

West Des Moines Public Library

# ANNUAL REPORT

2023  

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2024



**Supporting Superheroes**



# A message from the Director:

I am so happy to be writing this message as part of our Annual Report as the new Library Director for West Des Moines Public Library. It's been a hectic two months, but, simultaneously full of excitement, learning opportunities, and many chances to be present in our community in order to connect and grow new readers and users of our library and all of its' offerings. The staff of this library have continued to amaze me not only with their kindness and acceptance, but their unmistakable ability to be thoughtful, creative, collaborative, and innovative. The work they do on a day-to-day basis in our building, and in our community, impacts people's lives for the better. And, the joy and enthusiasm they bring to that work is apparent and palpable. As I've learned more and more about the library, the staff, and the community – not just over the past two months, but in the months preceding – I continue to be amazed and thankful to be part of such a community committed and dedicated to supporting and championing public library services.

I've been so encouraged by all that I've learned about the growth of the West Des Moines Public Library over the past year. January 2024 brought us our Words on Wheels truck with an official ribbon cutting in May. The truck hasn't been idle much since May with visits to Legion Park, Rose Farm, Ice Cream Socials, and more. Youth Services staff have been dedicated to working through best practices around vehicle operation to ensure that our beautiful new bookmobile can serve as many residents of our community as possible. And, our programming and partnerships

flourished last year with continued offerings. The joint collaboration between the West Des Moines Library Friends Foundation and West Des Moines Historical Society gave residents a great year of the Iowa Files history series, our first "Tween Club Read", as developed by our Teen Services staff, and installing a 20th Senior Outreach collection at Grand Living, are just a few great examples of the many, many sustaining and supportive ways we serve our patrons both in and out of our physical building.

A common trait of library staff is to constantly be looking forward at new ideas, projects, materials, and ways to serve our community without really paying tribute to and recognizing the good work we've done in the past year. This Annual Report and the information within serve as a physical reminder of the great ways that I feel like we are serving West Des Moines. I know next year will continue the great spirit and effort that these folks have shown year after year. I'm so proud of the work and care that comes from our library and staff to better serve the residents of West Des Moines and our contract community of Cumming.



A handwritten signature in black ink that reads "Traci Glass".

**Traci Glass**  
Director

## BOARD OF TRUSTEES

Ray Seidelman, President  
Craig Long, Vice President  
Jean Fajen, Secretary  
Mary Brooks  
Andrew Clausen  
Melissa Gillespie  
Bryan F. Myers

## ADMIN STAFF

Traci Glass, Director  
Louise Alcorn, Technology Coordinator  
Jenna Ehler, Head of Youth Services  
Susan Greenwood, Executive Assistant to Director  
Heather Hildreth, Head of Circulation  
Maggie Martin, Information Coordinator  
Jen Ohzourk, Head of Adult Services  
Ann Renken, Head of Collection Services

## FRIENDS FOUNDATION

Angie Arthur, Chinmay Bajikar, Brandon Denner, Abby Draisey, Mary Fratianni, Kathryn Greenfield (Secretary), Scott Griese (Treasurer), Deb Guntly, Laura Hassebrock, Jennifer Hochberger, Bridget Johnson, Heather Martin, Laura McCall, Lynda Oakley, Ed O'Neill (Vice President), Roxanne Nikkel, Jim Rasmussen, Andrea Solomon (President), Kristin Sunde, Dan Wakefield, Ellie Wakefield

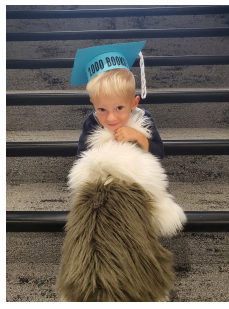
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**\$30,000** donated by  
the Friends

# HIGHLIGHTS



Tik Tok Librarian Mychal Threets joins Staff Training Day, February 2024



1,000 Books Challenge Winner, September 2023



Young patrons check out books at the Words on Wheels, April 2024



Halloween Storytime, October 2023



Senior Care Facility Outreach, February 2024



Director Traci Glass joins the WDM Public Library, May 2024

## BY THE NUMBERS

Here's a snapshot of how our patrons used the library this year.



5,789

new library cards



59,120

patron questions answered



401,767

physical items checked out



62,033

e-books downloaded



75,709

e-audiobooks downloaded

42,317

card holders

37%

of West Des Moines residents hold library cards

192,900

library visitors

2,077

library kiosk checkouts

### SOCIAL MEDIA ENGAGEMENT

FACEBOOK

72,840

engagements

FACEBOOK

4,431,907

impressions

INSTAGRAM

94,570

impressions

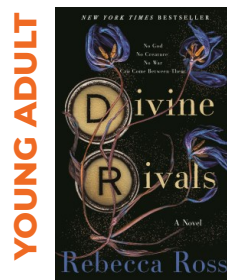
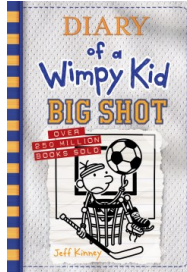
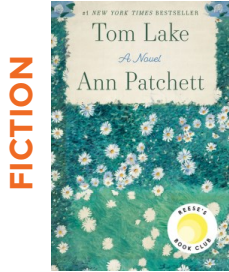
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23,932

impressions

# MOST POPULAR CHECKOUTS

Of all the items borrowed this year, these were the most popular.



## PROGRAMS



902  
programs & events

31,994  
attended programs

## HOMEBOUND & OUTREACH

The West Des Moines Library continues to serve patrons who are unable to access our physical building by delivering via our Homebound and Elder Care Outreach programs.

993

individual  
homebound  
deliveries

229

care facility  
deliveries

123

patrons served  
via homebound  
delivery

20

participating  
care facilities

4,259

materials in  
elder care  
facilities

## MEETING ROOM USE

9,012 room bookings

27,541 room users