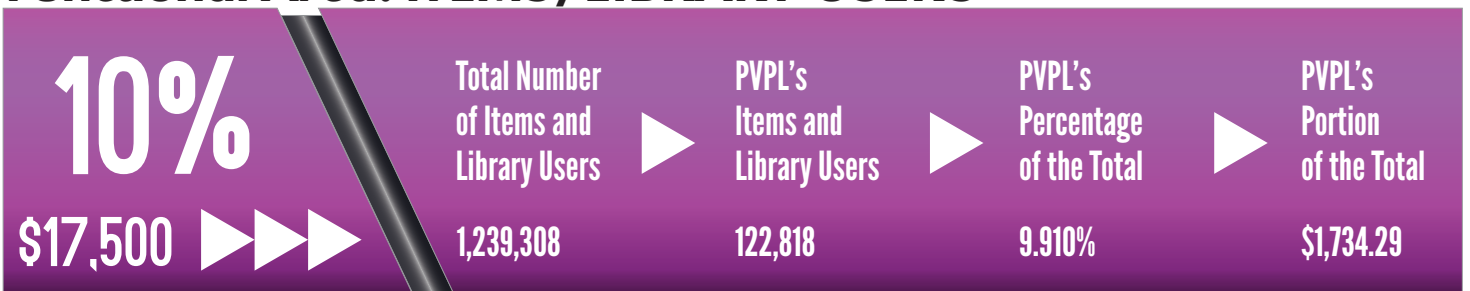
Functional Area: STAFF/FTE



Functional Area: CIRCULATION/HOLDS



Functional Area: ITEMS/LIBRARY USERS



Prescott Valley Public Library's Total Obligation: \$21,166.28

*Does not include MUHS

YLN Billing

FY14-15		YLN CAPITAL RESERVE FEE			2/9/2015	
Code	Library Name	FY14-15 Reserve		FY13-14 Reserve	Difference in dollars	Percentage Difference
		Percent	\$175,000.00	\$175,000.00		
VER	Camp Verde Community Library	3.070%	\$5,371.80	\$5,325.02	\$46.78	0.878%
BMHS	Bradshaw Mt HS	1.270%	\$2,222.97	\$2,398.32	-\$175.35	-7.311%
CVUSD	Camp Verde Unified School District	1.266%	\$2,214.90	\$2,262.98	-\$48.08	-2.125%
CVPL	Chino Valley Public Library	4.550%	\$7,963.09	\$8,183.30	-\$220.21	-2.691%
CVHS	Chino Valley Unified School District	0.964%	\$1,687.01	\$1,812.62	-\$125.61	-6.930%
CLA	Clark Memorial Library	1.073%	\$1,877.87	\$1,900.87	-\$23.00	-1.210%
CTW	Cottonwood Public Library	8.281%	\$14,491.13	\$13,866.17	\$624.96	4.507%
ERU	Embry Riddle Aero U	2.383%	\$4,171.02	\$4,170.60	\$0.42	0.010%
JER	Jerome Public Library	1.189%	\$2,079.91	\$2,150.66	-\$70.75	-3.290%
Mayer Unified School District						
MES	Mayer Elementary School	0.778%	\$1,360.78	\$0.00	\$1,360.78	NA
MHS	Mayer High School	0.628%	\$1,099.29	\$0.00	\$1,099.29	NA
MUHS	Mingus Union High School	0.000%	\$0.00	\$0.00	NA	NA
ORME	Orme School	0.777%	\$1,359.55	\$1,692.43	-\$332.88	-19.669%
Prescott College						
PCL	Prescott College Prescott**	1.859%	\$3,252.55	\$3,355.17	-\$102.62	-3.059%
PCT	Prescott College Tucson*	0.000%	\$0.00	\$1,377.70	-\$1,377.70	-100.000%
PPL	Prescott Public Downtown Library***	17.98%	\$31,146.14	\$31,766.75	-\$620.61	-1.954%
Prescott Unified School Dist						
AJS	Abia Judd School	1.176%	\$2,058.55	\$1,997.86	\$60.69	3.038%
GMMS	Granite Mountain Middle School	0.933%	\$1,631.96	\$1,688.18	-\$56.22	-3.330%
LES	Lincoln Elementary School	1.000%	\$1,750.60	\$1,822.55	-\$71.95	-3.948%
MVS	Miller Valley School	0.874%	\$1,529.11	\$1,572.41	-\$43.30	-2.754%
PHS	Prescott High School	1.005%	\$1,759.37	\$2,172.64	-\$413.28	-19.022%
PMH	Prescott Mile High Middle School	0.903%	\$1,579.43	\$1,634.70	-\$55.27	-3.381%
THS	Taylor Hicks School	1.051%	\$1,839.46	\$1,895.08	-\$55.63	-2.935%
WTS	Washington Trad School	0.903%	\$1,579.91	\$1,729.73	-\$149.82	-8.662%
PVPL	Prescott Valley Public Library	12.095%	\$21,166.28	\$20,700.43	\$465.85	2.250%
Sedona Public Library						
SED	Sedona Public Library	7.51%	\$13,038.78	\$12,977.50	\$61.27	0.472%
VOC	Village of Oak Creek	3.317%	\$5,805.61	\$6,049.77	-\$244.16	-4.036%
SHM	Sharlot Hall Museum	0.800%	\$1,399.26	\$0.00	\$1,399.26	NA
DIAL	Tri-City College Prep High School	0.676%	\$1,182.66	\$1,223.53	-\$40.87	-3.341%
Yavapai College						
YCP	Yavapai College Prescott****	2.913%	\$5,098.46	\$5,329.18	-\$230.72	-4.329%
YCV	Yavapai College Verde	1.713%	\$2,996.89	\$3,000.73	-\$3.84	-0.128%
Yavapai County Free Library District						
ASH	Ash Fork	1.265%	\$2,212.94	\$2,175.12	\$37.82	1.739%
BAG	Bagdad	1.060%	\$1,855.14	\$1,927.75	-\$72.61	-3.767%
VBC	Beaver Creek Lib Svcs	1.366%	\$2,390.16	\$2,484.53	-\$94.38	-3.799%
BCC	Black Canyon	1.595%	\$2,791.69	\$3,122.47	-\$330.78	-10.594%
CON	Congress	1.435%	\$2,511.39	\$2,394.24	\$117.15	4.893%
COR	Cordes Lakes	1.455%	\$2,545.70	\$2,640.53	-\$94.83	-3.591%
CRK	Crown King	0.807%	\$1,411.78	\$1,455.95	-\$44.17	-3.034%
DHL	Dewey Humboldt	1.410%	\$2,467.07	\$2,654.64	-\$187.56	-7.066%
MAY	Mayer	1.515%	\$2,651.77	\$2,821.84	-\$170.07	-6.027%
SEL	Seligman	1.674%	\$2,930.34	\$2,681.25	\$249.09	9.290%
WIL	Wilhoit	0.949%	\$1,661.40	\$1,748.05	-\$86.65	-4.957%
YAR	Yarnell	1.663%	\$2,910.06	\$2,812.21	\$97.85	3.480%
YFL	YCFLD Central Office	1.112%	\$1,946.24	\$2,024.52	-\$78.27	-3.866%
TOTAL		100.00%	\$175,000.00	\$175,000.00		
*	Branch is no longer in operation					
**	Includes PCM and PCT					
***	Includes PPLA, PPLG and PPLX					
****	Includes YCC					



Highlights



RFID Conversion Update

The YLN began its radio-frequency identification (RFID) and automated materials handling (AMH) implementation five years ago. Once an RFID vendor was selected the Prescott Valley Public Library (PVPL) immediately installed an AMH system. Soon after that the Prescott Public Library (PPL) followed suit.



PPL's AMH System affectionately named "Lucy"

PVPL and PPL also had to convert from a simple barcode system to an RFID system to make the most use out of their AMH systems. RFID is proven to increase efficiencies regarding circulation. Moreover, the more libraries that use RFID the easier it is to track items moving around the County. Today a vast majority of YLN libraries have fully or partially implemented RFID.

Today all of the academic libraries, nearly all of the public libraries, and one school library have fully converted to using RFID. Several libraries have added RFID tags to all of their items in their collection. Thirteen libraries have not made an effort to RFID tag their items.

Several libraries have not tagged their items due to cost. While the costs of implementing RFID has come down over the last 15 years, it still is not affordable enough for some libraries. The YLN continues to work with our RFID vendor (TechLogic) to make RFID more affordable.



RFID makes self-checkout easy and fun

Despite the costs of implementation nearly all of the items purchased in 2014 were tagged with an RFID chip.

RFID Library Conversion Status

+ Libraries with Full RFID Conversion

+ Libraries with Partial RFID Conversion

56%

14%

30%

+ Libraries with No RFID Conversion

New Items (2014) with RFID Tags

Book Tags
63,334

All New Items
81,975
Purchased in
2014

No Tags
613

Media Tags
18,028



Highlights



New Helpdesk Software

New help desk software was implemented which greatly expanded our statistical tracking capabilities. The amount of time a request takes can now be included with each request which was previously not possible. This software also allows YCFLD requests to be tracked as well. Tickets can easily be transferred across queues.

YLN staff did an excellent job of implementing the new help desk. Already 718 tickets have been completed totalling 1200 hours. This new software has definitely improved our ability to serve the YLN membership.

New Virtualization Platform

The YLN membership purchased a new IBM server. Currently the existing two VMWare virtual hosts are being converted to run on the new server in a Microsoft HyperV environment. Once all the existing virtual servers have been moved over the old servers will be converted to a backup HyperV system.

This will greatly increase our ability to bring YLN services back online in an emergency. The new virtual hosts are also considerably more powerful than the older servers which are nearly five years old. Operating in the HyperV environment also greatly expands the YLN's support capabilities since YCMIS has dozens of virtual servers running in the HyperV environment.

Strategic Plan

The YLN has nearly concluded its strategic planning process. BERK and Associates led the process with the YLN Executive Committee giving approval and direction.

Many people were contacted to help with the strategic direction of the YLN. This included stakeholders, library staff, directors, patrons and past employees. This level of inclusion helped to give a view of the YLN from every perspective.

A final draft of the plan will be submitted to the YLN Steering Committee in early January. The new plan will address many questions about the strategic direction of the YLN for the next five years.

SHM Joins the YLN

The YLN welcomed the Sharlot Hall Museum (SHM) Library as a new member this last year. The Sharlot Hall Museum and Archives had been part of the YLN for many years until the economy forced them to leave the YLN. The improvement in the economy allowed them to come back. We are very grateful to welcome them back into the fold.



MUHS Joins the YLN

A Library Services and Technology Act (LSTA) grant was applied for and awarded on behalf of the Mingus Union High School (MUHS). The LSTA grant was funded in the amount of \$17,339. Applying for the grant is a competitive process in which the successful applicants are selected by the Arizona State Library and Archives. The YLN has received several LSTA grants in the past all of which were used to create membership opportunities for libraries that could not otherwise afford to join the YLN.

MUHS is located in Cottonwood and has a very large student population. Their entire collection is being added to the YLN system and the process is nearing completion. Nearly all of their 15,000 items will be made available to the rest of the YLN membership. In return MUHS students, faculty, and staff will have access to all the materials made available by the rest of the YLN membership. We welcome MUHS to the YLN and look forward to working with them in the future. MUHS will



Membership Directory



Cottonwood Public Library Celebrating 20 Years in their Building

Abia Judd Elementary School Library*

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

Arizona Archaeological Society Collection-Yavapai Chapter**

P: 928-778-1182

Ash Fork Public Library

PO Box 295
450 West Lewis Avenue
Ash Fork, AZ 86320
P: 928-637-2442
MON - FRI: 10 AM - 4 PM

Bagdad Public Library

PO Box 95
700 Palo Verde #C
Bagdad, AZ 86321
P: 928-633-2325
TUE - THU: 9 AM - 5 PM

Beaver Creek Public/School Library

PO Box 669
4810 E. Beaver Creek Road
Rimrock, AZ 86335
P: 928-567-4034
TUE, SAT: 9 AM - 1 PM, WED, THU: 2 PM - 6 PM

Black Canyon City Community Library

34701 S Old Black Canyon Highway
PO Box 87
Black Canyon City, AZ 85324
P: 623-374-5866
TUE, WED, THU: 9 AM - 7 PM, FRI, SAT: 9 AM - 5 PM

Bradshaw Mountain High School Library

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

Camp Verde Community Library

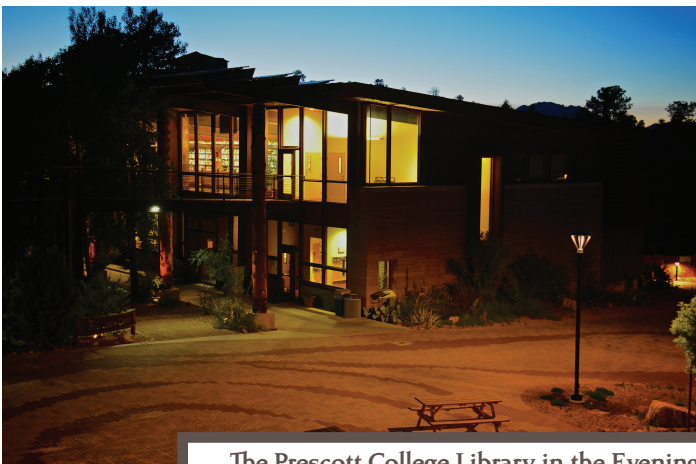
130 Black Bridge Road
Camp Verde, AZ 86322
P: 928-554-8380
TUE - THU: 8:30 AM - 7 PM, FRI - SAT: 8:30 AM - 3:30 PM

Camp Verde Unified School District Library*

410 Camp Lincoln Road
Camp Verde, AZ 86322 (map)
P: 928-567-8027



The Kid's Area at the Chino Valley Public Library



The Prescott College Library in the Evening

**Chino Valley High School Library***

760 East Center Street
Chino Valley, AZ 86323
P: 928-636-2298 x211

Chino Valley Public Library

PO Box 1188
1020 West Palomino Road
Chino Valley, AZ 86323
P: 928-636-2687
MON-THU: 9 PM - 6 PM, SAT: 10 AM - 2 PM

Clark Memorial Library

PO Box 308
39 N Ninth Street
Clarkdale, AZ 86324
P: 928-639-2480
MON - THU: 8:30 AM - 5:30 PM, FRI: 8:00 AM - Noon

Congress Public Library

PO Box 280
26750 Santa Fe Road
Congress, AZ 85332
P: 928-427-3945
WED - FRI: 10 AM - 4 PM, SAT: 9 AM - 1 PM

Cordes Lakes Public Library

PO Box 69, Mayer, AZ 86333
15989 S Cordes Lakes Drive
Cordes Lakes, AZ 86333
P: 928-632-5492
TUE - FRI: 1 PM - 6 PM, SAT: 10 AM - 2 PM

Cottonwood Public Library

100 South 6th Street
Cottonwood, AZ 86326
P: 928-634-7559
MON: 10 AM - 2 PM TUE - FRI: 9 AM - 6 PM, SAT: 10 AM - 2 PM

Crown King Public Library

PO Box 635
23550 Towers Mountain Road
Crown King, AZ 86343
P: 928-632-5986
TUE - THU: 10 AM - 4 PM

Dewey-Humboldt Town Library

PO Box 217
2735 S Corral Street
Humboldt, AZ 86329
P: 928-632-5049
TUE, WED, FRI: 10 AM - 12 PM & 12:30 PM - 5 PM
THU: 12:30 PM - 7 PM, SAT: 10 AM - 2

Ecosa Institute**

224 1/2 South Montezuma Street
Prescott, AZ 86303
P: 928-541-1002

Embry-Riddle Aeronautical University Library

3700 Willow Creek Road
Prescott, AZ 86301
P: 928-777-3811
MON - THU: 7 AM - midnight, FRI: 7 AM - 9 PM
SAT: 11 AM - 6 PM, SUN: 11 AM - midnight

Granite Mountain Middle School Library*

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

Highlands Center for Natural History***

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

Jerome Public Library

Drawer I
600 Clark Street - Old Clark Street School
Jerome, AZ 86331
P: 928-639-0574
MON, WED: 10 AM - 5 PM, TUE, THU: noon - 8 PM
FRI: noon - 6 PM, SUN: 10 AM - 2 PM

Lincoln Elementary School Library*

201 Park Avenue
Prescott, AZ 86303
P: 928-717-3249 x111

Mayer Public Library

PO Box 1016
10004 Wicks Avenue
Mayer, AZ 86333
P: 928-632-7370
TUE - SAT: 10 AM - noon & 1 PM - 7 PM

Mayer Elementary School Library*

125688 East Main Street
Mayer, AZ 86333
P: 928-642-1100

Mayer High School Library*

17300 East Mule Deer Drive
Spring Valley, AZ 86333
P: 928-642-1201

**Miller Valley Elementary School Library***

900 Iron Springs Road
Prescott, AZ 86305
P: 928-717-3268

Mingus Union High School Library*

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

The Orme School of Arizona Library*

HC 63 Box 3040, Mayer, AZ 86333
1000 E Orme School Road
Orme, AZ 86333
P: 928-632-1578

The Phippen Museum Library

4701 Highway 89 North
Prescott, AZ 86301
P: 928-778-1385
TUE - SAT: 10 AM - 4 PM, SUN: 1 PM - 4 PM

Prescott College Library***

220 Grove Avenue
Prescott, AZ 86301
P: 928-350-1300
MON - THU: 7:30 AM - midnight, FRI: 7:30 AM - 9 PM
SAT: 10 AM - 6 PM, SUN: 1 PM - midnight

Prescott Public Library

215 E Goodwin Street
Prescott, AZ 86303
P: 928-777-1500
MON, FRI, SAT: 9 AM - 5 PM, TUE, THU: 9 AM - 9 PM
WED: 1 PM - 9 PM, SUN: 1 PM - 5 PM

Prescott High School Library*

1050 N Ruth Street
Prescott, AZ 86301
P: 928-445-2322 x133

Prescott Mile High Middle School Library*

300 South Granite Street
Prescott, AZ 86303
P: 928-717-3241 x422
F: 928-717-3298

Prescott Valley Public Library

7401 East Civic Circle
Prescott Valley, AZ 86314
P: 928-759-3040
TUE - THU: 9 AM - 8 PM, FRI: 9 AM - 5 PM, SAT: 9 AM - 3 PM

Sedona Public Library

3250 White Bear Road
Sedona, AZ 86336
P: 928-282-7714
MON, TUE, THU: 10 AM - 6 PM, WED: 10 AM - 8 PM
FRI, SAT: 10 AM - 5 PM

Seligman Public Library

PO Box 623
54170 N Floyd Street
Seligman, AZ 86337
P: 928-422-3633
MON - FRI: 9:30 AM - 5 PM

Sharlot Hall Museum Library & Archives

115 S McCormick Street
Prescott, AZ 86301
P: 928-445-3122
WED - FRI: noon - 4 PM, SAT: 10 AM - 2 PM

The Smoki Museum Research Library

PO Box 10224
147 North Arizona Avenue
Prescott, AZ 86304
P: 928-445-1230
WED: 1 PM - 4 PM

Taylor Hicks Elementary School Library*

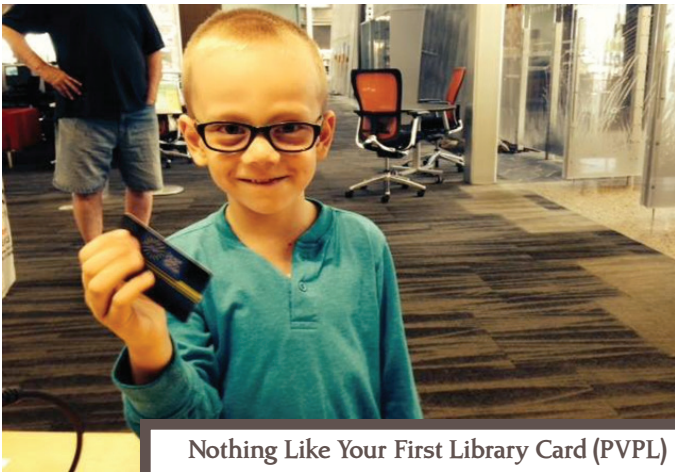
1845 Campbell Avenue
Prescott, AZ 86301
P: 928-717-3276

Tri-city College Prep High School Library*

5522 Side Road
Prescott, AZ 86301
P: 928-777-0403 x124

VA Medical Center Library****

500 North Highway 89
Prescott AZ 86313
P: 928-445-4860





The Village of Oak Creek Library

Tequa Plaza, Suite D100
7000 State Route 179
Sedona, AZ 86351
P: 928-284-1603
F: 928-284-1679
TUE - FRI 1 PM - 5 PM, SAT: 10 AM - 2 PM

Washington Traditional Elementary School Library*

300 East Gurley Street
Prescott, AZ 86301
P: 928-717-3281 x126

Wilhoit Public Library

9325 Donegal Drive, Suite B
Wilhoit, AZ 86332
P: 928-442-3611
TUE - THU: 11 AM - 4 PM, FRI: noon - 6 PM, SAT: noon - 4 PM

Yarnell Public Library

PO Box 808
22278 South Highway 89
Yarnell, AZ 85362
P: 928-427-3191
MON - FRI: 9:30 AM - 4:30 PM, SAT: 9:30 AM - 2:30 PM

Yavapai College Library - Prescott Campus***

1100 East Sheldon Street #6903
Prescott, AZ 86301
P: 928-776-2260
Hours vary throughout the year - Please check www.yc.edu/library

Yavapai College Library - Verde Campus***

601 Black Hills Drive #6951
Clarkdale, AZ 86324
P: 928-634-6541
Hours vary throughout the year - Please check www.yc.edu/library

Yavapai County Free Library District

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

Yavapai County Law Library

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

* This K-12 school library is not open to the general public
** Library visit is by appointment only
*** Check website for hours and services offered
**** Not open to the public - contact your local library for copies of articles in the VA collection



Father and Daughter at the Sedona Public Library



Trick-or-Treat at Camp Verde Community Library



The Children's Area at Yarnell Public Library



Staff



Corey Christians (Pictured Left)

Library Network Manager

Corey Christians graduated from Black Hills State University in 1999 with a degree in Political Science and Speech Communications. He moved from Sturgis, SD to Yavapai County in 2002 when he began his employment at the Yavapai Library Network as System Administrator. Corey is currently the Library Network Manager of the YLN and also helps to make sure the technology needs of the Yavapai County Free Library District are met. He received his Masters degree in Library and Information Sciences in 2009 through the University of Arizona. He has been in the library field for fifteen years. He is married to Heather Christians and the proud father and stepfather of six children: Katherine, age 15; Matthew, age 14; Adam, age 13; Connor, age 12; Emma, age 8; and Lucy, age 8.

James Lowman (Pictured Right)

Computer Assistance Specialist III

Jim Lowman has been with Yavapai County MIS since July of 2001. He has been assigned to just about every county department at one time or another. He started supporting the Library District in 2006 as just another department. Little did he know he would be sucked into the enigma of the library. In July 2012 his main focus became the Yavapai Library Network. He supports the 15 rural public libraries throughout the county. He maintains over 150 PCs and laptops, 14 Windows servers, other network appliances and the RFID system. He also provides support to other YLN libraries when needed. He constantly looks for ways to improve the technology to provide a user friendly environment for library staff and patrons.

Chanel Wheeler (Pictured Center)

Library Programmer/Analyst II

Chanel Wheeler learned to read prior to the age of 3 and a half. In junior high she started keeping a list of every book she read and that list now exceeds 1,800 titles. As an adult, she's spent time making or losing money doing desktop publishing, being a college radio DJ and music director, compiling a punk rock directory, and creating Web applications. Today she is passionate about bibliographic data integrity and OPAC usability. She has a BS in Industrial Engineering from Stanford University and an MA in Library Science from University of Arizona. While at the University of Arizona, she interned with the Pima County Public Library Technical Services department and volunteered as a copy cataloger at the Tucson Museum of Art Research Library. Chanel is also the proud parent of two cats: Squeakers and Apollo.



The Yavapai
Library Network
2014 Annual Report

Prepared by
Corey Christians

Edited by
Chanel Wheeler

