

# SNAPSHOT OF SERVICE FY20



Lincoln  
Library

# DIRECTOR'S GREETING

June 19, 2020

Dear *Lincoln Library Family*,

Looking back at 2019-2020, we can't help but be proud of all we accomplished in the face of numerous challenges, including having said good bye to many talented people. To no one's surprise, staff rose to the occasion and continued to serve the citizens of Springfield with kindness, intelligence, and empathy.

As we write this, challenges persist. But so do we! We are still here, evolving our delivery of services so that we may continue to feed your curiosity, support literacy, contribute to the improvement of our community, and help you find information and diversion.

It's an honor to serve our community.

Director Rochelle Hartman



# LINCOLN LIBRARY: FY20 QUICK LOOK

## Hours and Location

Lincoln Library has one location at 326 S. 7th St, in downtown Springfield, Illinois. We are open to the public Monday, Tuesday, and Wednesday from 10 am to 8 pm, Thursday and Friday from 10 am to 6 pm, Saturday 10 am to 5 pm and Sunday (October–April) 1–5 pm. Our virtual branch, at [lincolnlibrary.info](http://lincolnlibrary.info) is available 24/7 to cardholders.

## Sangamon Valley Collection

Lincoln Library is also home to the Sangamon Valley Collection which provides in-depth resources for the study of Springfield, Sangamon County and the eleven adjacent counties. It is a non-circulating collection, open Monday–Saturday 10 am to 5 pm (8 pm on Wednesday).



**Public Service Hours:** 2,880

**Visits:** 253,030

**Materials Loaned:** 431,732

**Budget:** \$4,782,517

**Programs:** 269

**Program Attendance:** 5615

**Reference Inquiries:** 26,913

**Computer Sessions:** 28,727

**Meeting Rooms:** 453

**One-on-One Appts:** 259

# PROGRAMS



**Children's and Young Adults  
3,589**



**Adult and Family  
1,227**

**Passive/DIY Programs  
788**



# eResource Year in Review

903,967

Total number of streaming/downloadable books, audiobooks, videos, music and magazines available to Lincoln Library patrons.

17%



**Increase** in total online resource usage since FY19

3%



**Decrease** in online resource **expenditures** since FY2019

101,574

total eBook/  
streaming media  
downloads

378,731

total database  
searches

262,182

total items  
retrieved from  
databases



\$0.15

Cost per use for Newsbank and Overdrive

\$269K

Amount saved by using Hoopla instead of buying titles outright.

# OUR MOST VALUABLE ASSET: STAFF



## What we do

Home delivery \* create programs \* select materials \*  
research \* reader's advisory \* local history \* community  
referral \* genealogy \* teach \* connect \* promote literacy  
\* answer questions \* technology training