

# PROVO CITY LIBRARY

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ANNUAL REPORT  
FISCAL YEAR 2023-2024



# DIRECTOR'S STATEMENT

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This past year brought some amazing moments along with some unexpected challenges for the Provo City Library. Looking back, I am filled with gratitude for the incredible support we received from our community when we needed it most. I want to sincerely thank all those who reached out to the City Council when they were faced with a decision to raise property taxes to help us maintain all the services we provide. I also want to thank our library board who helped us communicate our needs and the city council members who voted in our favor. We are excited to continue to provide exceptional service to our exceptional community!

This year saw some much-needed work on our beautiful facility. Last spring we did some repair and protective work on our parking structure in phase one of a multi-phase project. We also replaced our chiller with a more efficient water-chilled system, which we anticipate will decrease our power costs while keeping us nice and cool throughout the summer.

We continued to provide services, collections, and programs for all ages and interests thanks to the dedication of our amazing staff. From the custodial crew to the librarians, we have a group of wonderful individuals who daily try to find more and better ways to serve our community. We especially saw growth in our outreach efforts. If you ever see our Outreach Van around Provo, you can bet they are on their way to provide books and services to preschools, daycares, and more.

We are due for a new strategic plan and we are gathering data to see where we should focus our efforts in the coming years. Our previous strategic plan saw an increase in our efficiency, the elimination of fines for our Children's materials, a website redesign, the addition of video games and many "things" to our collection, the launch of our popular story trails, more programs in Spanish, the creation of our Outreach Department, and much more.

Thank you for your continued support and engagement. We invite you to explore all that we have to offer and be an active participant in our library community. Together, we can inspire curiosity, foster connections, and cultivate a love for reading and learning.

**CARLA GORDON**

LIBRARY DIRECTOR



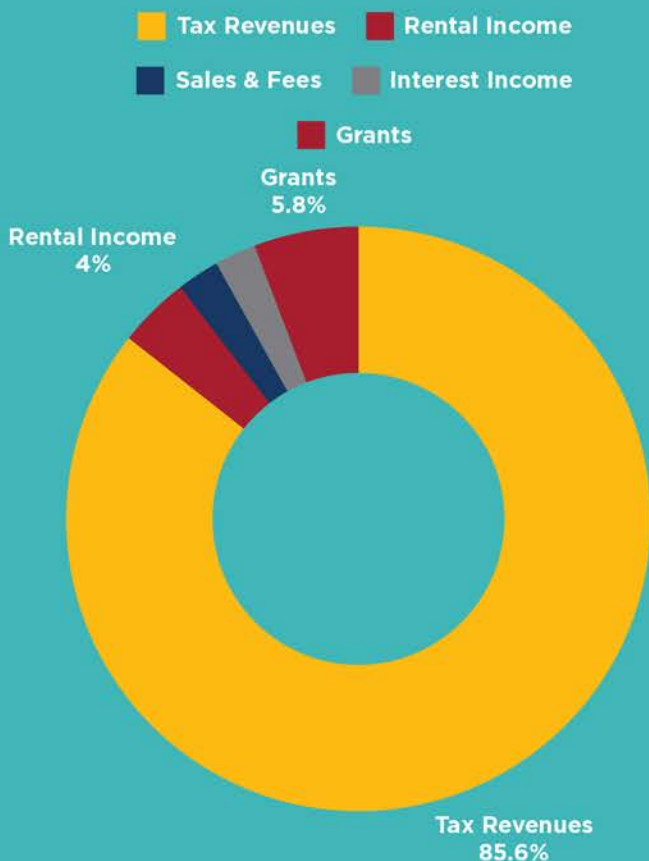
**provo**  
CITY LIBRARY  
at ACADEMY SQUARE

# FINANCIAL OVERVIEW

This was a year of facing difficult realities. With the combined forces of tax revenue shortfalls and large building maintenance projects, the estimated deficit for our next fiscal year was projected at \$800,000. We have made cuts to our services and spending, and the City Council approved a mill rate increase to make up the difference.

We have felt overwhelming support from our community throughout this budget process. Our goal is still to be your best-performing investment.

## YOUR DOLLARS AT WORK



## REVENUE BREAKDOWN

With all these budget conversations, you may wonder where library revenue comes from. Here's a brief overview of our revenue stream in fiscal year 2024.

# 2024 HIGHLIGHTS

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## GRANTS MAKE IT POSSIBLE

This year we had the opportunity to apply for a grant from the Utah Education Network to upgrade our Wi-Fi. With the \$290,000 we were awarded, we were able to completely upgrade many aging systems so our Wi-Fi can be fast and secure for years to come.

We continue to apply for and receive grants to support programs and services at the library. Here are just a few that made a difference in 2024:

- An LSTA Grant (from the Institute of Museum and Library Services, administered by the Utah State Library) helped us purchase a class set of pianos used in our free piano lessons and at weekly our open piano lab.
- A CLEF grant (from the Utah State Library) helped us purchase radon detectors that are now available for checkout.
- A grant from the Provo Arts Council (made possible through the RAP tax) helps support our Monday Night at the Library performance series.

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## PROGRAMS UNDER THE CANOPY

Fans of our annual Canopy Capers program were met with a delightful surprise this summer as we installed a new, semi-permanent shade structure that we can enjoy as long as the weather is nice! For years we'd been renting a canopy, but when prices for rental doubled, we decided to invest in a structure our patrons can enjoy for years to come.

This canopy will, of course, host Canopy Capers, but also movie nights, concerts, and more. We're excited to see what can happen under the canopy!



**FY 2024  
BY THE  
NUMBERS**



**1,703,204**  
items checked out



**77,898**  
total program  
attendance



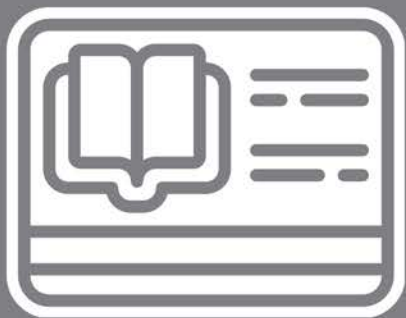
**25,140**  
items added to  
our collection



**42,297**  
computer sessions



**8,205**  
study room uses



**7,298**  
people signed  
up for a new  
library card



**1,102**  
volunteer hours



**570**  
outreach visits



**844**  
room rentals