2011-2012 was a year of challenges as well as great excitement for Sheppard Memorial Library! We closed for a weekend due to Hurricane Irene but thankfully sustained only minor damage systemwide and opened the following Monday for tremendous use by people who had just been through the storm. The library experienced very strong use of all services at all locations during the year. Circulation of books and other materials totaled 507,522 items borrowed, we had 514,488 visits to the main library and the branches, and 189,271 public computer sessions took place at our libraries. The statistics show that demand for library services continues to grow in the knowledge-based world in which we live, and people are using all of the library service we can provide. While we saw terrific use of the library, the library budget was reduced somewhat in 2011-2012, but we were able to manage the funding decrease without reducing hours of operation or decreasing services to the public during the year.

We had a wonderful year of grant projects in the library system. Early in the fiscal year, we installed all new public computers at the Carver Branch Library, replacing the eight-year-old machines there. This improvement was funded by a $25,000 federal Library Services and Technology Act (LSTA) grant, with matching funds provided by the Friends of the Sheppard Memorial Library. We also applied for two other federal LSTA grants for 2012-2013 and were awarded both of those grants! One $25,000 LSTA grant will be used to replace all of the adult public computers (now also eight years old) at the East Branch and Winterville libraries, and the second grant for $20,000 will be used to purchase additional books for each of our locations! It is important to note that without the support of our wonderful Friends, we would have to request matching funding from local government, so it is impossible to overstate the positive impact the Friends have on this process and what it means for the people we serve! The Friends’ annual book sales are major fund-raisers that enable the library to improve resources and services in very significant ways, supporting beyond grant projects also the summer reading programs, book collections, quiz bowls, and more!

We continued to implement improvements in technology to enhance the library patron experience. After the success of Library Elf service, with its popular reminders for overdue and text notifications that holds are ready, we rolled out our new interactive library catalog while still maintaining our existing “classic” catalog as an option for anyone who prefers it. The new catalog is very intuitive and enables patrons to search for materials using skills they already have from web browsing. Close on the heels of the new catalog came mobile apps for Apple and Android devices, which enabled people to access the catalog from anywhere using iPhones and other smart phones. Self-pay print capability, which had been proven successful at the main library, was implemented at the Winterville library and soon will also be up and running at East and Carver, so that people do not stand in line at the circulation desk to pay for print jobs. Self-service options are proving very popular at the library and free up staff resources to provide more help to patrons who are not using self-service. The one self checkout station at the main library now accounts for 15% of all of the materials that are checked out of the entire library system, so we look forward to implementing the self checkout option at our other locations in the near future! Our Facebook presence has experienced a renaissance, with frequent postings by staff and patrons alike, and is proving to be a wonderful means of communicating about all kinds of library service and to receive feedback from the public. Work on an all-new website was ongoing during 2011-2012, and the dramatically-improved website is now live!

While we still have very strong demand for traditional books and other materials and services, e-book popularity and demand continue to surge, and we began circulating Nooks in the spring, with each Nook loaded with what amounts to a small library. Also during the spring we worked diligently to prepare for the unveiling of our 3M Cloud Library collection of popular fiction ebooks. The service went live at the beginning of July, 2012, and immediately saw tremendous use, with most of the books in that growing collection checked out at all times. We continue to grow the 3M Cloud collection using patron-driven acquisition as we receive wish list requests from our patrons!

For 2011-2012, due to local government budget cuts, the library’s budget was reduced by 2.5%, and another 2.5% reduction came for 2012-2013. Library staff has worked extremely hard to do more with less and find better and smarter ways to provide the best service possible. We are extremely thankful for the funding provided by our local government bodies and are determined to make every penny count for the people we serve! We will continue to make the most of local funding and also continue to apply for grants, so that we can implement more improvements going forward, and the people of Greenville and Pitt County will have the best possible traditional library services and resources as well as cutting-edge advancements in what libraries can offer!

Library Director, Greg Needham

Members of the 2011-2012
Sheppard Memorial Library Board of Trustees

Mr. Ralph Scott, Chair
Mrs. Patricia Rawls
Dr. Vivian W. Mott, Vice-Chair
Mrs. Catherine Rouse
Dr. Terry S. Atkinson
Mr. Ray Spears, Jr.
LTC Jesse J. Hinton, Jr. (RET)
Mr. Glen Webb
Mrs. Janice Lewis
Mr. Dennis Mitchell

General Fund Financial Statement For The Year Ending June 30, 2012

<table>
<thead>
<tr>
<th>REVENUES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Greenville</td>
<td>$1,087,366</td>
</tr>
<tr>
<td>County of Pitt</td>
<td>$543,683</td>
</tr>
<tr>
<td>Town of Bethel</td>
<td>$28,520</td>
</tr>
<tr>
<td>Town of Winterville</td>
<td>$139,437</td>
</tr>
<tr>
<td>State Aid</td>
<td>$192,156</td>
</tr>
<tr>
<td>Desk &amp; Copier Receipts</td>
<td>$112,465</td>
</tr>
<tr>
<td>Interest Income</td>
<td>$7,512</td>
</tr>
<tr>
<td>Miscellaneous Income</td>
<td>$47,510</td>
</tr>
<tr>
<td>Greenville Housing Authority</td>
<td>$10,692</td>
</tr>
<tr>
<td>LSTA Grant</td>
<td>$25,000</td>
</tr>
<tr>
<td>Capital Income</td>
<td>$75,480</td>
</tr>
<tr>
<td>TOTAL REVENUES</td>
<td>$2,269,821</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENDITURES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$1,417,398</td>
</tr>
<tr>
<td>Operations</td>
<td>$746,186</td>
</tr>
<tr>
<td>Greenville Housing Authority</td>
<td>$10,959</td>
</tr>
<tr>
<td>LSTA Grant</td>
<td>$25,000</td>
</tr>
<tr>
<td>TOTAL EXPENDITURES</td>
<td>$2,199,543</td>
</tr>
</tbody>
</table>
Number of volumes, July 1, 2011
Volumes added 240,056
Volumes withdrawn 13,329
Total, June 30, 2012 235,819

Other Library Materials
Book stock, uncatalogued 17,566
Newspapers 1,329
Magazines 20
Audiocassettes 36,947
Compact discs 6,947
Videocassettes 63
Digital video discs (DVDs) 3,595
Filmstrips 309
Microforms 9,406

Book Circulation
Sheppard Memorial Library (adult) 157,657
Sheppard Memorial Library (juvenile) 143,229
Juvenile Outreach 4,460
East Branch Library 64,937
Carver Branch Library 17,980
Pitt County Bookmobile 19,046
Blount Library, Bethel 3,854
Winterville Public Library 50,707
Total book circulation 461,870
Total magazine circulation 1,796
Total non-print circulation 43,856
Grand total circulation 507,522

Total E-reader Circulation 179
Public Computers/Wi-Fi Sessions 189,271
Patron Door Count 514,488
Registered Borrowers, June 30, 2012 61,227

Programs
Library sponsored 696
Audience 20,856
Nonlibrary sponsored 1,639
Audience 10,462
Total 2,335
Audience 31,318

Reference and Information Services
In person 98,592
By telephone/mail 34,443
Total 133,035