

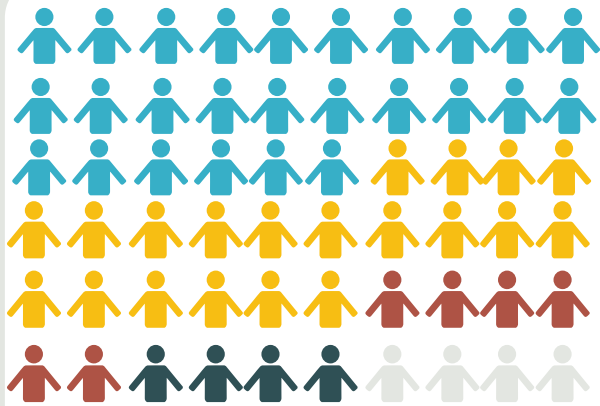


2019 YEAR IN REVIEW

PCPLS

at a glance

626,845
visitors
in 2019



● Valpo ● Portage ● South Haven
● Hebron ● Kouts

Visitors by Location

37,742
library card uses

- 2261 programs
- 42,409 attendees

38,251

reference questions answered

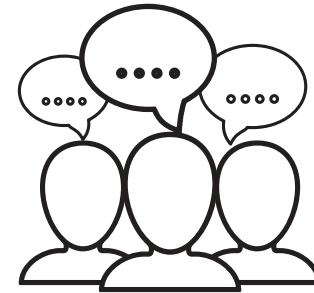
4,156

volunteer
hours

5,114 Summer Reading Program
participants: 36% more than 2018

18,210

interactions at

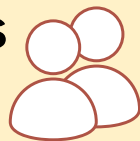


83 outreach events



14,898
open hours

23,415 people used
our meeting rooms
6,706 times



7,102

new cards issued



system upgrades

- Notary services
- One-on-one tech help
- Exam proctoring
- Quiet Reading Room
- 1,000 Books Program



723,969
social media reach

4,288
followers

PCPLS

a year of innovation

148,485
WiFi sessions



50 databases
accessed 157,854 times



electronic items: **79,110**
electronic items
checked out: **125,089**



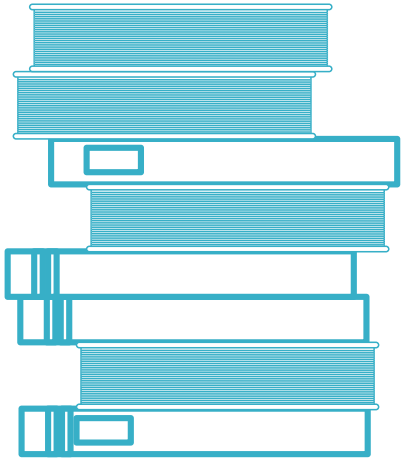
1 state-of-the-art new app

public
computers:
14,260 users
48,895 hours

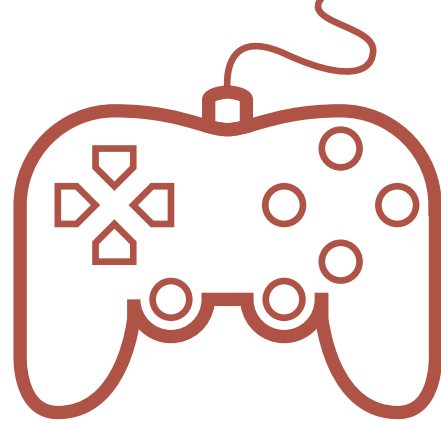


system
upgrades

- New copiers/printers
- Self-checkout machines
- Remote printing
- Laptops
- Video game consoles
- Additional hotspots
- New system servers
- New phone system



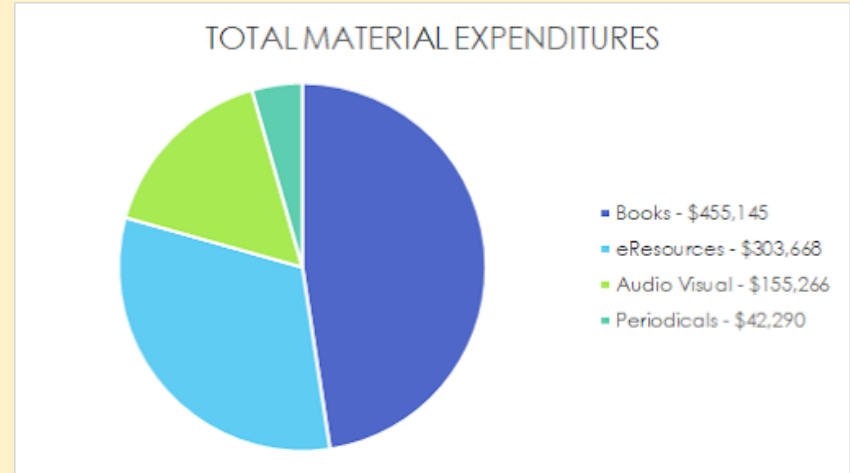
New electronic collections



- Playaway Launchpads
- VOX Books
- Video game systems
- Additional hotspots

PCPLS

dynamic collections



1,358,784 check-outs

- 22% more than 2018

NOW AVAILABLE:

BOOKS	409,800
AUDIOBOOKS	12,311
MUSIC	15,916
DVDS (TV AND MOVIE)	54,000
MAGAZINES/NEWSPAPERS	22,200
EBOOKS	79,110
EAUDIO	13,460
EMAGAZINE	70



Did you know? Our patrons can borrow materials from nearly 18,000 libraries nationwide via InterLibrary Loan!

1,476 PCPLS items loaned through ILL
2,615 items borrowed via ILL

system upgrades

- Fine-free library
- Automatic renewals
- Homebound delivery
- Book discussion kits
- Board games/puzzles

PCPLS

financial responsibility



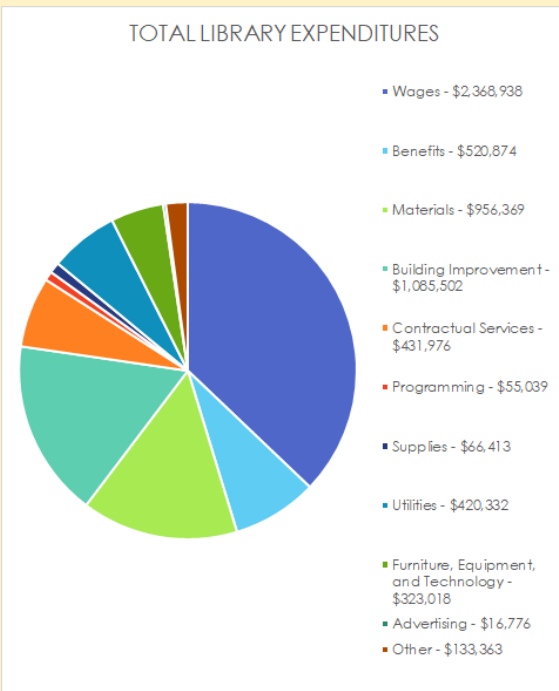
- \$36.70 avg. per capita tax levy
- \$36.37 avg. per capita expenditure

\$29,209,586.56 countywide savings
\$201.52 per capita savings

- \$1.2 million bequest to the Library
- \$31,794 Friends of the Library donations
- \$8,222 other donations



ZERO DEBT

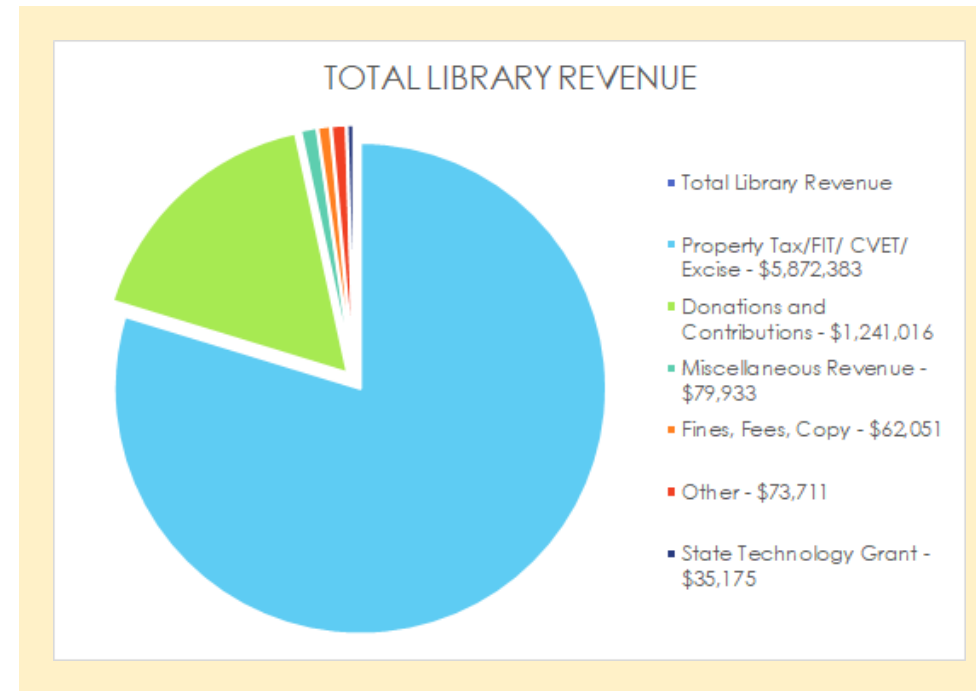


commitment to quality programming

- \$55,039 program expenditures
- average \$1.30 per person

system upgrades

- Zero-based budgeting
- Electronic payroll
- Credit/Debit capability
- Contract negotiation
- Upgraded salary matrix
- Positive audit
- Improved investments
- Quality internal controls



\$143,892 investment earnings

\$500,000 Grant Received

Valparaiso

"I love the direction the Youth Services Department has taken. It is my kids favorite place to visit each week!"



Portage

"Kim and her staff have brought this library into the 21st century and have made it into a place of welcoming, warmth and good cheer!"



Kouts

"Shout out to Dawn and the staff at Kouts. They opened early so I could take my first hour class to check out books. What a great asset in our community!"

Hebron

"Such a wonderful staff: very helpful, wonderful library...Thank you!"



South Haven

"Love your library! Especially like that I can sit by a window, drink my coffee, and read the local paper! Staff are very helpful!"

Thank you for letting PCPLS serve you!