

Accomplishments  
Fiscal Year 2016-2017

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## MISSION STATEMENT

The mission of the Wythe-Grayson Regional Library is to provide materials and activities for the life-enriching, informational and educational needs of the individual and institutions of Wythe and Grayson Counties and those users in the surrounding areas who request library services.

## From the Director's Desk



This year has gone by swiftly and I have enjoyed my first year as Director of the Wythe-Grayson Regional Library. My effort this year has been to learn about the communities; their information needs and level of technology the communities have access to.

My aim is for the regional libraries to become the center of the community for information, personal growth and development as well as a fun place to go to for programs at all levels.

Literacy is a large part of becoming a valued member of the community. The Youth Services coordinators are working on early literacy initiatives. WGRL has partnered with Smart Beginnings. WGRL was a recipient of one of the Library of Virginia's STEM kits.

This year was a year of determining what works for the libraries and what does not. A short in-house survey was the primary tool in finding out what our library patrons want in their library. This survey helped me to see what the libraries are doing well and where we need to improve. What we are doing well is customer service, hours of service, and facilities. What we need to improve on is having employees better trained to handle reference questions, to be aware of the hours of service and the needs of the public, updating our facilities and marketing. Patrons at specific branches had requests for earlier hours and greater opportunities to use their library throughout the week.

What I found out is that our library patrons are not aware of all of our programs and services. To address this issue WGRL has a new website. The new website was designed with *WordPress* and is hosted by the Library of Virginia. A concerted effort will be made to keep Face Book and other social media platforms (for example Pinterest, Instagram and Goodreads) current with what is going on.

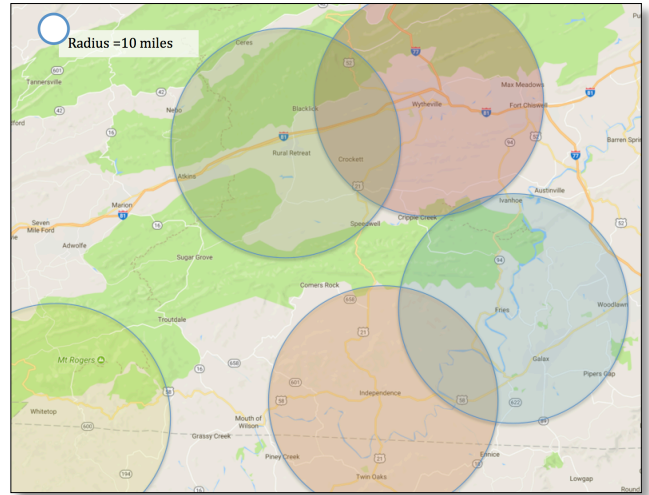
In the coming year, the emphasis will be on building community relationships and marketing the all that is available at the Wythe-Grayson Regional Libraries.

- Mary R Thomas, Regional Director



exception on the map is the service area for Fries Public Library. This area also contains the Galax Public Library.

Library of Virginia, using Planning for Library Excellence guidelines, for libraries with a population density of less than 1,000 people per square mile, recommends that library facilities be located within a 30, for Level 1, or a 25, for Level 2, minute drive from their residence to the library.



HOURS OF SERVICE

Grayson County consists of one main library and two branch libraries, providing 53 hours of unique service to the community. Wythe County consists of one main library and one branch library, providing 54 hours of unique service. Unique service looks at the hours the libraries are open and the range of hours possible for someone to access a library in their county in a one-week time frame.

Library	Hours of service per week
Wythe County Public Library	51 hours
Rural Retreat Public Library	38 hours
Grayson County Public Library	49.5 hours
Whitetop Public Library	40 hours
Fries Public Library	28 hours

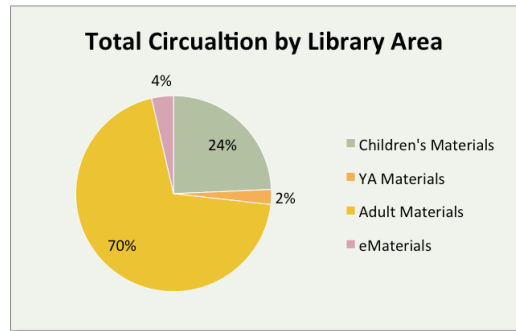
MOUNTAIN NETWORK CATALOG CONSORTIUM

The Mountain Network Catalog Consortium consists of libraries in the WGRL and GCRL. This year the two directors are meeting, along with appropriate staff, to evaluate the procedures and policies governing the consortium. The goal is to maintain a smooth working consortium, implement changes as needed as our libraries grow.

Mountain Network Catalog allows anyone with a valid card from WGRL or Galax-Carroll Regional Library systems (GCRL) to physically check out items at any library in the system. This allows the library users a lot of options and opportunities depending on where they live, work or go to school.

## Circulation

The WGRL system circulates a variety of materials. Items circulate within the community served by the branch libraries and through online catalog holds. Materials thus are able to circulate through out the WGRL system and through out the GCRL system. This is possible through the shared online Mountain Catalog system. The numbers reflected below are for items checked out by the home library to our patrons or to GCRL patrons.



Materials that are able to circulate are items in print, audio, visual formats. The libraries also have educational kits for families to checkout. Through the Southwest Virginia consortia WGRL is also able to offer electronic books and audio books.

Total Circulation	
Children's Materials	33,196
YA Materials	3,366
Adult Materials	95,073
e Materials	4,936

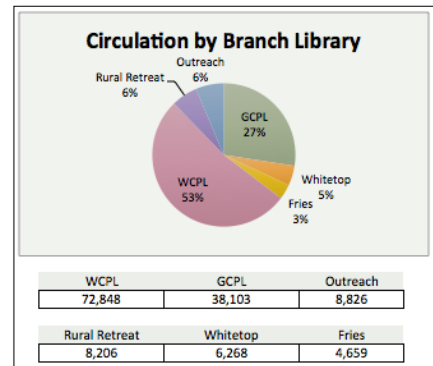
Items available but WGRL does not count in circulation data are electronic resources available from the Library of Virginia through the region's website.

For the 2016-2017 fiscal year, WGRL circulated a total of 136,571 items to library cardholders. WGRL borrowed for library users 91 items from libraries outside of the Mountain Network Catalog Consortia.

The majority of items checked out are located in our adult area (70%); the next area is for Children (24%); and the smallest area are located in Young Adult area (2%). Electronic materials are available through our website by selecting the OverDrive icon.

Wythe County and Rural Retreat libraries cover 59% of all circulations, Grayson County, Whitetop and Fries libraries are responsible for 35% and Outreach is responsible for the rest (6%) of circulation.

Outreach services deliver library materials to those in the Wythe and Grayson Counties that are not able to leave their homes to get to a library.



## Counting People: Library Users and Library Card Holders

WGRL counts people who come into the library to utilize any one of our services including but not limited to: borrowing materials, using Public Access Computers, free WiFi access, programs and meeting space, print, scan or Fax. A library card is required to borrow materials (books, audio books, DVDs, music CDs, magazines and electronic materials). A library card is not required for our fee based services: print, copy or Fax). Although a card would be great for frequent public access computer use, one is not presently required.

Starting in August 2016 Wythe and Grayson County libraries installed door counters. This is the first year that a daily count has been made for these libraries. The branch libraries (Whitetop, Rural Retreat and Fries) follow a sampling method; one week every quarter the libraries count the number of people coming into the library then extrapolating to a yearly count of people using the branch library.

WGRL counts the number of people who have a library card or who have filled out an application for a new library card. WGRL makes a distinction of library patrons as 'Adult' (18 year of age and older) or 'Juvenile' (5 -17 years of age). A new library card holder is one who is not in the Evergreen system and must fill out a library card application.

### LIBRARY CARD HOLDERS

For the 16/17 fiscal year a total of 932 new patrons were added to our system (Adults 729 and Juvenile 174). The library that added the most patrons was WCPL at total of 568 people added to the system. In descending order: GCPL (189), RRPL (135), WPL (23) and FPL (15) also added new patrons.

