

2019

ANNUAL REPORT
TO THE
LA CROSSE PUBLIC LIBRARY
BOARD OF TRUSTEES



2019 Highlights of Accomplishments, Projects, and Initiatives

Programs, Instruction, & Outreach

- We expanded craft offerings in the library basement, opening our *Creation Station* space for *Crafternoons*. This is an opportunity for people to use our craft supplies and create together.
- A new book club series called *The Drift* began in May.
- *Nature Lovers*, a new summer program had families enjoying our community parks and trails with a story and learning opportunities.
- *Wonderous Wednesdays*, a tween specific series included a library version of Iron Chef, gaming and STEAM Programming.
- To serve homeschool families, *Homeschool Hangouts* were implemented, featuring fun themed learning experiences and social time.
- *Caregiver Workshops* were reintroduced with high interest topics and well received by both child care providers and families.
- We offered our 350th technology class for adults in November 2019.
- Our outreach offerings with the Pop-Up Library were expanded, providing weekly services at the Farmer's Market.

Collaborations & Partnerships

In partnership with the Pump House and UWL, LPL began offering the *PS Let's Talk* staged reading series.

The Dark La Crosse Show podcast/videocast was launched in partnership with the La Crosse Tribune. Listenership is credited to the La Crosse Tribune's social media networks and some in-house promotion. One episode had over 5000 listeners in the two weeks of its broadcast which is the highest any of the episodes have garnered.

The Voices of La Crosse was a University of Wisconsin La Crosse (UWL) grant funded project to add inclusivity to the *Footsteps of La Crosse* tours, adding first person oral accounts from the UWL History Department program *Hear, Here*. Voices of everyday people as well as more diverse themes were woven into new tours.

LPL collaborated with other WRLS libraries to provide *Memory Connections* programs with grant funding provided through Bader Philanthropies.

New partnerships included: Caledonia Street Block Party, WISCORPS, Hmong New Year, and the Weber Center for the Performing Arts.

Expanded partnerships included: The Parenting Place, New Horizons, La Crosse Parks & Recreation Department, Chileda, and La Crosse Schools.

Staff Development & Achievements

Nineteen staff members received training to administer Narcan, which is located in every department and at the branch locations.

Seven staff members completed CPR/AED certification class.

Staff members participated in a variety of professional development opportunities and workshops including:

- Finding Knowledge for Expanding and Strengthening Inclusive Communities & Workplaces
- Stop! Collaborate and Listen! Make Working Together Work for You
- The Invisible Man: Living Transgender with Unseen Disability
- Rebuild for Learning 2019
- Working with Patrons Experiencing Trauma
- Wisconsin Library Association Leadership Development Institute
- Wisconsin Library Association Conference
- American Library Association Conference
- Wisconsin Association of Public Libraries Conference
- Support Staff Circulation Services Conference

In recognition of outstanding work on Global Initiatives Week by Payge Rustad and Paisley Sichone, La Crosse Public Library received the Burt and Norma Altman Award.

Service & Facility Improvements

Replaced 160 computers/laptops at all three library locations.

Implemented a ticketing platform for staff to submit I.T. support requests, completing 850 tickets in 10 months.

Upgraded Public Address System, as well as ceiling mounted speakers on all three floors at Main.

Lighting at Main was completely updated to LED.

Outdated gas piping (from 1965) was replaced and the interior gas meter was converted to an exterior meter.

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V. Miscellaneous Details

Carryover from 2019 to 2020

1400 Account 2019 Receipts and Disbursements

Gift Account 2019 Receipts & Disbursements

Circulation - Details

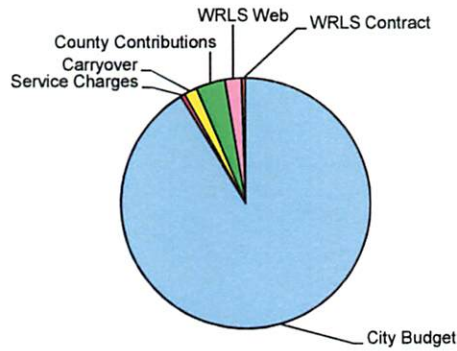
Information/Questions – Details

SHOGUNSHIP

FINANCIAL INFORMATION

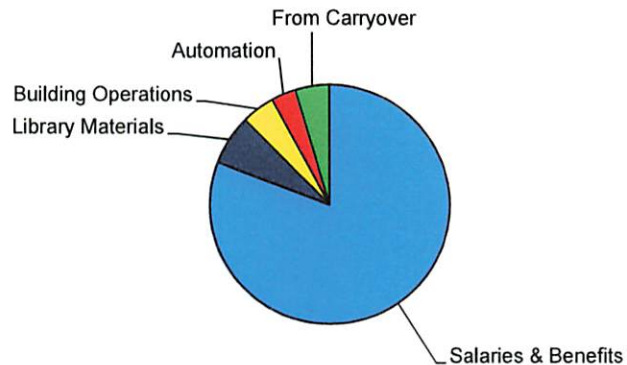
INCOME:

City Operating Budget	\$4,736,372	91.28%
Fees, service charges, misc.	\$30,265	0.58%
Carryover	\$85,503	1.65%
County Contributions	\$199,481	3.84%
WRLS Web	\$112,478	2.17%
WRLS Contract	\$24,945	0.48%
TOTAL	\$5,189,044	



EXPENDITURES:

Salaries & Benefits	\$4,090,074	80.83%
Library Materials	\$341,168	6.74%
Building Operations	\$225,922	4.46%
Automation	\$166,978	3.30%
All Other	\$235,804	4.66%
TOTAL	\$5,059,946	



CARRYOVER

2018 Carryover to 2019	\$85,503
Taken out of Carryover line	-\$60,000
2019 Operating Budget Expend. Balance	\$40,876
2019 Operating Budget Unanticipated Income	\$63,221
2018 Carryover to 2019	\$129,600

SPECIAL IN-HOUSE CHECKING ACCOUNT

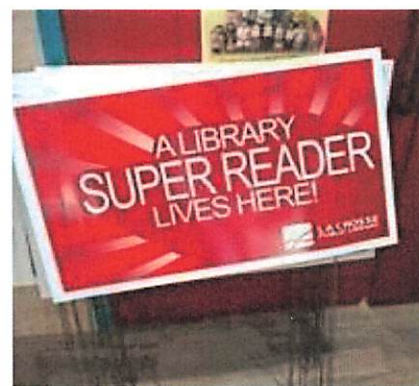
	2019	% CHANGE	2018
Income - 1400 (Photocopiers)	\$14,999	10.0%	\$13,637
- 3400 (Gifts)	\$281,827	76.9%	\$159,353
-4400 (credit card receipts)	\$20,372	-15.5%	\$24,116
Expend. - 1400 (Photocopiers)	\$14,119	-30.0%	\$20,159
- 3400 (Gifts)	\$257,821	66.2%	\$155,148
-4400 (credit card expenses)	\$8,469	-44.4%	\$15,242
Balance as of Dec. 31, 2019	\$227,786		

Special Trustees Fund:

		<u>% Change</u>
Balance 1/1/2019;	\$1,128,185	-0.86%
Bequests Added in 2019	\$0	
Contributions Added in 2019	\$5,000	
Interest	\$44,987	
Capital Gain	\$3,333	
Change in Market Value	\$30,749	
Fees	(\$8,389)	
Capital Loss	(\$2,492)	
Board Expenditures	(\$97,638)	
Balance 12/31/2018	\$1,103,735	-2.17%

SEE APPENDICES FOR MORE DETAIL ON FUNDS

Torchlight
Parade

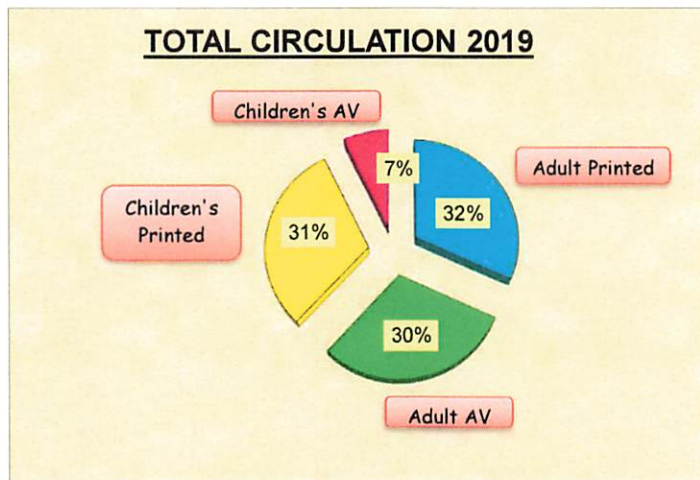


FINANCIAL COMPARISON INFORMATION:

	2019	2018	2017
Total Expenditure per Capita:	\$96.78	\$97.16	\$93.41
Percentage change	-0.4%	4.0%	-2.4%
Materials Expenditure per Capita:	\$6.53	\$6.61	\$6.40
Support per Capita:	\$99.25	\$98.79	\$96.01
Support Received from City per Capita:	\$91.85	\$88.16	\$86.89
Percentage change	4.2%	1.5%	5.4%
Cost per Hour Open:	\$680.23	\$682.27	\$667.08
(Main, North, and South combined hours)			
Percentage change	-0.3%	2.3%	-1.8%
Staff in FTEs per 1,000 Population:	1.07	1.08	1.08
Staff per circ/ref. transaction	0.073	0.068	0.064
Cost per Circulation:	\$7.01	\$6.53	\$5.92
Percentage change	7.4%	10.3%	4.7%



Library Cards for our local police officers



CIRCULATION INFORMATION

	2019	% of Total	% Change from Last Year
TOTAL CIRCULATION:	721,438		-7.17%
Print Items	452,141	62.67%	-5.50%
Non-Print Items	269,297	37.33%	-9.86%
Adult Materials	446,567	61.90%	-7.19%
Children's Materials	274,871	38.10%	-7.16%
TOTAL AT MAIN:	598,243		-8.30%
Print Items	373,758	62.48%	-6.22%
Non-Print Items	224,485	37.52%	-11.56%
Adult Materials	377,969	63.18%	-8.02%
Children's Materials	220,274	36.82%	-8.78%
TOTAL AT NORTH:	36,429		-9.70%
Print Items	21,226	58.27%	-7.48%
Non-Print Items	15,203	41.73%	-12.63%
Adult Materials	21,316	58.51%	-12.58%
Children's Materials	15,113	41.49%	-5.29%
TOTAL AT SOUTH:	86,766		2.72%
Print Items	57,157	65.87%	0.38%
Non-Print Items	29,609	34.13%	7.58%
Adult Materials	47,282	54.49%	3.13%
Children's Materials	39,484	45.51%	2.24%

COMPARISON INFORMATION

	2019	2018	2017
Turnover Rate: (No. of times each item circulated)	3.77	4.06	4.32
Circulation per Capita:	13.80	14.88	15.77
Circulation per Hour Open -			
Total:	97	104	143
Main:	182	199	217
North:	18	19	30
South:	42	41	61

CIRCULATION AT COMMUNITY LIBRARIES



MAIN AND TOTAL CIRCULATION





1000 Books
before
Kindergarten



Nature Lovers

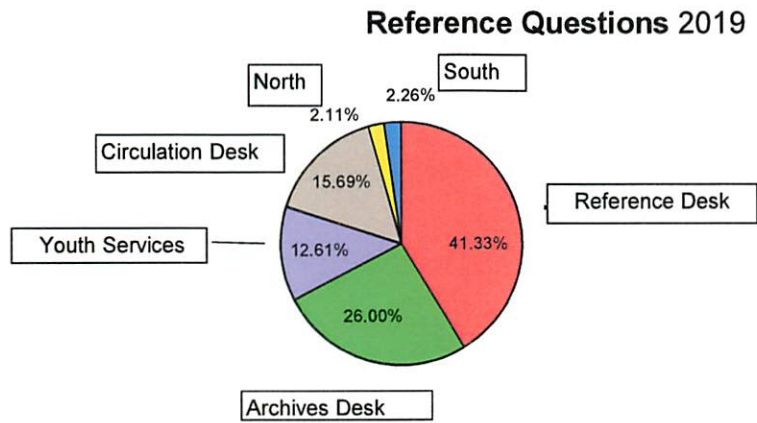
OTHER INFORMATION

	2019	% of Total	% Change from 2018
PROGRAMS			
Number Held in 2019:	1,773		26.19%
Adult	708	39.93%	77.00%
Monday Mornings @ Main	19		
Bus Trips	5		
Classes	42		
Dark La Crosse Tours	20		
Genealogy & Local History	30		
Movies	41		
Storytime for Adults	7		
Other	544		
Children's	1,065	60.07%	5.97%
Pre-school	757		
Elementary school	193		
Middle school	91		
High school	24		
Attendance	48,585		1.28%
Adult	15,728	32.37%	5.31%
Children's	32,857	67.63%	-0.54%
Pre-school	16,444		
Elementary school	12,533		
Middle school	3,243		
High school	637		
LIBRARY VISITS	506,906		-0.18%

NUMBER OF HOURS OPEN (per week):

At Main	
At North	65
At South	40
	40

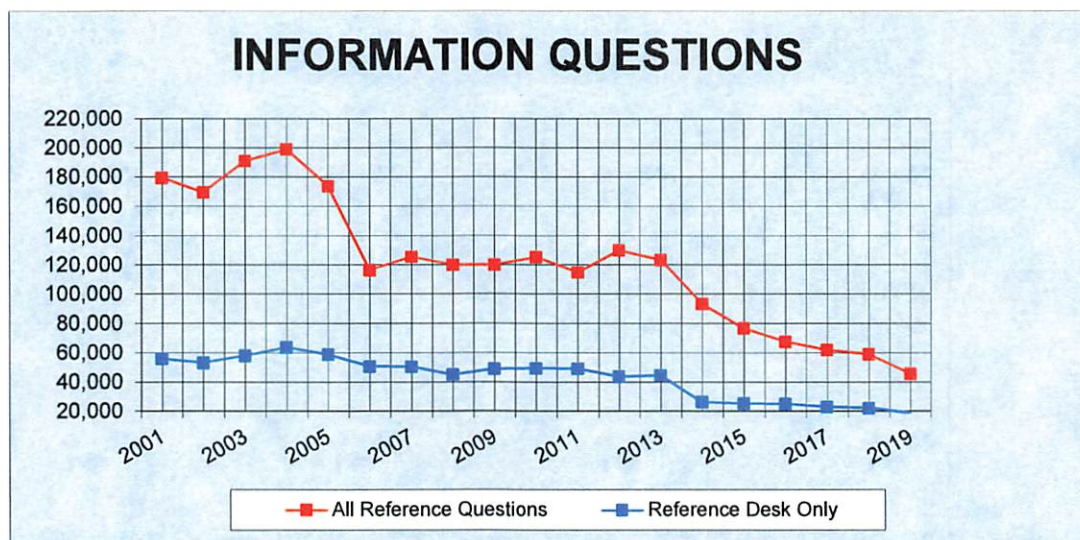
	2019	% of Total	% Change from 2018
REFERENCE QUESTIONS			
Number Asked in 2019	45,741		-22.81%
Reference Desk	18,904	41.33%	-15.54%
Archives Desk	11,892	26.00%	-4.76%
Children's Room	5,770	12.61%	-21.02%
Circulation Desk	7,179	15.69%	-45.22%
North Branch	963	2.11%	-43.88%
South Branch	1,033	2.26%	-54.33%





COMPARISON INFORMATION

	2019	2018	2017
Reference Questions per Capita:	0.9	1.1	1.2
Population Served:	51,567	52,282	52,236



APPENDIX A STATE ANNUAL REPORT



Wisconsin Department of Public Instruction
PUBLIC LIBRARY ANNUAL REPORT
 PI-2401 (Rev. 1-20)

Wis. Stat. §§ 43.05(4) & 43.58(6)

FOR THE YEAR 2019

INSTRUCTIONS: Complete and return two (2) original signed copies of the form and attachments to your system headquarters.

Board-approved, signed annual reports for 2019 are due to the DPI Division for Libraries and Technology no later than February 29, 2020.

I. GENERAL INFORMATION					
1. Name of Library La Crosse Public Library		2. Public Library System Winding Rivers Library System			
3a. Head Librarian First Name Shanneon	3b. Head Librarian Last Name Grant	4a. Certification Grade Grade 1	4b. Certification Type Regular		5. Certification Expiration Date 08/31/2022
6a. Street Address 800 Main St.	6b. Mailing Address or PO Box 800 Main St.	7. City / Village / Town La Crosse	8a. ZIP 54601	8b. ZIP4 4122	9. County La Crosse
10. Library Phone Number (608)789-7100	11. Fax Number (608)789-7106	12. Library E-mail Address of Director sgrant@lacrosselibrary.org			
13. Library Website URL www.lacrosselibrary.org		14. No. of Branches 2	15. No. of Bookmobiles Owned 0	16. No. of Other Public Service Outlets 1	
17. Does your library operate a books-by-mail program? No	18. Some public libraries are legally organized as joint libraries, with neighboring municipalities or a county and municipality joining to operate a library. Is your library such a joint library legally established under Wis. Stat. s. 43.53? No				
19a. Winter Hours Open per Week 65	19b. Number of Winter Weeks 39	19c. Summer Hours Open per Week 65		19d. Number of Summer Weeks 13	
20. Square Footage of Public Library 84,610	21. Did your library or a branch move to a new facility or expand an existing facility during the fiscal year? No			22. DUNS Number <i>Nine digits</i> 610452026	
II. LIBRARY COLLECTION					
		a. Number Owned / Leased		b. Number Added	
1. Books in Print <i>Non-periodical printed publications</i>		135,715		13,718	
2. Electronic Books <i>E-books</i>		420,109			
3. Audio Materials		21,722		1,793	
4. Electronic Audio Materials <i>Downloadable</i>		324,444			
5. Video Materials		21,846		2,956	
6. Electronic Video Materials <i>Downloadable</i>		140,952			
7. Other Materials Owned <i>Describe</i> 103 board games; 375 microforms		478			
8. Electronic Collections <i>Locally Owned or Leased</i>		145			
9. Total Electronic Collections <i>Local, regional, and state</i>		198			
10. Subscriptions <i>Include periodicals and newspapers, exclude those in electronic format</i>		346			

III. LIBRARY SERVICES

1. Circulation Transactions			2. Interlibrary Loans			
a. Total Circulation		b. Children's Materials	a. Items Loaned <i>Provided to</i>		b. Items Received <i>Received from</i>	
715,527		274,871	119,769		93,268	
3. Number of Registered Users			4. Reference Transactions		5. Library Visits	
a. Resident	b. Nonresident	c. TOTAL	a. Method	b. Annual Count	a. Method	b. Annual Count
40,781	16,908	57,689	Survey Week(s)	45,741	Actual Count	506,903
6. Uses of Public Internet Computers		7. Uses of Public Wireless Internet		8. Number of Website Visits	9a. Local Electronic Collection Retrievals	9d. Total Electronic Collection Retrievals
a. Method	b. Annual Count	a. Method	b. Annual Count			
Actual Count	81,703	Password Controlled	63,430	-1	-1	-1
10. Uses of Electronic Materials by Users of Your Library						
a. E-Books	b. E-Audio	c. E-Video	d. Total Uses of Electronic Works		e. Uses of Children's Electronic Materials	
43,759	42,385	1,893	88,037		5,145	
11. Programs and Program Attendance Annual Count					11. Number of Public Use Computers	
	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. TOTAL	a. Total	b. Internet Access
Number of Programs	950	115	708	1,773	141	141
Total Attendance	29,177	3,880	15,728	48,785		

IV. LIBRARY GOVERNANCE

Library Board Members. List all members of the library board as of the date of this report. List the president first. Indicate vacancies. Report changes to the Division for Libraries and Technology as they occur. When reporting such changes, indicate the departing board members.

First Name	Last Name	Street Address	City	ZIP+4	Email Address
PRESIDENT					
1. Suzanne	Anglehart	1654 Farnam St.	La Crosse	54601	sanglehart@uwlax.edu
2. Jodi	Ehrenberger	N4673 Timbercrest Dr E	Onalaska	54650	jehrenberger@coulcebank.net
3. Araysa	Simpson	1545 Travis St.	La Crosse	54601	bsbnjg@yahoo.com
4. Shelley	Hay	944 Milson Ct.	La Crosse	54601	shay@uwlax.edu
5. Kathlyn	Ivey	2001 Hyde Ave.	La Crosse	54601	kathycivey@gmail.com
6. Jeff	Bagniefski	805 West Ave.	La Crosse	54601	jjdbbags@yahoo.com
7. Katie	Bittner	1027 Charles St.	La Crosse	54603	kljleigh@gmail.com
8. Gary	Padesky	825 20th St. South	La Crosse	54601	padeskyg@cityoflacrosse.org
9. Catherine	Ellingson	713 Charles St.	La Crosse	54603	cellings@lacrossesd.org
10.					
11.					
12.					
No. of Library Board Members Include vacancies in this count					
9					

V. LIBRARY OPERATING REVENUE*Report operating revenue only. Do not report capital receipts here.***1. Local Municipal Appropriations for Library Service** *Only joint libraries report more than one municipality here*

Municipality Type	Name	Amount
City	La Crosse	\$4,736,372
Subtotal 1		\$4,736,372

2. County**a. Home County Appropriation for Library Service**

Subtotal 2a

b. Other County Payments for Library Services

County Name	Amount	County Name	Amount
Jackson	\$10,044		
Monroe	\$25,729		
Trempealeau	\$23,269		
Vernon	\$140,439		
		Subtotal 2b	\$199,481

3. State Funds**a. Public Library System State Funds**

Description	Amount	Description	Amount
Winding Rivers Library System	\$24,945		
b. Funds Carried Forward from Previous Year		c. Other State Funded Program	
		Subtotal 3	\$24,945

4. Federal Funds *Name of program—for LSTA grant awards, grant number and project title*

Program or Project		Amount
		\$0
Subtotal 4		\$0

5. Contract Income *From other governmental units, libraries, agencies, library systems, etc.*

Name	Amount	Name	Amount
WRLSWEB	\$112,478		
		Subtotal 5	\$112,478

6. Funds Carried Forward *Do not include state aid. Report state funds in 3b above.*

\$25,503

7. All Other Operating Income

\$90,265

8. Total Operating Income
Add 1 through 7

\$5,189,044

9. What is the current year annual appropriation provided by your governing body(ies) for your public library?

\$4,806,297

10. Was your library's municipality exempt from the county library tax for the report year? Wis. Stat. s. 43.64(2)

Yes

VI. LIBRARY OPERATING EXPENDITURES*Report operating expenditures from all sources. Do not report capital expenditures here.*

1. Salaries and Wages <i>Include maintenance, security, plant operations</i> \$3,068,165		2. Employee Benefits <i>Include maintenance, security, plant operations</i> \$1,021,909	
3. Library Collection Expenditures			
a. Print Materials \$197,256	b. Electronic Materials \$25,000	c. Audiovisual Materials \$118,912	d. All Other Library Materials \$0
			e. Subtotal 3 \$341,168
4. Contracts for Services <i>Include contracts with other libraries, municipalities, and library systems here. Include service provider.</i>			
Provider	Amount	Provider	Amount
WRLSWEB	\$72,440		
			Subtotal 4 \$72,440
5. Other Operating Expenditures			\$556,264
6. Total Operating Expenditures <i>Add 1 through 5</i>			\$5,059,946
7. Of the expenditures reported in item 6, what were operating expenditures from federal program sources?			

VII. LIBRARY CAPITAL REVENUE, EXPENDITURES, DEBT RETIREMENT, AND RENT

1. Capital Income and Expenditures by Source of Income. <i>Do not report any expenditures reported above. Provide a brief description of any expenditures.</i>			
Source	Brief Description of Expenditure	Revenue	Expenditure
a. Federal		\$0	\$0
b. State		\$0	\$0
c. Municipal	North Branch Tech Project	\$31,188	\$31,188
d. County		\$0	\$0
e. Other		\$0	\$0
2. Debt Retirement	3. Rent Paid to Municipality/County	Total Revenue \$31,188	Total Expenditure \$31,188

VIII. OTHER FUNDS HELD BY THE LIBRARY BOARD**IX. TRUST FUNDS**

All funds under the library board's control must be reported. Report in this section any funds in the library board's control (except Trust Funds) that have not been reported in a previous section. <i>Wis. Stat. s. 43.58(6)(a)</i>	1. Total Amount of Other Funds at End of Year \$227,786	1. Total Amount of Trust Funds Held by the Library Board at End of Year \$1,103,735
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X. STAFF

1. Personnel Listing. *Libraries with 15 or fewer employees may report all staff under 1a. Libraries with more than 15 employees, list head librarian, chief assistants, branch librarians, division heads, and other supervisory personnel in 1a. and all other positions in 1b.*

a. Employees Holding the Title of Librarian. Indicate advanced degrees in Type of Staff.

Position	Type of Staff	Annual Salary	Hours Worked per Week	Position	Type of Staff	Annual Salary	Hours Worked per Week
Director / Head Librarian	MLS (ALA)	\$95,867	40.00				
Adult Svc/Coll. Mgmt. Mgr.	MLS (ALA)	\$77,251	40.00				
Business Mgr.	Other	\$77,251	40.00				
Archivist Manager	MLS (ALA)	\$77,251	40.00				
IT Manager	Other	\$106,850	40.00				
Bldg. Mtce. Coord.	Other	\$77,251	40.00				
Circulation Manager	Other	\$77,251	40.00				
Youth Services Mgr.	MLS (ALA)	\$77,251	40.00				

b. Other Paid Staff See instructions

Position	Type of Staff	Total Annual Wages	Hours Worked per Week	Position	Type of Staff	Total Annual Wages	Hours Worked per Week
Library Clerk	Other	\$147,732	190.00	Librarian	Librn. no-MLS	\$245,045	160.00
Library Assistant	Other	\$600,357	551.00	Senior IT	Other	\$63,045	40.00
Associate Librarian	Librn. no-MLS	\$306,363	240.00	Executive Assistant	Other	\$50,066	40.00
Associate Librarian	MLS (ALA)	\$134,264	120.00	Maintenance	Other	\$195,894	180.00
Librarian	MLS (ALA)	\$505,136	346.00	Sr. Prog., Volunteer Coord.	Other	\$70,371	56.00

2. Library Staff Full-Time Equivalents (FTEs). Divide the total hours worked per week for each category by 40 to determine full-time equivalents.

a. Persons Holding the Title of Librarian

Master's Degree from an ALA
Accredited Program (FTE)

15.65

Other Persons Holding the
Title of Librarian (FTE)

10.00

Subtotal 2a

25.65

b. All Other Paid Staff (FTE)
Include maintenance, plant
operations, and security

30.43

c. Total Library Staff
(FTE)

56.08

XI. PUBLIC LIBRARY LOANS OF MATERIAL TO NONRESIDENTS

1. Of the total circulation reported for your library from Section III, item 1, what was the total circulation to nonresidents *See instructions for definition of nonresident*

214,958

Divide nonresident circulation among the following categories. The total of 2 through 6 below should not be greater than the number reported in item 1 above.		a. Those with a Library	b. Those without a Library	c. Subtotal
2. Circulation to Nonresidents Living in Your County		52,168	91,351	143,519
3. Circulation to Nonresidents Living in Another County in Your System		17,790	41,059	58,849
4. Circulation to Nonresidents Living in an Adjacent County Not in Your System				
5. Circulation to All Other Wisconsin Residents 3,580	6. Circulation to Persons from Out of the State 9,010			
7. Are the answers to items 1 through 6 based on actual count or survey/sample? Actual	8a. Does your library deny access to any residents of adjacent public library systems on the basis of Wis. Stat. s. 43.17(11)(b)? No	8b. If yes, do you allow residents in adjacent systems to purchase library cards?		

9. Circulation to Nonresidents Living in an Adjacent County Who Do Not Have a Local Public Library

Name of County	Circulation	Name of County	Circulation
a. Jackson	2,437	f.	
b. Monroe	3,679	g.	
c. Trempealeau	5,252	h.	
d. Vernon	16,591	i.	
e.		j.	

XII. TECHNOLOGY

- | | | |
|---|---|--|
| 1. Does your library provide wireless Internet access for patrons' mobile devices?

Yes | 2. What type of Internet connection do you have? <i>Mark all that apply</i>
<input checked="" type="checkbox"/> a. State TEACH line
<input checked="" type="checkbox"/> b. Other broadband connection
<i>Local cable, telco, community network, etc.</i> | 3. Does your library use any type of Internet filtering software or service?
<input type="checkbox"/> a. Yes, on all Internet workstations
<input checked="" type="checkbox"/> b. Yes, on some Internet workstations
<input type="checkbox"/> c. No filtering on any Internet workstation |
|---|---|--|

XIII. SELF-DIRECTED ACTIVITIES, STAFF SERVING YOUTH / ADULTS

1. Self-directed Activities <i>Planned, independent activities available for a definite time period which introduce participants to any of the broad range of library services or activities that directly provide information to participants.</i>		a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. TOTAL
	Number of Self-directed Activities				
	Total Self-directed Activity Participation				

2. Name and email address of primary staff person who serves as the children, youth, or teen librarian. *Only the primary person is displayed here.*

a. First Name Dawn	b. Last Name Wacek	c. Email Address dwacek@lacrosselibrary.org
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3. Name and email address of primary staff person who serves as the librarian for adults. *Only the primary person is displayed here.*

a. First Name Alan	b. Last Name Mask	c. Email Address amask@lacrosselibrary.org
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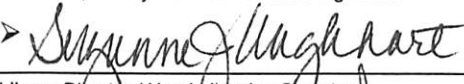
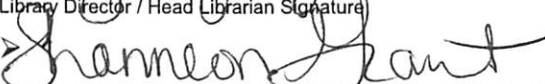
XIV. PUBLIC LIBRARY ASSURANCE OF COMPLIANCE WITH SYSTEM MEMBERSHIP REQUIREMENTS

We assure the Public Library System of which this library is a member and the Division for Libraries and Technology, Department of Public Instruction that this public library is in compliance with the following requirements for public library system membership as listed in *Wis. Stats.* A check (X) or a mark in the checkbox indicates compliance with the requirement.

- ☒ The library is established under s. 43.52 (municipalities), s. 43.53 (joint libraries), or s. 43.57 (consolidated county libraries and county library services) of the Wisconsin Statutes [s. 43.15(4)(c)1].
- ☒ The library is free for the use of the inhabitants of the municipality by which it is established and maintained [s. 43.52(2), 73 Op. Atty. Gen. 86(1984), and OAG 30-89].
- ☒ The library's board membership complies with statutory requirements regarding appointment, length of term, number of members and composition. [s. 43.54 (municipal and joint libraries), s. 43.57(4) & (5) (consolidated and county library services), and s. 43.60(3) (library extension and interchange)].
- ☒ The library board has exclusive control of the expenditure of all moneys collected, donated, or appropriated for the library fund [s. 43.58(1)].
- ☒ The library director is present in the library at least 10 hours a week while library is open to the public, less leave time [s. 43.15(4)(c)6].
- ☒ The library board supervises the administration of the library, appoints the librarian, who appoints such other assistants and employees as the library board deems necessary, and prescribes their duties and compensation [s. 43.58(4)].
- ☒ The library is authorized by the municipal governing board to participate in your public library system [s. 43.15(4)(c)3].
- ☒ The library has entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries, and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the group program, or from providing remote access to a library's online resources only to its residents. [s. 43.15(4)(c)4].
- ☒ The library's head librarian holds the appropriate grade level of public librarian certification from the Department of Public Instruction [s. 43.15(4)(c)6 and Administrative Code Rules PI 6.03].
- ☒ The library annually is open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2006, annually is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer [s. 43.15(4)(c)7].
- ☒ The library annually spends at least \$2,500 on library materials. [s. 43.15(4)(c)8].

XV. CERTIFICATION

I CERTIFY THAT, to the best of my knowledge, the information provided in this annual report and any attachments are true and accurate and the library board has reviewed and approved this report.

President, Library Board of Trustees Signature 	Name of President <i>Print or type</i> Suzanne Anglehart	Date Signed 2/20/2020
Library Director / Head Librarian Signature 	Name of Director / Head Librarian <i>Print or type</i> Shanneon Grant	Date Signed 2/20/2020

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**LA CROSSE PUBLIC LIBRARY
SPECIAL CHECKING ACCOUNT
2019 ACTIVITY**

Balance: 12/31/18		\$190,997.94
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Receipts:	Copy Machine & other 1400	\$14,998.54
	Gifts	\$115,421.91
	Friends of LPL	\$39,543.91
	Washburn Fund	\$17,642.35
	Special Trustees Fund	\$83,722.11
	Fund Raisers	\$24,009.04
	Credit Card Receipts	\$20,371.74
	Interest	\$1,487.30

Total Receipts	\$317,196.90
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Disbursements:		
	Copier Leases & Maintenance	\$14,118.79
	Printing Supplies & Maintenance	\$1,495.07
	Library Materials	\$10,494.90
	Programs/Exhibits	\$61,256.91
	Staff Development	\$350.00
	Equipment/Furnishings	\$15,652.16
	Public Events	\$35,212.87
	Credit Card Expenses	\$8,469.28
	Space Study	\$77,601.58
	Other	\$55,757.15

Total Disbursements	\$280,408.71
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Balance 12/31/19	\$227,786.13
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Journal Balance:	\$227,786.13
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\$0.00

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TRUSTEES' SPECIAL AGENCY FUND REPORT

2019	1ST QTR 2019	2ND QTR 2019	3RD QTR 2019	4TH QTR 2019	TOTAL 2019
BEQUESTS	0	0	0	0	\$0
CONTRIBUTIONS	0	0	5,000	0	\$5,000
INTEREST INCOME	8,776	11,914	11,311	12,986	\$44,987
CHANGE IN MARKET VALUE	25,415	6,895	-6,716	5,155	\$30,749
ASSET CHANGES - CAPITAL GAIN	2,720	613	0	0	\$3,333
FEES	2,079	2,099	2,120	2,091	\$8,389
BOARD EXPENDITURES	13,900	0		83,738	\$97,638
ASSET CHANGES - CAPITAL LOSS	0	0	0	2,492	\$2,492
					108,519
Director's Hospitality	\$5,178		2018 Bus route promotion		\$2,900
Space Study - South & Main	\$71,681		2018 National Library Week		\$6,000
Give-A-Gift in honor of J. Bouffeur	\$1,000		2018 strategic planning retreat		\$1,730
Give-A-Gift in honor of S. Sullivan	\$1,000		2017 self-check furniture		\$2,270
ALA Job posting for director	\$650		2018 Bev Ruston Give-A-Gift		\$1,000
Staff retirements	\$1,492				
New Director's Open House	\$2,000				
Interest from Bruder gift for 2017	\$387				
Interest from Bruder gift for 2018	\$350				
BEQUESTS	\$1,004,220				
HAIG-PREVIOUS INTEREST	11,234				
BRUDER ENDOWMENT	10,000				
CHILDREN'S CENTENNIAL FUND	12,025				
FROM GERT GORDON FUND	51,931				
INTEREST INCOME	1,167,870				
RETURN FROM 1ST FLOOR REMODEL	46,532				
BUILDING FUND	175,280				
BOOKS 2000 and beyond	245,957				
CAPITAL PROJECTS	24,324				
MATERIALS & PROGRAMS	10,333				
BOARD USE	6,435				
LCHS	48,903				
ASSET CHANGES	125,216				
FEES	-144,103				
BOARD EXPENDITURES	-1,692,421				
BALANCE	\$1,103,735				

MISCELLANEOUS DETAILS

CARRYOVER FROM 2019 to 2020

	2019 BUDGET	2019 AMOUNT		
	APPROP.	SPENT	BALANCE	% USED
EXPENDITURES				
Salaries	\$3,096,297	3,068,164.80	28,132.20	99.09%
Fringes	1,065,901		43,992.07	95.87%
Health Insurance		602,562.40		
Life Insurance		9,096.71		
Retirement		186,372.61		
Social Security		220,496.83		
Misc. Benefits		3,380.38		
Automation	166,560	166,978.07	-418.07	100.25%
Bldgs. & Bldg. Improvements	10,000	10,000.00	0.00	100.00%
Car Allowance/Mileage	600	2,136.31	-1,536.31	356.05%
Delivery	11,500	7,525.00	3,975.00	65.43%
Other Contractual Services	66,000	68,155.41	-2,155.41	103.27%
Dues	3,000	3,127.00	-127.00	104.23%
Electricity	128,443	105,172.59	23,270.41	81.88%
Electronic Resources	15,000	15,000.00	0.00	100.00%
Gasoline	750	1,001.68	-251.68	133.56%
Library Materials	327,100	326,167.28	932.72	99.71%
Miscellaneous Expenses	3,000	3,146.25	-146.25	104.88%
Natural Gas	35,500	30,698.53	4,801.47	86.47%
Office Supplies	38,500	34,142.05	4,357.95	88.68%
Oil	50	0.00	50.00	0.00%
Postage	6,000	2,026.02	3,973.98	33.77%
Printing Services	2,200	1,309.55	890.45	59.53%
Professional Development	12,500	13,537.23	-1,037.23	108.30%
Programming Mtls.	1,000	983.22	16.78	98.32%
Repair & Mtc. Supplies-Bldg.	20,000	20,955.45	-955.45	104.78%
Repair & Mtc. Services-Equip.	3,500	3,441.94	58.06	98.34%
Repair & Mtc. Services - Grnds.	50,550	49,602.23	947.77	98.13%
Sewer	2,000	3,840.30	-1,840.30	192.02%
Sprinkler - Indoor	120	129.82	-9.82	108.18%
Storm Water	2,500	1,973.52	526.48	78.94%
Telephone Expenses	21,000	16,339.98	4,660.02	77.81%
Travel Expenses	6,500	6,504.56	-4.56	100.07%
WRLS Car Allowance	500	-12.53	512.53	-2.51%
WRLSWEB		72,440.33	-72,440.33	
Water	4,250	3,549.91	700.09	83.53%
TOTAL 2018 EXPENSES:	\$5,100,821	5,059,945.43	40,875.57	99.20%

	2019 BUDGET	2019 AMOUNT		
INCOME	APPROP.	RECEIVED	BALANCE	% RECEIVED
Lost Library Mtls.	\$8,000	6,468.73	-1,531.27	80.86%
Microprinting Fees	\$750	122.81	-627.19	16.37%
Miscellaneous	\$750	1,609.51	859.51	214.60%
Out of State Reg.	\$5,000	3,272.20	-1,727.80	65.44%
Research Fees	\$500	132.90	-367.10	26.58%
FAX Fees	\$1,100	804.95	-295.05	73.18%
Service Charges		7,374.77	7,374.77	
County Contributions	\$199,481	199,481.00	0.00	100.00%
Meeting Room	\$1,700	1,506.97	-193.03	88.65%
WRLSWEB	\$53,380	112,478.00	59,098.00	210.71%
Restitution			0.00	
Pcard Rebate	\$8,500	8,972.28	472.28	105.56%
Transfer from carryover	\$60,000	60,000.00	0.00	100.00%
Short/Over				
SUBTOTAL	\$339,161	402,224.12	63,063.12	118.59%
WRLS Contract	\$24,787	24,945.00	158.00	100.64%
	\$363,948	427,169.12	63,221.12	117.37%
SUMMARY:				
Total Amount Carried over into 2019:			85,502.85	
Expenditures per Board approval				
Transferred to 2019 income			-60,000.00	
2019 Operating Budget Expenditure Balance			40,875.57	
2019 Operating Budget Unanticipated Income			63,221.12	
Total Amount Carried over into 2020:			129,599.54	

				Item 3
GIFT FUND (Restricted) as of 12/31/2019				
	1-1-2019			Current
	Balance	Debits	Credits	Balance
Library Materials				
Bruder Endowment (YS)	\$-271.74		\$737.00	\$465.26
DAR		\$18.00	\$18.00	\$0.00
LAGS		\$92.90	\$92.90	\$0.00
Waking Up White			\$128.99	\$128.99
Outdoor Rec. Alliance		\$384.00	\$384.00	\$0.00
TOTAL	\$-271.74	\$494.90	\$1,360.89	\$594.25
	1-1-2019			Current
	Balance	Debits	Credits	Balance
Miscellaneous				
Archives	\$33,438.90	\$7,158.34	\$15,516.52	\$41,797.08
Board Discretionary Projects	\$2,947.05		\$1,165.00	\$4,112.05
Bus Tour	5,701.71	\$10,461.96	\$10,115.00	\$5,354.75
Capital Projects	8,640.94		\$200.00	\$8,840.94
Care & Share		\$8,556.00	\$8,556.00	\$0.00
Materials & Services	6,153.50		\$3,220.00	\$9,373.50
Foundation Grant	20,399.34			\$20,399.34
Friends - Misc.	-375.00	\$3,377.55	\$9,621.31	\$5,868.76
Give-A-Gift	\$28,787.98	\$36,616.61	\$24,009.04	\$16,180.41
Donald (Sandy) Gordon Estate	\$8,140.92	\$9,652.16	\$10,531.49	\$9,020.25
Gertrude Salzer Gordon Estate	\$41,624.22	\$27,457.78	\$27,197.14	\$41,363.58
Interest	\$3,349.72	\$3,904.60	\$1,487.30	\$932.42
Sale of Surplus Equipment	\$1,719.25		\$203.00	\$1,922.25
Banner Project	\$4,386.54	\$3,878.00	\$3,377.00	\$3,885.54
Art Fund	\$1,998.00	\$1,050.00		\$948.00
Craft Show	\$726.11	\$62.99	\$310.00	\$973.12
Early Literacy	\$310.00			\$310.00
Pop Up Libraries	\$140.00			\$140.00
Music & Memories	\$83.55		\$85.00	\$168.55
National Library Week	\$-12,675.98	\$2,273.01	\$14,948.99	\$0.00
Richard F. Carter Memorial	\$6,931.08			\$6,931.08
PBS Get up & Go Day		\$3,080.00	\$3,080.00	\$0.00
Programming - Friends - Adult General	\$8,595.96	\$11,387.39	\$10,257.63	\$7,466.20
Adult SLP		\$226.00	\$226.00	\$0.00
Adult Winter Program		\$125.00	\$125.00	\$0.00
Earth Month Program		\$500.00	\$500.00	\$0.00
Swag		\$5,732.00	\$5,732.00	\$0.00
Programming - Friends - Youth General	\$5,421.44	\$12,989.58	\$10,573.92	\$3,005.78
Summer Library Program		\$9,091.05	\$9,091.05	\$0.00
For Youth Services - C. Travelli		\$6,000.00	\$6,000.00	\$0.00
South Branch Operation	\$955.19			\$955.19
Spec. Trustees - Board Retreat	\$-1,730.00	\$540.00	\$1,730.00	\$-540.00
Spec. Trustees - Director retirement		\$2,459.13	\$1,000.00	\$-1,459.13
Spec. Trustees - Retirements	\$-736.89	\$1,231.57	\$1,491.60	\$-476.86
Spec. Trustees - self check tables	\$-2,269.94		\$2,269.94	\$0.00
Spec. Trustees - space study		\$77,601.58	\$71,680.57	\$-5,921.01
Spec. Trustees - bus wrap	\$-2,900.00		\$2,900.00	\$0.00
Spec. Trustees - director search		\$650.00	\$650.00	\$0.00
Spec. Trustees - director reception		\$2,259.13	\$2,000.00	\$-259.13
Thousand Books Before Kindergarten	\$1,489.67			\$1,489.67
Washburn - Author Visit		\$3,395.76	\$6,000.00	\$2,604.24
Washburn - National History Day	\$-1,456.15	\$1,932.17	\$4,000.00	\$611.68
Washburn - History Hunt	\$-500.00		\$4,000.00	\$3,500.00
Washburn - staff logo shirts	\$530.00	\$547.00	\$17.00	\$0.00
Washburn - Staff Dev. Day	\$-2,940.88		\$2,940.88	\$0.00
Washburn - filing fee	\$-10.00	\$10.00	\$20.00	\$0.00
Washburn-Great River Writes	\$-622.35		\$622.35	\$0.00
Washburn - La Crosse Reads			\$1,000.00	\$1,000.00
Washburn -Thurrow Scholarship	\$37.16	\$350.00	\$2,000.00	\$1,687.16
TOTAL	\$166,291.04	\$254,556.36	\$280,450.73	\$192,185.41
World We Live in Grant	4,895.13	\$128.08	\$15.00	\$4,782.05
(we are only a fiscal agent on this)				
TOTAL	\$4,895.13	\$128.08	\$15.00	\$4,782.05
YTD TOTALS	\$170,914.43	\$255,179.34	\$281,826.62	\$197,472.71
Bank Balance				\$197,472.71
				\$0.00

1400 ACCOUNT: 2019 RECEIPTS

	Copy Machine	Internet Access	Printing	Misc.	TOTAL INCOME
JANUARY	\$397.08	\$448.90	\$199.65	\$0.00	\$1,045.63
FEBRUARY	\$270.79	\$306.65	\$290.20	\$0.00	\$867.64
MARCH	\$700.82	\$897.70	\$506.10	\$0.00	\$2,104.62
APRIL	\$440.49	\$596.40	\$245.50	\$0.00	\$1,282.39
MAY	\$472.17	\$532.15	\$354.39	\$0.00	\$1,358.71
JUNE	\$144.63	\$153.45	\$140.30	\$0.00	\$438.38
JULY	\$434.42	\$598.25	\$386.90	\$0.00	\$1,419.57
AUGUST	\$399.97	\$443.80	\$326.15	\$0.00	\$1,169.92
SEPTEMBER	\$314.86	\$446.30	\$191.00	\$0.00	\$952.16
OCTOBER	\$530.59	\$652.35	\$322.50	\$0.00	\$1,505.44
NOVEMBER	\$167.67	\$202.75	\$115.00	\$1,237.25	\$1,722.67
DECEMBER	\$363.95	\$535.40	\$223.71	\$8.35	\$1,131.41
TOTAL	\$4,637.44	\$5,814.10	\$3,301.40	\$1,245.60	\$14,998.54

Percentage of Total	30.92%	38.76%	22.01%	8.30%
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Average per month	\$386.45	\$484.51	\$275.12	\$103.80	\$1,249.88
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Explanation of Subaccounts:

Copy Machine Rate/copy: 11" @ \$.10, 14" @ \$.15, 17" @ \$.20; color copies @ \$.75

Printer Charges for computer printing

Internet Charges Charges for printing material off of the Internet @ \$.10 per page for b/w & \$.25 for color

1400 ACCOUNT: DISBURSEMENTS 2019

	Copier Leases	Copier Maintenance	Printing Maintenance	Printing Supplies	Misc.	TOTAL
JANUARY	\$737.01	\$416.92	\$28.24	\$0.00	\$131.02	\$1,313.19
FEBRUARY	\$737.01	\$0.00	\$0.00	\$0.00	\$0.00	\$737.01
MARCH	\$1,267.46	\$971.78	\$10.13	\$1,155.34	\$0.00	\$3,404.71
APRIL	\$737.01	\$859.83	\$0.00	\$0.00	\$210.98	\$1,807.82
MAY	\$737.01	\$0.00	\$102.45	\$0.00	\$0.00	\$839.46
JUNE	\$737.01	\$483.67	\$97.68	\$0.00	\$0.00	\$1,318.36
JULY	\$737.01	\$432.63	\$0.00	\$0.00	\$159.37	\$1,329.01
AUGUST	\$737.01	\$800.36	\$43.77	\$0.00	\$0.00	\$1,581.14
SEPTEMBER	\$737.01	\$333.03	\$0.00	\$0.00	\$0.00	\$1,070.04
OCTOBER	\$737.01	\$0.00	\$0.00	\$0.00	\$427.41	\$1,164.42
NOVEMBER	\$92.51	\$504.56	\$57.46	\$0.00	\$227.45	\$881.98
DECEMBER	\$768.00	\$554.95	\$0.00	\$0.00	\$0.00	\$1,322.95
 TOTAL	 \$8,761.06	 \$5,357.73	 \$339.73	 \$1,155.34	 \$1,156.23	 \$16,770.09
 Percentage of Total	 52.24%	 31.95%	 2.03%	 6.89%	 6.89%	

CIRCULATION - 2019

OVERVIEW

Number of loans from La Crosse Public Library & branches:	721,438
Decrease from 2018:	-55,758
% Decrease from 2018:	-7.17%
Number of loans from Main:	598,243
Percent of total loans:	82.92%
Decrease from 2018:	-54,147
% Decrease from 2018:	-8.30%
Number of loans from North:	36,429
Percent of total loans:	5.05%
Decrease from 2018:	-3,912
% Decrease from 2018:	-9.70%
Number of loans from South:	86,766
Percent of total loans:	12.03%
Increase from 2018:	2,301
% Increase from 2018:	2.72%

DETAIL

	<u>MAIN</u>	<u>% OF TOTAL</u>	<u>CHANGE FROM 2018</u>	<u>NORTH</u>	<u>% OF TOTAL</u>	<u>CHANGE FROM 2018</u>	<u>SOUTH</u>	<u>% OF TOTAL</u>	<u>CHANGE FROM 2018</u>	<u>TOTAL</u>
Adult Printed Material	194,655	32.54%	-11,375	9,678	26.57%	-1,157	25,003	28.82%	-1,152	229,336
Adult Audiovisual Material	183,314	30.64%	-21,565	11,638	31.95%	-1,911	22,279	25.68%	2,589	217,231
Total Adult	377,969	63.18%	-32,940	21,316	58.51%	-3,068	47,282	54.49%	1,437	446,567
Children's Printed Material	179,103	29.94%	-13,429	11,548	31.70%	-558	32,154	37.06%	1,368	222,805
Children's Audiovisual Material	41,171	6.88%	-7,778	3,565	9.79%	-286	7,330	8.45%	-504	52,066
Total Children's	220,274	36.82%	-21,207	15,113	41.49%	-844	39,484	45.51%	864	274,871
TOTAL CIRCULATION OF MATERIALS	598,243	82.92%	-54,147	36,429	5.05%	-3,912	86,766	12.03%	2,301	721,438

CIRCULATION (cont.)

The following chart shows the trends in circulation at Main, North, and South since 1983.

	MAIN	% CHANGE	NORTH	% CHANGE	SOUTH	% CHANGE	TOTAL	% CHANGE
1983	383,670		48,582		78,335		510,587	
1984	406,635	5.99%	56,427	16.15%	81,902	4.55%	544,964	6.73%
1985	409,050	0.59%	56,919	0.87%	80,473	-1.74%	546,442	0.27%
1986	430,883	5.34%	55,137	-3.13%	72,013	-10.51%	558,033	2.12%
1987	459,473	6.64%	57,699	4.65%	77,322	7.37%	594,494	6.53%
1988	480,342	4.54%	55,912	-3.10%	74,207	-4.03%	610,461	2.69%
1989	504,213	4.97%	57,368	2.60%	78,369	5.61%	639,950	4.83%
1990	495,747	-1.68%	53,722	-6.36%	78,659	0.37%	628,128	-1.85%
1991	504,743	1.81%	47,936	-10.77%	78,513	-0.19%	631,192	0.49%
1992	563,509	11.64%	61,972	29.28%	92,615	17.96%	718,096	13.77%
1993	624,235	10.78%	76,228	23.00%	82,851	-10.54%	783,314	9.08%
1994	593,760	-4.88%	74,142	-2.74%	109,654	32.35%	777,556	-0.74%
1995	565,001	-4.84%	74,149	0.01%	124,095	13.17%	763,245	-1.84%
1996	563,685	-0.23%	71,417	-3.68%	114,547	-7.69%	749,649	-1.78%
1997	663,068	17.63%	66,553	-6.81%	111,255	-2.87%	840,876	12.17%
1998	629,836	-5.01%	67,404	1.28%	107,576	-3.31%	804,816	-4.29%
1999	619,485	-1.64%	61,353	-8.98%	96,293	-10.49%	777,131	-3.44%
2000	602,359	-2.76%	61,386	0.05%	92,908	-3.52%	756,653	-2.64%
2001	607,882	0.92%	62,163	1.27%	95,028	2.28%	765,073	1.11%
2002	638,125	4.98%	59,910	-3.62%	89,061	-6.28%	787,096	2.88%
2003	674,197	5.65%	61,782	3.12%	96,174	7.99%	832,153	5.72%
2004	732,353	8.63%	59,779	-3.24%	95,123	-1.09%	887,255	6.62%
2005	791,405	8.06%	60,294	0.86%	96,913	1.88%	948,612	6.92%
2006	857,997	8.41%	60,355	0.10%	105,389	8.75%	1,023,741	7.92%
2007	883,712	3.00%	67,630	12.05%	110,553	4.90%	1,061,895	3.73%
2008	954,861	8.05%	72,602	7.35%	116,380	5.27%	1,143,843	7.72%
2009	1,026,401	7.49%	76,000	4.68%	111,685	-4.03%	1,214,086	6.14%
2010	1,035,907	0.93%	76,889	1.17%	122,120	9.34%	1,234,916	1.72%
2011	1,057,330	2.07%	77,387	0.65%	128,397	5.14%	1,263,114	2.28%
2012	1,011,304	-4.35%	72,408	-6.43%	131,546	2.45%	1,215,258	-3.79%
2013	975,879	-3.50%	66,563	-8.07%	129,281	-1.72%	1,171,723	-3.58%
2014	841,086	-13.81%	52,647	-20.91%	103,941	-19.60%	997,674	-14.85%
2015	786,976	-6.43%	51,787	-1.63%	99,529	-4.24%	938,292	-5.95%
2016	744,041	-5.46%	43,722	-15.57%	92,316	-7.25%	880,079	-6.20%
2017	713,038	-4.17%	37,309	-14.67%	75,528	-18.19%	825,875	-6.16%
2018	652,390	-8.51%	40,341	8.13%	84,465	11.83%	777,196	-5.89%
2019	598,246	-8.30%	36,429	-9.70%	86,766	2.72%	721,438	-7.17%
1983-2019		55.93%		-25.02%		10.76%		41.30%

STANDARDS:

		2019	2018
Average no. of circulations per service hour :	Main:	182	199
	North:	29	32
	South:	70	68
Average no. of circulations per service day:	Main:	1,700	1,853
	North:	120	133
	South:	286	279

INFORMATION/QUESTIONS - 2019

Total number of reference questions asked by patrons at La Crosse Public Library & its branches			45,741
Decrease over 2018	-13,515		
Percentage decrease over 2018	-22.81%		
		<u>PER DAY OPEN</u>	<u>PER HR OPEN</u>
Number asked of the REFERENCE DESK staff:	18,904	53.7	5.8
Percentage of total questions:	41.33%		
Decrease over 2018	-3,477		
Percentage decrease over 2018	-15.54%		
Number asked of the ARCHIVES ROOM staff:	11,892	33.8	4.4
Percentage of total questions:	26.00%		
Decrease over 2018	-595		
Percentage decrease over 2018	-4.76%		
Number asked of the CHILDREN'S ROOM staff:	5,770	16.4	1.8
Percentage of total questions:	12.61%		
Decrease over 2018	-1,536		
Percentage decrease over 2018	-21.02%		
Number asked of the CIRCULATION staff:	7,179	20.4	2.2
Percentage of total questions:	15.69%		
Decrease over 2018	-5,925		
Percentage decrease over 2018	-45.22%		
Number asked of the NORTH BRANCH staff:	963	3.2	0.4
Percentage of total questions:	2.11%		
Decrease over 2018	-753		
Percentage decrease over 2018	-43.88%		
Number asked of the SOUTH BRANCH staff:	1,033	3.4	0.5
Percentage of total questions:	2.26%		
Decrease over 2018	-1,229		
Percentage decrease over 2018	-54.33%		
# of Genealogy database web searches:	123,212		
Total number of people using the Archives Room:	1,901		
Avg no. of people per service day:	5.40		
Decrease over 2018	-465		
Percentage decrease over 2018	-19.65%		

INFORMATION/QUESTIONS (cont.)

The following table shows the changes in reference question statistics from 1983-2016:

	REFERENCE DESK	% CHANGE	ARCHIVES ROOM	% CHANGE	CHILDREN'S ROOM	% CHANGE	NORTH BRANCH	% CHANGE	SOUTH BRANCH	% CHANGE
1983	38,948		3,255		4,628		4,669		3,627	
1984	44,807	15.04% *	3,431	5.41%	4,623	-0.11%	5,267	12.81%	4,575	26.14%
1985	45,310	1.12%	3,740	9.01%	4,057	-12.24%	4,960	-5.83%	5,826	27.34%
1986	49,525	9.30%	4,187	11.95%	6,164	51.93%	5,692	14.76%	4,884	-16.17%
1987	52,878	6.77%	4,606	10.01%	7,260	17.78%	7,992	40.41%	5,769	18.12%
1988	53,522	1.22%	4,271	-7.27%	8,871	22.19%	8,407	5.19%	4,783	-17.09%
1989	57,378	7.20%	5,905	38.26%	8,779	-1.04%	7,894	-6.10%	4,975	4.01%
1990	58,256	1.53%	7,464	26.40%	8,379	-4.56%	8,131	3.00%	5,825	17.09%
1991	61,017	4.74%	7,660	2.63%	8,273	-1.27%	7,835	-3.64%	6,170	5.92%
1992	64,900	6.36%	9,841	28.47%	8,943	8.10%	10,124	29.22%	7,449	20.73%
1993	64,377	-0.81%	9,967	1.28%	9,748	9.00%	10,018	-1.05%	5,330	-28.45%
1994	64,723	0.54%	10,945	9.81%	8,650	-11.26%	10,609	5.90%	10,592	98.72%
1995	63,497	-1.89%	10,333	-5.59%	8,534	-1.34%	10,809	1.89%	9,771	-7.75%
1996	64,989	2.35%	10,693	3.48%	7,811	-8.47%	10,067	-6.86%	4,279	-56.21%
1997	67,202	3.41%	12,068	12.86%	12,381	58.51%	22,781	126.29%	11,577	170.55%
1998	67,841	0.95%	10,817	-10.37%	12,925	4.39%	22,850	0.30%	19,450	68.01%
1999	69,182	1.98%	11,466	6.00%	13,214	2.24%	29,208	27.82%	20,582	5.82%
2000	59,839	-13.50%	11,305	-1.40%	18,494	39.96%	16,744	-42.67%	24,544	19.25%
2001	56,081	-6.28%	12,896	14.07%	14,591	-21.10%	19,519	16.57%	22,721	-7.43%
2002	53,328	-4.91%	13,588	5.37%	15,028	2.99%	17,138	-12.20%	23,461	3.26%
2003	58,096	8.94%	13,615	0.20%	18,680	24.30%	16,968	-0.99%	14,927	-36.38%
2004	63,938	10.06%	14,291	4.97%	19,803	6.01%	13,076	-22.94%	22,182	48.60%
2005	59,160	-7.47%	13,002	-9.02%	17,486	-11.70%	15,939	21.90%	21,182	-4.51%
2006	50,773	-14.18%	12,853	-1.15%	10,035	-42.61%	10,549	-33.82%	8,979	-57.61%
2007	50,618	-0.31%	11,892	-7.48%	10,556	5.19%	10,972	4.01%	11,414	27.12%
2008	45,276	-10.55%	13,902	16.90%	12,844	21.67%	12,220	11.37%	13,624	19.36%
2009	49,221	8.71%	13,692	-1.51%	10,296	-19.84%	12,194	-0.21%	12,038	-11.64%
2010	49,656	0.88%	13,850	1.15%	8,762	-14.90%	16,328	33.90%	17,160	42.55%
2011	49,423	-0.47%	14,634	5.66%	8,008	-8.61%	9,932	-39.17%	13,026	-24.09%
2012	44,010	-10.95%	14,645	0.08%	17,576	119.48%	13,910	40.05%	17,264	32.53%
2013	44,827	1.86%	12,919	-11.79%	20,020	13.91%	14,664	5.42%	9,516	-44.88%
2014	26,532	-40.81%	12,429	-3.79%	25,948	29.61%	7,800	-46.81%	5,772	-39.34%
2015	25,395	-4.29%	11,997	-3.48%	8,788	-66.13%	3,874	-50.33%	5,408	-6.31%
2016	25,320	-0.30%	13,086	9.08%	6,032	-31.36%	3,536	-8.72%	1,300	-75.96%
2017	23,033	-9.03%	11,703	-10.57%	8,060	33.62%	1,976	-44.12%	1,768	36.00%
2018	22,381	-2.83%	12,487	6.70%	7,306	-9.35%	1,716	-13.16%	2,262	27.94%
2019	18,904	-15.54%	11,892	-4.76%	5,770	-21.02%	963	-43.88%	1,033	-54.33%
1983-2019		-51.46%		265.35%		24.68%		-79.37%		-71.52%

Reference questions per city resident:

0.89

*Directional questions were included in 1983 and 1984 statistics.