

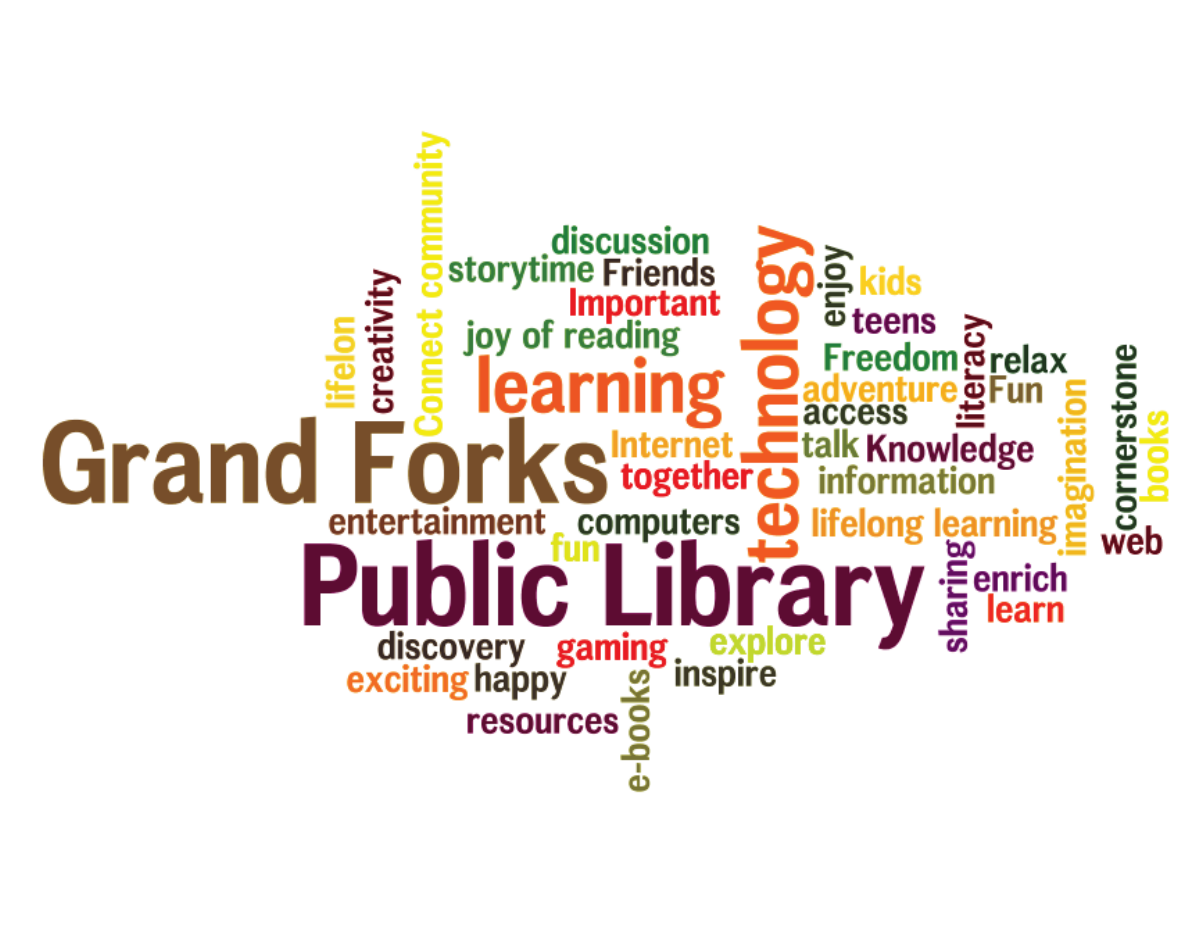


# Mission

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Grand Forks Public Library  
is to  
connect the community,  
enrich the mind,  
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[illegible]



“I don't believe in colleges and universities. I believe in libraries because most students don't have any money. When I graduated from high school, it was during the Depression and we had no money. I couldn't go to college, so I went to the library three days a week for 10 years.”  
~ Ray Bradbury

## A Message From the Board

Almost since the turn of the century, it seems, we've been hearing about the demise of libraries. The rise of the Internet, digital texts, and other paperless systems, libraries and book-lovers have been told, would result in some sort of existential crisis for those devoted to securing the public with quality, accessible and information, knowledge, entertainment, and space. As the MIT Technology Review put it in one headline from 2005, “Digitization of print could reduce today's libraries to musty archives.”

But then came 2012.

For a variety of reasons, 2012 saw a remarkable number of highly publicized reports, studies, and news stories—by groups as varied as the Pew Research Center and the *New York Times*—that explored the future of public libraries in America. And to the surprise of many, time and again these studies and articles concluded that the reports on the death of libraries have been greatly exaggerated.

For example, according to a Pew Research Center study from 2012, 80% of Americans feel that borrowing paper books is a “very important” service libraries provide and want libraries to continue to do so in the new century—even as they adopt digital technologies. Traditional books aside, many observers feel that libraries continue to matter because of the less tangible services they provide the public—wireless connectivity, database access (think ancestry.com or newspaper clearinghouses), children's and adult learning programs, and collaborative gathering space. As one writer put it in *The Atlantic* recently, libraries “have just about everything a 21st century innovator could need: Internet access, work space, reference materials, professional guidance.” It is for these reasons and more that, as the same article notes, although jobs in book, newspaper, and periodical publishing are down 38% since 2001, library employment has remained stable, and even grown in some communities.

In the spirit of such conclusions, this annual report notes the expansion of services and circulation at the Grand Forks Public Library in 2012. In short, 2012 marked the continued expansion of library programs and services in Grand Forks that began in 2009: GFPL loaned out more items last year, compared to 2011, and saw its attendance at children's programming reach record levels. The Library director and staff accomplished this growth, it should be noted, on a smaller budget and with less staff than that of many of their peer institutions both in the region and around the country.

Among our other achievements in 2012, we developed a 2012-2015 Strategic Plan and, as a top priority, brought in JLG Architects to assess and document facility needs and associated costs. As a result of these findings, a 20-member Library Working Group consisting of representatives of a wide range of community members was pulled together to begin discussing what the community wants and needs for its library of the future.

In addition, the Library began offering e-mail notifications of hold requests and overdue items, online library card registration and feedback options, increased personal service to library visitors, and continued collaboration with numerous community organizations.

We are proud of each of these accomplishments and are excited every day to be part of a community that puts such a high value on its library.

For all these reasons and more, 2012 was a remarkable year for the Grand Forks Public Library; as such, the Library Board would like to thank not only Library Director Wendy Wendt for her exceptional leadership, but each and every member of the dedicated GFPL staff, without whom such energy and growth would be impossible. Here's to a strong 2013.

On behalf of the Grand Forks Public Library Board of Trustees,



Brian James Schill  
Library Board Chairman

## The Difference We Make

Stories from our Staff:

“Four years ago a young man came in with his 2 year old son. The son was rather wild in the library and a very fast runner. The little guy had ways off ensuring that DVD's and books were returned in damaged condition. We worked with the father and son until items were returned in good shape for quite a few months. The son is much calmer now, and the father credits regular trips to the library and reading books together as the reason why his son is more focused. The little guy used to take a run at me and yell ‘Scooby Dooby Doo!’ when he came into the library.

“One day a man wanted repair information for a Volkswagen. We didn't have a book he could check out, but when I demonstrated the auto repair center database for him, he was thrilled. He was also pleased to learn that he could access it from home.”

“A few years ago a man who was quite active and prominent in the Grand Forks community had a very debilitating stroke. He was left bedridden and with very little ability to speak. He wife came to the library and asked for help with something to entertain both of them while she sat with him in his room every day at the care facility. They were both used to having busy lives and now there was a dramatic change. She found books on tape and CD were the perfect answer. She came in once or twice a week for several years until he passed away.”

“A gentleman from Seattle, WA was looking for any information about his great grandparents and grandmother. They lived in this area from 1880-1905. He wanted information about the towns they lived in and also the Catholic churches in the same area. I found him some information and directed him to other sources that might have additional information. He made photocopies of early pictures and other articles. He was very appreciative. He had to shake my hand and thank me many times for the information.”



“An original idea.  
That can't be too  
hard. A library  
must be  
full of them.”  
~ Stephen Fry

818,907  
total items  
checked  
out

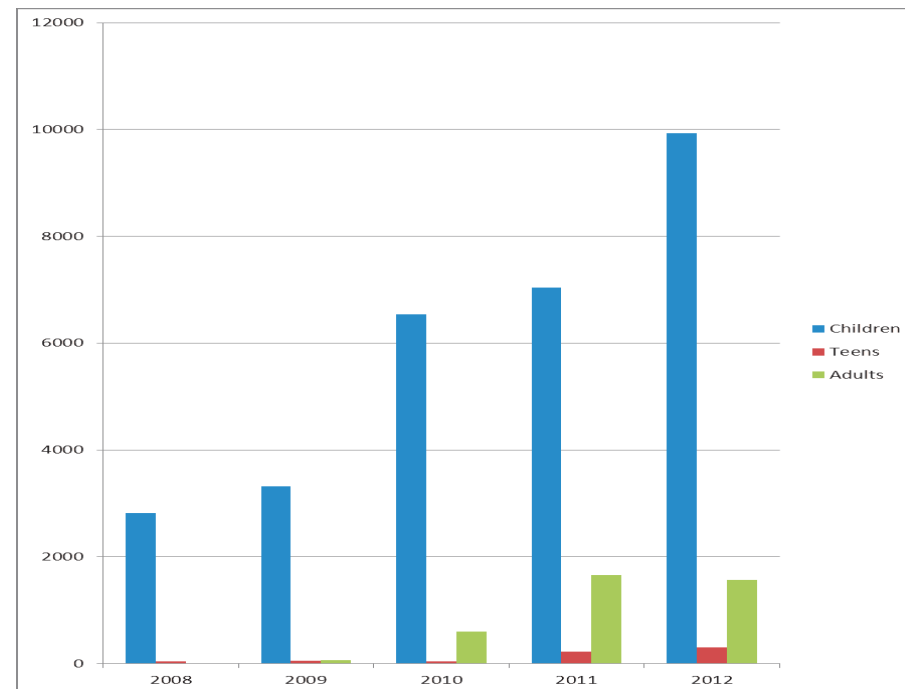
231,948  
Library  
Visits

93,272  
Computer  
Users

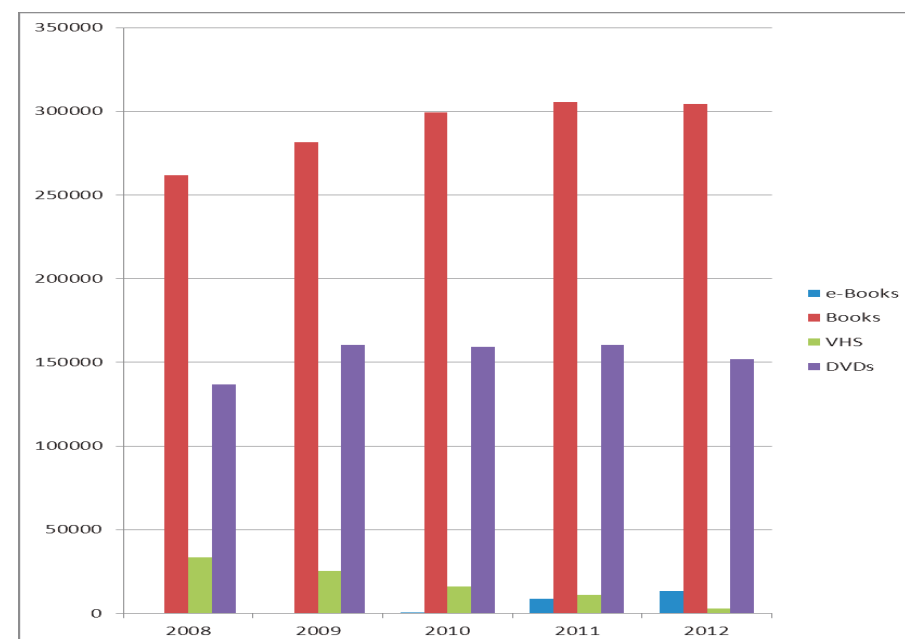
Over  
10,000  
People at  
Library  
Events

12,243  
e-Books  
Downloaded

## 2012 Library Program Attendance



## 2012 Library Materials Usage



## Peer Comparison: Circulation

	Grand Forks	Average	Median
Total Circulation	775,691	546,248	419,333
Total Circulation per Capita	11.6	8.03	5.48
Children's Circulation As Share of Total	29.6%	34.7%	35.5%
Library Visits	272,363	320,690	290,161
Library Visits per Capita	4.07	4.67	3.92
Reference Transactions per Capita	1.9	0.64	0.55
Total Library Programs	468	783	779
Total Program Attendance	9,094	24,367	22,320

2011

## Peer Comparison: Operations

	Grand Forks	Average	Median
Revenue per Capita	\$30.10	\$38.01	\$35.48
Operating Expenses per Capita	\$28.43	\$37.37	\$32.29
Total Staff (FTE)	23.0	27.7	28.8
Staff Expenditures as Percent of Total	61.5%	66.4%	69.3%
Revenue from Local Sources	86%	85%	92%

2011

"I received the fundamentals of my education in school, but that was not enough. My real education, the superstructure, the details, the true architecture, I got out of the public library. For an impoverished child whose family could not afford to buy books, the library was the open door to wonder and achievement, and I can never be sufficiently grateful that I had the wit to charge through that door and make the most of it."

~ Isaac Asimov



“Whatever the cost of our libraries, the price is cheap compared to that of an ignorant nation.”  
~ Walter Cronkite

2012 EXPENDITURES	
Salaries	\$864,977.20
Benefits	327,239.42
Supplies	77,389.18
Utilities	63,940.05
Online Catalog	57,896.55
Contracts/ Services	29,051.33
Books	143,095.13
Audio Visual	24,561.54
Reference	16,010.33
Newspapers and Magazines	20,568.78
E-books	38,238.97
Maintenance Services	39,367.79
Maintenance - Supplies	17,314.82
Other Operating Expenses	50,660.90
Contingency	1,466.46
Capital – Building and Equipment	33,870.95
Capital Fund	\$300,000.00
Other Expenses	22.00
Total Expenditures	\$2,105,671.40

2012 REVENUE	
City of Grand Forks	\$ 1,392,377.60
Grand Forks County	\$ 524,425.10
Intergovernmental	\$ 119,446.02
Gifts, Donations & Grants	\$ 36,614.08
Fines, Fees & Other Charges	\$ 45,764.56
Interest	\$ 15,109.40
Miscellaneous	\$ 11,024.45
Total Revenue	\$ 2,144,761.21



## Another Busy Year!

### In 2012 The Grand Forks Public Library...

- Sponsored a FIRST LEGO League (FLL) team that competed in the North Dakota FLL Championship Tournament.
- Formed a partnership with the Dakota Science Center (DSC) and the University of North Dakota (UND) College of Engineering and Mines in order to provide Science, Technology, Engineering, and Mathematics (STEM) activities to children.
- Formed a Children's Garden Club for children in grades K-6.
- Signed up 637 children entering grades K-7 for the Summer Reading Program; 1103 people attended Summer Reading Program Events.
- Offered 254 programs for adults and families with 1583 attendees. These included: A "Mystery in the Library" event, a poetry reading in April, numerous author visits, an appreciation tea for volunteers and staff, four Orientations for New Americans, a visit from the Circle of Friends Humane Society with kittens, a 100th birthday celebration in honor of past library director Mary Margaret Frank, an Empty Bowl painting opportunity, a flu shot clinic, Haunted Stacks, a Hobbit party, a life story writing workshop, and a Summer Reading Program Book Bingo for adults.
- Offered 47 teen events with 306 participants.
- Had food drives in March and September in which a food item donation could be exchanged for a fine reduction.
- Held a "Wounded Soldiers" care package drive during May.
- Sponsored "Get Caught Reading" month in May – pictures were taken and posted on social media.
- Began offering color laser printer for public internet computers.
- Setup courtesy notices by email for patrons
- Increased the bandwidth from ITD and Midcontinent Comm.
- Purchased 20 Nooks for patron checkout
- Began offering patrons the ability to make credit card payments for fines and other library charges.
- Continued to present at the New Americans orientation.



CHILDREN'S DEPARTMENT

REFERENCE

TECHNOLOGY

CIRCULATION

“In the nonstop tsunami of global information, librarians provide us with floaties and teach us to swim.”  
~ Linton Weeks