Statistics & Usage

Collection Use: 545,979
Library Visits: 300,652
Computer Usage: 37,530
Staff Assistance: 37,066
Programs Attendance: 34,812
Holds Filled: 31,364
New Library Cards: 6,026
Inter-Library Loans: 357
Proctored Exams: 88
Meeting Room Groups: 1,979
Meeting Room Attendees: 23,668

Library Collections

Bentonville Public Library’s collection size totals 111,887 items, valued at $2,640,611.43.

- Donated materials cataloged for the collection totaled 10,421, valued at $24,198.10.
- Plus, the library offers a wide selection of downloadable eBooks, music, preloaded NOOK devices and more than 200 online resources.

Bentonville Public Library Budget

Library Expenditures

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Salaries</td>
<td>$520,974.41</td>
</tr>
<tr>
<td>Personnel Benefits</td>
<td>$120,680.56</td>
</tr>
<tr>
<td>Library Materials &amp; Digital Resources</td>
<td>$210,876.73</td>
</tr>
<tr>
<td>General O&amp;M</td>
<td>$192,374.26</td>
</tr>
<tr>
<td>Capital Expenditures</td>
<td>$23,041.66</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>$1,067,967.62</strong></td>
</tr>
</tbody>
</table>

Library Revenue

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost-Recovery Fees &amp; Overdue Fines*</td>
<td>$51,207.96</td>
</tr>
<tr>
<td>Grant Funds &amp; Donations**</td>
<td>$16,200.00</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$67,407.96</strong></td>
</tr>
</tbody>
</table>

*Library revenue increased by $11,450.01 over 2011; this is primarily due to BPL’s Materials Recovery Program.
**Scholarships totaling $16,200 listed in “Grants & Donations” were distributed to two staff members attending library science programs. These scholarships were funded by the Arkansas State Library. Nearly $267,000 for grants, donations & in-kind contributions are not included in Library Revenue. This includes donated books, materials, products, gifts and grants through the Foundation & Friends, plus volunteerism at the Library.
From the Library Director

**Thank You, for a Milestone Year!**
When I review our library usage in 2012, I am proud to report BPL reached record numbers, topping many figures in prior years.
- Bentonville Library checked out 545,979 items, an increase of 46,700
- BPL experienced 300,652 library visits, adding 23,000 from the previous year
- Library programs attended by 34,812 people, growing more than 10,000
- Meeting room attendance totaled 23,668, increasing by 10,000 users
- Holds fulfilled doubled at 31,364, topping 2011 at 14,932.

**Materials Recovery Program**
Bentonville Library introduced a new circulation procedure to promote responsible return of overdue library materials. BPL’s Materials Recovery Program has resulted in excellent stewardship of library resources. The circulation librarian initiated and manages ongoing staff attorney notifications and is a liaison for the collection agency used by BPL. Since launching this program in July, the Library has recouped more than $27,000 worth of materials, fines and fees, increasing annual revenue by $10K. This ROI is a tangible and valuable milestone!

As we review and celebrate this extraordinary year, I look ahead to 2013. Patrons can continue to expect innovative offerings from Bentonville Public Library. Library administration will update our Strategic Plan, building on technology initiatives and community-driven services. I speak for all library staff— we are honored and happy to be a part of your lives. It is a special feeling to see smiling faces, learn more about you, hear success stories and watch your children grow. It is fun and rewarding work.

**Technology Initiatives**

**New Website:** In January, Bentonville Library launched a brand new website. The interface is a user-friendly, professional design with customized features, plus a catalog upgrade, kids catalog and portal page for the public access computers. Additionally, the Library launched a mobile website and mobile app!

**Netbooks:** Patrons may borrow a Netbook for a five-hour time period, to be used inside the Library. This program is perfect for those who need to work on time-intensive projects. Users are no longer tethered to a workstation, but may use a Netbook in their favorite BPL space. The Netbooks are also used by library staff to present training programs and workshops.

**NOOK Loan Program: Promoting Reading in Tech-Savvy Way**
In July, 26 NOOK devices with more than 300 eBooks became available for BPL patrons to check out. The loan period of three weeks is perfect for someone who wants to “test-drive” an eReader. It’s also an important service for patrons who may not be able to purchase a personal device.

Each NOOK contains ten or more titles that are similar in subject or genre. Hand-picked by Librarians, BPL’s NOOKs provide readers of all ages with the most popular eBooks across varied subjects. New content is added quarterly to keep BPL’s NOOK collections current. The program has been a smashing success with patrons and serves as a model for other libraries.

*These technology initiatives were funded by generous grants to the Bentonville Library Foundation from the Walton Family Foundation, the Bentonville / Bella Vista Daybreak Rotary Club and private donors. Each of these components allowed Bentonville Public Library to meet goals included in our strategic plan, supporting innovative technologies and patron services.*
Adult Services and Downloadable Music

- Reference staff continue to provide value-added, high-quality learning opportunities for adults, such as customized résumé assistance and personal technology training.
- Programming for adults offers both educational and life-enriching programs, including monthly book club discussions.
- Popular adult programs returned: local author and nature photographer Tim Ernst and the music of folk duo Still on the Hill.
- The Bentonville Library held its 5th annual Blues program, partnering with the Ozark Blues Society of Northwest Arkansas.
- BPL developed our partnership with the Rogers Historical Museum, featuring local history exhibits.
- On New Year’s Eve, BPL launched Freegal, a service that offers free music downloads for library patrons. With a library card, users can download three songs each week.

“High expectations are the key to everything.”

Sam Walton

Leadership

A quality library that offers professional services is not accidental. Success is the product of leaders who exhibit integrity and strong work ethics. The staff at Bentonville Public Library are positive and professional leaders in public librarianship, as these accomplishments illustrate.

- The library director and reference librarian served as delegates with the Arkansas State Library in National Library Legislative Day on Capitol Hill, visiting with federal legislators and staff about library issues.
- The reference librarian attended a Project Compass workshop for specialized training in workforce development programs. Her training benefited local job seekers by improving their workforce skills.
- The reference librarian graduated from Leadership Benton County, representing the City of Bentonville.
- The circulation librarian attended TLCU Conference and participated as a panel presenter in two sessions.
- Bentonville Library sent several full-time staff to the 2012 Arkansas Library Association (ArLA) annual conference which was held in Springdale, Arkansas. The local conference allowed library staff to gain professional development, learn new ideas and network with colleagues at a minimal cost.
- Five BPL staff served in a leadership capacity during the ArLA conference by presenting sessions to colleagues, representing our Library and the City of Bentonville in an extraordinary manner.
- The children’s librarian was honored as the Ann Lightsey Children’s Librarian Award winner, a state-wide recognition for her service to our community’s youth.
- The library director was selected by majority vote in the Arkansas Library Association’s election for American Library Association (ALA) Councilor.
- A part-time clerk attending library school was selected ALA Emerging Leader.
- Bentonville Public Library was featured in several articles of the Arkansas Libraries journal.

Our mission is to engage our community, encourage discovery and promote literacy by offering lifelong learning opportunities.
Youth Programs @ BPL

- BPL offered 655 library programs for youth and families which were attended by 29,305 children, caregivers and teens. Program attendance in 2012 totaled 5,000 more than the previous year.
- Chinese New Year was celebrated for the 3rd year at BPL by 200 attendees!
- More than 100 people participated in BPL’s 2nd annual Love Your Library event.
- For the 3rd year, BPL partnered with Bentonville Public Schools to promote “One District, One Book,” featuring The Sixty-Eight Rooms by Marriane Malone.
- Bentonville Library partnered with the Children’s Museum of Northwest Arkansas to present our 5th annual “Rexy Day.” The event was attended by 450 people.
- The children’s department provided library tours and outreach activities, visiting with more than 5,500 kids, caregivers and teachers. This is more than double the attendance recorded in 2011!

Preschool Playdates at Crystal Bridges

Merging Literature with Visual Arts! Bentonville Public Library’s outreach and partnership program consists of gallery storytimes offered at Crystal Bridges Museum of American Art. BPL’s children’s librarian hand-picks library books, tailoring selections to highlight particular works of American art. Crafts and other learning activities are offered by the Museum. This new program began Spring 2012 and realized 485 attendees.

Summer Reading Club

Studies show that students who read during summer months have higher reading achievement scores. Thank you to our Friends of the Bentonville Library and other donors for sponsoring our summer reading program: Dream Big, Read!

- 1,603 children & teens read 19,716 hours during June & July
- 7,156 people attended summer events at the Library
- 102,971 items checked out during our two month reading program.

Additionally, 550 people visited Dora the Explorer at BPL. This event was made possible by the Bentonville Library Foundation and Nickelodeon.

Teens!

ACT Prep Free ACT preparation workshops were offered for local high school students. More than 85 teens attended BPL’s educational sessions, provided in partnership with University of Arkansas College Access Initiative. BPL’s ACT Prep program serves as a model for other libraries.

Teen Advisory Board [TAB] The Teen Advisory Board is a 11-member group where teen leaders are selected from an application and panel interview process. TAB members are exposed to education, positive work ethics and public service. In 2012, TAB led the following initiatives: Draw Me A Story Art Contest, Teen “After Hours” program, Wrap & Read fundraiser and Teens Teach Tech Workshop.

Teen Volunteerism More than 130 teens volunteered 4,478 hours at BPL, assisting with shelving, Summer Reading Club registration, craft preparation and other library programs.
Library Advisory Board
Judy DeGarmo | Judy Marquess
Aaron Jones | Octavio Sanchez
Elaine Kerr
Chair: Hadi Dudley, Library Director
Ex Officio Members: Brenda Compton, Luci Henderson & Sarah Gowdy

Teen Advisory Board
Trevor Bartlett | Danielle Koerner
Jocelyn Centeno | Teja Makkapati
Remington Gould | Xanat Nissenson
Colin Doege | Sarah Oakley
Indran Kamalanathan | Isaac Robson
Staff Facilitator: Kayla Symons & Sue Pekel

Library Foundation Board
Chip Stacy, President | Jan Holland, Vice President | Susan Flint, Treasurer | Shelley McMillon, Secretary
Pat Carroll | Mark Crowe | Daniel Cruz | Johnny Haney | Kathryn Jones | Indran Kamalanathan | Howard Kerr
Nick Lai | Wendi Scoggins | Gail Trolinger | Ex Officio: Mayor Bob McCaslin | Hadi Dudley | Luci Henderson
Brenda Compton | Advisory: Mary Baggett | Ed Clifford | Galen Havner | Cindy Suter | Steve Trolinger

Friends of the Library
Brenda Compton, President | Luci Henderson, Vice President | Betty Cleek, Treasurer | Emily Douglas, Secretary | Bookstore Volunteers | Friends Membership | Ex Officio: Hadi Dudley

Community Partners
Adair Creative Group | Learning Rx
Anderson Merchandising | Literacy Council of Benton County
American Library Association | Malco Theaters
Arkansas Arts Council | Nickelodeon
Arkansas State Library | Nestlé
Barnes & Noble | NW Ark Area Alumnae Chapter of Delta Sigma Theta
Bentonville/Bella Vista Chamber of Commerce | Northwest Arkansas Naturals
Bentonville/Bella Vista Daybreak Rotary Club | Northwest Arkansas Community College
Bentonville Convention & Visitor’s Bureau | Northwest Arkansas TCBY
Bentonville Garden Club | Operation Recreation
Bentonville Noon Rotary Club | Ozark Blues Society of Northwest Arkansas
Bentonville Parks & Recreation Department | Rogers Historical Museum
Bentonville Public Schools | ShurTech Brands
Carmike Sugar Creek Theater | Starbucks
Central Garden & Pet | TASC
Chick-Fil-A | Trike Theatre
Children’s Museum of Northwest Arkansas | Unilever
Cycle Path Café | University of Arkansas
Crafty Cottage | Walmart Volunteerism Always Pays
Crystal Bridges Museum of American Art | Walton Arts Center
Las Fajitas | Walton Family Foundation
### Adult Volunteers

- Muzette Alcocer
- Michael J Anderson
- Alison Bauer
- Jennifer N Beard
- Anthony Biamont
- Nicole Bingham
- Claude N Buckley
- Cameron Bunch
- Ken D Cater
- Ian Clark
- Renee Concoby
- Hannah Curry
- Margaret Curry
- Cameron Dunn
- Summer Ewalt
- Sathya Ezhilan
- Yao Fu
- Vidisha Veni Gade
- Nicole Genco
- Georgia Heginbotham
- Jordan Johnson
- Deborah Kangas
- Lakshmi R Kotha
- Banashree Kundu
- Ben Kuykendall
- Mark Lloyd
- Emma Mancera
- Nathan Martin
- Ricardo Martinez
- Pamela Mobley
- Sanhita Mukherjee
- Andrew Nieves
- Sae O’Connor
- Dave Ottesen
- Cathy Otto
- Aubrey Patterson
- Mitch Potter
- Barbara Reinholtz
- Richa Shendye
- Annette Shiley
- Priscilla Smith
- Tiffany Stephenson
- Megha Sudhakaran
- Zachariah Tauteoli
- Mandar Thakur
- Ritu Thakur
- Melissa Thompson
- Courtney Thrash
- Kyle Treasure
- Cristina Umana
- Braydon Unsicker
- Beth Waller
- Pam Warren
- Holly D Wertens
- Nicole Woody
- Eric L Worthington
- Amanda Zoellick

### Program Volunteers

- Ana Arguello
- Jade Ayers
- Patricia Ayers
- Pearl Ayers
- Ruby Ayers
- Terry Ayers
- Brian Ayres
- Karina Baril
- Trevor Bartlett
- Madison Bigelow
- Patrick Brophy
- Joe Bussell
- Adrian Colcisca
- Brenda Deal
- Dawn Denton
- Tim Ernst
- Lesley Evans
- Steve Hofmann
- Angela Hofmann
- Aaron Joyce
- Fawn Kazmierczak
- Laura Kirk
- Danielle Koerner
- Nick Lai
- Vanessa Lovell
- Maria Mendez
- Jennifer Michaels
- Marshall Mitchell
- Trish Ouei
- Amy Robinson
- Teresa Robinson
- Malisa Rodriguez
- David Slutsy
- Mike Vass
- Anitha Yerneni
- Illinois River Watershed Partnership Clean Water Raingers
- 2 Students from Northwest Arkansas Fencing Center
- 5 Members, UA Lacrosse Team
- 16 Rexy Day Volunteers
- 12 BHS French Club Students
- Corporate Groups from Walmart
- Cody the Dog & Jesse the Dog
- Gourab Kundu
- Connor Loza
- Brekken Martin
- Sara Martinez
- Orion O’Connor
- Aiden Patterson

### Junior Partners

- Mallory Alcocer
- Trevor Bingham
- Sean Ewalt
- Aaron Kangas
- Karina Baril
- Trevor Bartlett
- Madison Bigelow
- Patrick Brophy
- Joe Bussell
- Adrian Colcisca
- Brenda Deal
- Dawn Denton
- Tim Ernst
- Lesley Evans
- Steve Hofmann
- Angela Hofmann
- Aaron Joyce
- Fawn Kazmierczak
- Laura Kirk
- Danielle Koerner
- Nick Lai
- Vanessa Lovell
- Maria Mendez
- Jennifer Michaels
- Marshall Mitchell
- Trish Ouei
- Amy Robinson
- Teresa Robinson
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- Gourab Kundu
- Connor Loza
- Brekken Martin
- Sara Martinez
- Orion O’Connor
- Aiden Patterson

### Genealogy Volunteers

Volunteers from the Northwest Arkansas Genealogical Society dedicated more than 1,025 hours assisting library patrons with family history research. 2012 Volunteers: Cary Anderson, Pat Artman, Joyce Ater, Myra Baker, John Bates, Jacque Carpino, Nancy Feroe, Marilyn Johnson, Marion Jordan, Alice McElwain, June Melton, Carol Miles, Dorothy Miller, Frances Thompson, Mary Wynne.
Teen Volunteers

Yazan Adbin
Nimashi Abeyagunawardene
Elizabeth Abston
Natalie Aguila
Emily Aguirre
Carolina Andrade
Ashley Arnolds
Faizullah Asif
Bianca Bailey
Jasmine Bailey
Neeraj Bajpayee
Urvashi Banerjee
Andrea Barney
Elizabeth Barrera
Trevor Bartlett
Emily Bidwell
Madison Bigelow
Daniel Blakeley
Gracen Boxx
Erin Branca
Rainy Bray
Samantha Bringman
Patrick Brophy
Lajune Brown
Amanda Bryson
Meagan Burns
Brenna Burr
Stephen Cadieux
Jeremy Carter
Jocelyn Centeno
Eun Sol Chon
Shabab Choudhury
Daniel Coder
Samuel Coder
Mattie Couch
Haley Cox
Shruti Dere
Sranita Devarasetty
Vinita Devarasetty
Gianna DiFazio
Colin Doege
Hayden Etz
Denise Faber
Lesly Fernandez
Jessica Forsberg
Lane Gable
Tanner Gable
Stephanie Galen
Rebecca Gary
Winona Gbedey
Taylor Genser
Kendra Goff
Ali Gomez
Jeimmy Gonzalez
Remington Gould
Kelsey Gray
Jasah Gregory
Marcus Griffin
Surya Gudivada
Samriti Gupta
Kaitlyn Hatcher
Samantha Hellman
Ryan Hendrix
Julia Herrod
Nathan Hicks
Samiha Hossain
George Hristoskov
Samantha Huey
Brandon Johnson
Indran Kamalanathan
Dhivya Kannan
Rosalynn Kearney
Hailey Kemp
Allison Klees
Hannah Knight
Danielle Koerner
Tana Konda
Akshay Kumar
Jacob Loukota
Teja Makkapati
Bhavyashri Malkar
Vakula Mallapally
Victoria Mantel
Matt McCullough
Skylar McCluskey
Shaun McPherson
Linda Mendoza
Megan Morris
Abby Morrison
Reid Morrison
Leah Musson
Teja Nakka
Andre Navarrete
Sarah Newton
Allison Tucker
John Oakley
Elizabeth Vandergrift
Teja Nakka
Sarah Oakley
Breanna Palen
Josiah Palen
Sahithi Parvathareddy
Matthew Pettigrew
Emily Phillips
Ashley Phonsry
Priyanka Priyadarshini
Ashlee Pudas
Mohammed Rahman
Vaish Ramini
David Richardson
Isaac Robson
Ciera Rockette
Moushumi Sahu
Sabrina Salinas
Trace Short
Noah Skaggs
David Slutsky
Claire Smith
Kayla Spitzer
Elizabeth Steiger
Sabra Stephenson
Matthew Talbot
Abby Terlouw
Ashley Thomas
Shelby Thompson
Allison Wiley
Aaron Williams
Abigail Williams
Jessica Windel
Devondrian Womack
Jaymee Yi