

**CITY OF DEARBORN  
DEPARTMENT OF LIBRARIES**

**ANNUAL REPORT  
September 01, 2005**

**NANCY ZAKAR, CHAIR  
DEARBORN LIBRARY COMMISSION**

**Dr. R. Patrick Coady, Director**

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## **MISSION STATEMENT**

The Dearborn Public Library provides a full range of quality services and a balanced collection of materials to meet the educational, informational and recreational needs of the Dearborn community. Library services include programs for adults, young adults and children. All members of the community are encouraged to make use of the library system. Library staff give the public effective and courteous personal assistance in finding and using library materials and the staff continually strive to improve services and collections.

Approved by the Library Commission

May 14, 1999

## **LIBRARY ROLES STATEMENT**

### **POPULAR MATERIALS:**

The library is committed to providing materials that reflect popular culture and trends and which fulfill the community's desire for a satisfying recreational experience.

### **REFERENCE RESOURCES:**

The library is committed to providing materials that fulfill the community's need for information and answers to questions on a broad array of topics related to work, school, and personal life.

### **INDEPENDENT LEARNING:**

The library is committed to providing materials that help address the community's desire for self-directed personal growth and development opportunities.

Approved by the Library Commission

December 12, 2000

## INTRODUCTION TO THE DEARBORN LIBRARY SYSTEM

The Dearborn library system operates out of four buildings, a main and three branch locations, which are connected by a computer network. The staff consists of 41 full-time and approximately 55 part-time employees for a total of 62.09 full-time equivalents (FTEs). This is seven FTEs less than the previous budget year.

The library's total operating budget is approximately \$ 4.5 million. Our primary service is lending materials for home use. This year we lent over 1,143,446 pieces of material to patrons. Our next largest service is assisting patrons with reference or other questions face-to-face or by telephone. On average staff address more than 100,000 patron inquiries each year. Third is programming. During FY 2004-2005, library staff coordinated 677 programs with a total attendance of 18,939 citizens. In addition, we provide an outreach service to the homebound, and deposit collections at eight senior citizen housing units. This year we delivered over 2,536 materials to seniors and the homebound.

A nine member Library Commission, whose members are appointed by the Mayor, govern the system. (See page 34 for a list of Commissioners). Each commissioner serves a three-year term and may be reappointed. The Library Commission deals with long-range planning, budgeting, policy and general oversight. In addition to budget oversight and other typical responsibilities, in the past year the Library Commission:

- Approved changing the job titles of the City Librarian and Assistant City Librarian to Library Director and Deputy Library Director
- Approved the realignment of weekend hours. Weekend hours will end the weekend before Memorial Day and begin the weekend after Labor Day

- Approved the issuing of Internet User Cards for non-Library cardholders
- Approved limiting the amount of items that may be checked out to 100 per library card and to limit the amount of circulation renewals to two
- Approved the suspension of the current Internet policy for a period of one year to allow Library Administration the flexibility of monitoring Internet session length and number of sessions per day
- Approved the revision of rules for the Group Study Room
- Continued efforts to create a Library Foundation
- Held a retreat in May 2005

### **Highlights of the Year**

#### *Building Upgrades / Capital Projects*

- Upgraded electrical and added data lines throughout all library buildings
- ADA upgrades to HFCL Auditorium and Snow Branch public restroom
- Replaced Snow Branch Library roof
- Signed contract for a new HVAC system at Snow Branch Library
- Completed HFCL/Police parking lot re-configuration and re-pavement
- Largely completed HFCL elevator renovation
- Completed upgrade of the fire alarm system at HFCL
- Completed new glass flooring for the HFCL reflecting pool
- Completed door handle and lock project at HFCL
- Began work on replacement of HFCL carpeting

- Began project work to create a design for the Children's area at HFCL
- Began project work to replace windows, doors, gutters and eaves and to repair interior front stairs at Bryant Branch Library
- Began project work, at HFCL, to repair wood railing on mezzanine, to install new railing on 2<sup>nd</sup> floor, to re-hang the tapestry and to provide water and lighting enhancements for the reflecting pool
- Began work on additional signage for all library buildings

#### *Customer Service*

- Set maximum checkout limit of 100 items per library card and maximum renewal of two to allow greater access to materials for our customers
- Installed the Information Kiosk at HFCL. The Kiosk currently features a rolling display of library events and announcements. Additionally, the Kiosk uses an interactive touch panel which allows the user to access hours, maps, floor plans, and descriptions of services
- Increased our usage of e-mail to respond to patron queries
- Continued effort to improve public Internet access and network printing. Purchased Envisionware software and accompanying hardware to control Internet usage and printing. Purchased new public copiers and printers to be installed in FY 2005-2006
- Created Suggestion Portal where patrons can enter their purchase suggestions directly into a database which is reviewed regularly by librarians
- Installed Adaptive Technology Computer (ATC) for the public at HFCL.

The ATC includes features such as: large screen monitor, magnification ability, color inversion, narrator, on-screen keyboard and slower tracking mouse

- Conducted Output Measures Study to determine peak hours of use

#### *Physical Arrangement within Buildings*

- Expanded DVD shelving
- Expanded shelving for the International Language Collection

#### *Programs*

- Launched the BookLetters service which provides our customers with free e-mail newsletters regarding library programs and recommended reading

#### *Staff Efficiencies/Training/Communication*

- Launched an online Annual Report Highlights entry page utilizing an MS Access database and an online Statistics entry page using MS Excel in order to streamline preparation of the Annual Report
- Began monthly mandatory staff meeting to review City Development Initiatives (CDI) and to open lines of communication with all staff as well as to provide training opportunities
- Developed a PowerPoint Communication presentation as well as expanded guidelines for communication at all levels
- Provided training opportunities for staff which included:
  - Workshop entitled Images and Perceptions of Arab Americans presented by the United American Lebanese Federation
  - Sessions on the new fire alarm panel at HFCL

- Sessions on Outlook Calendar and Task Manager
- Sessions on new Internet User Card procedure
- Several workshops for Children's librarians

### *Technology*

- Submitted requisition for generational upgrade of Dynix called Horizon
- Created a new URL for the library web page – [www.dearbornlibrary.org](http://www.dearbornlibrary.org) – which is easier for the public to remember
- Added Enriched Content to the online library catalog which allows patrons to view jacket covers, book reviews, table of contents and summaries

### *Volunteers*

- Conducted several volunteer orientation sessions and began development of a volunteer training system where volunteers are trained on specific tasks

## **MAJOR DEPARTMENTAL FUNCTIONS**

The library system has two major functions within the community. The library buys, organizes, and loans materials to individual community members and offers an answering service for patron questions.

The two functions are organized into four major services of the library: Lending, Information, Outreach, and Programming.

The computer revolution has allowed library services to take on new dimensions with home access to public catalogs of holdings in each of our buildings and to the Internet.

In addition, we can more quickly connect to other libraries for interloan of materials.

The philosophy that created the public library system in this country is the cooperative sharing of materials. All citizens have access to a wide range of materials that none could afford if purchased individually. The materials available in the public library help people to live more rewarding and productive lives.

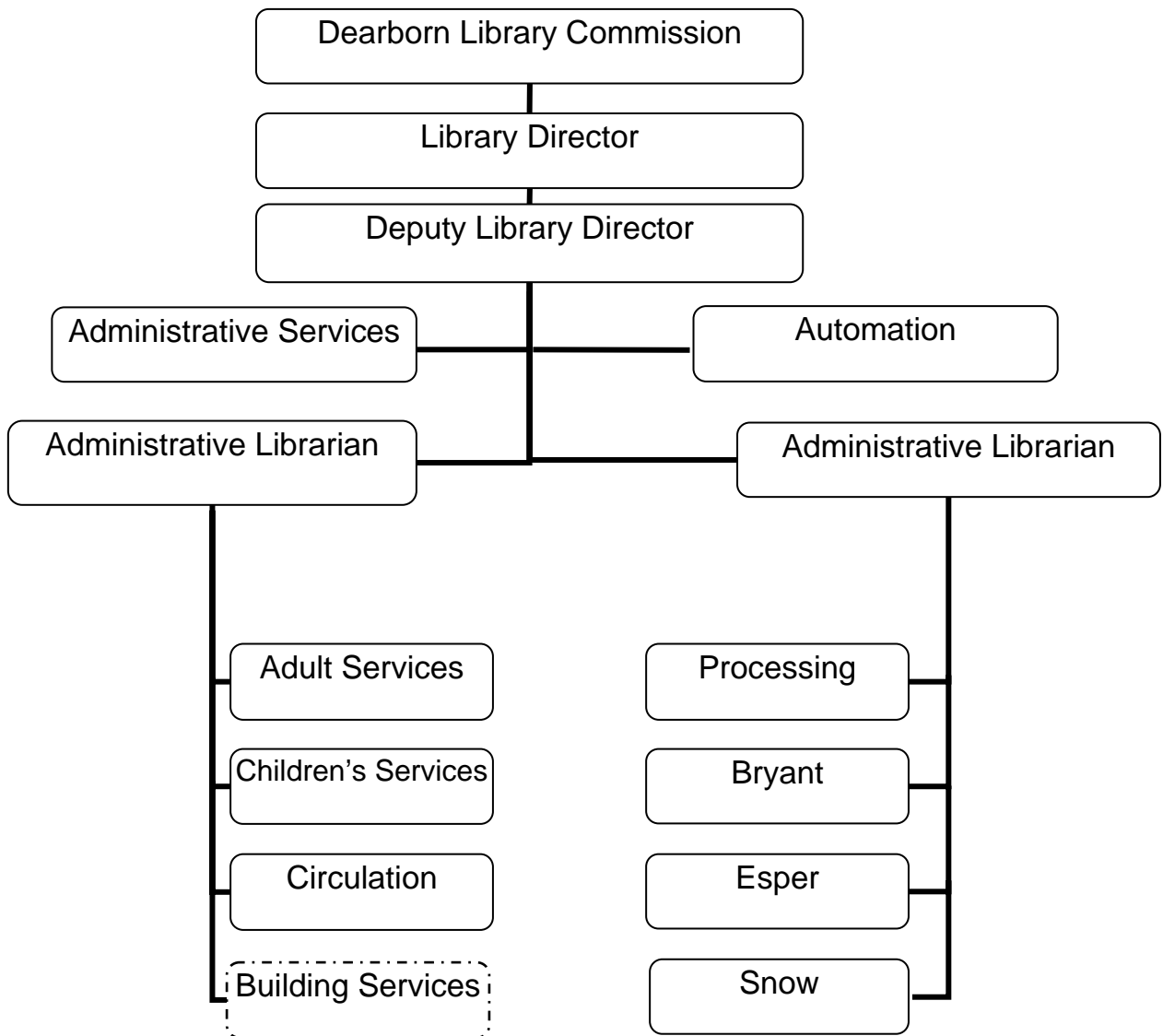
### **Library Staff Duties**

- Select and purchase library materials for use by the public in various formats: books, magazines, pamphlets, videocassettes, compact discs, DVDs and audiocassettes
- Process and catalog materials giving specific shelf locations and subject codes so that patrons can easily find the items in the libraries' collections
- Lend materials of all types to the public for use at home, including delivery to the homebound and drop off collections in the senior centers
- Establish and maintain contracts with vendors for all aspects of library operation
- Regulate borrowing by producing overdue notices and collecting overdue fines
- Manage a computer network consisting of multiple servers as well as email
- Manage automated systems to keep track of library materials and borrowers
- Manage a library web page for the public as well as a staff intranet
- Manage public Internet computers and public Internet printing
- Maintain the collection through selective deletion of materials, annual inventories and customer feedback
- Manage the library buildings through the Capital Improvement Plan, maintenance contracts and coordination of work using DPW personnel
- Provide information to the public in the library and on the telephone by using up-to-date information in all forms, including print and non-print materials, electronic

media such as compact disc reference sources and access to online electronic databases as well as the Internet

- Provide space and materials for the use of special collections such as the Ford Collection, vocational information, and international language materials
- Provide programs for adults and children in the library and the community
- Publish a library newsletter
- Create self-service opportunities for our patrons via computer services

### ORGANIZATIONAL CHART



## **PRIORITIZED SERVICES**

### **I. Lending Materials Service**

Both full-time and part-time staff participate in Lending Materials Service, which is provided at all libraries. Primary components are:

- A. Selection of adult and juvenile materials for the circulating collection. *Librarians and Assistant Librarians*
- B. Ordering, cataloging, processing and data base entry of materials. *Librarians, Assistant Librarians, Department Assistants, Part-time staff*
- C. Check-out materials. *Department Assistants, Part-time staff. (Also, Librarians & Assistant Librarians at Branches)*
- D. Collection maintenance and shelving. *Librarians, Assistant Librarians, Department Assistants, Part-time staff*

### **II. Information Service**

Both full-time and part-time staff participate in Information Service, which is provided at all libraries. Primary components are:

- A. Selection of adult and juvenile materials for the reference collection. *Librarians and Assistant Librarians*
- B. Ordering, cataloging, processing and data base entry of materials. *Librarians, Assistant Librarians, Department Assistants, Department Associates, Part-time staff*
- C. Provision of accurate information at the reference desk in response to patron questions received in person or by phone. *Librarians and Assistant Librarians*
- D. Collection maintenance, inventory and shelving. *Librarians, Assistant Librarians, Department Assistants, Part-time staff*

## **II. Outreach Service**

Both full-time and part-time staff participate in Outreach, which provides service to individuals, organizations, and senior citizen housing units outside the library. Primary components are:

- A. Selection of materials to service book collections located in senior citizen housing units. *Assistant Librarian*
- B. Provision of materials for the homebound, book clubs, and organizations. *Librarians, Assistant Librarians, Department Assistants*
- C. Packaging, delivery, and pick-up of materials. *Part-time staff*

## **IV. Public Program Service**

Both full-time and part-time staff participate in the system-wide provision of creative programs for adults, young adults and children. Primary components are:

- A. Planning and conducting regularly scheduled story hour programs for pre-kindergarten children. *Librarians, Assistant Librarians*
- B. Planning and designing reading programs for children to encourage cooperative efforts between the library and the schools. *Librarians, Assistant Librarians*
- C. Planning, conducting, and organizing materials for special craft workshops, puppet shows, tours, movies and story programs for children of all ages. *Librarians, Assistant Librarians, Department Assistants, Part-time staff*
- D. Planning lectures, tours, book talks and special programs for teens and adults. *Librarians, Assistant Librarians*

## **RELATED CUSTOMER PROFILES**

### ***Lending***

The lending service affects people of all ages in the community. Approximately 20% of the lending is youth-related. Women check out more materials than men with a 61% woman to 39% men ratio. Men are more likely to use the library to gather information but not check out the materials they have used. The library has difficulty tracking usage as one-third of the library user's check out materials for other members of the family as well as themselves.

### ***Information***

The information service tends to be used mostly by adults. The questions answered vary through the day. In the morning senior citizens are a large percentage of the users. At mid-day business and professional people are the dominant group. In the evening families are the predominant group. Our children's information desk naturally is dominated by children, parents, and teachers of children.

### ***Outreach***

The library sends materials to senior centers, organizations, and the housebound. The dominant group is older citizens of both sexes. While these services are expensive, we expect them to continue at the same level for the foreseeable future.

### ***Programming***

The Children's librarians do the majority of the programming and their energies are directed toward youth of toddler age thru 6th grade. Teen Programming, directed at youth in grades 7 through 12, is a group effort handled by the young adult librarians at each agency. The Summer Teen Read Program, combined with the Adult Summer Reading Program, continues to expand and remains a popular and essential component

of the Young Adult Program. Rounding out these services are the newly introduced Teen BookLetters E-mail Newsletter service and the Teen Online Book Club.

The library also does adult programming. There has been a significant increase in adult programming during this past fiscal year with the addition of the Adult Summer Reading Program. Two Foundation workshops were conducted during the year. Tours and book talks are other types of programs that continue to be offered by Adult Services staff.

Both the Children's staff and the Adult staff created a variety of book displays throughout the year. These included displays on: Bats, Cooking, Black History Month, Women's History, Poetry and Michigan History.

## **MAJOR FUNDING SOURCES**

### ***General Fund***

The library system receives over 90% of its funding from the general operating fund. The fund monies are from local property taxes from residents and businesses that operate within the city limits of Dearborn, Michigan.

### ***Penal Fines***

The Michigan Constitution states that libraries will receive revenues from the court system on a continuing basis.

### ***Library Aid***

The library receives per capita monies set each year by the State. Under P.A. 89 of 1977, the General Appropriations Bill, we will receive revenues in the spring of the year.

In order to qualify for library aid money, the library must complete the State report and be open to the public for a minimum of 55 hours per week.

### ***Fines***

The library receives fine payments for overdue, damaged and lost material from library users. Fines go to the next fiscal year's budget allocation.

Please see Attachment 2004-2005 Monies Received on page 33.

## **MAJOR EXPENDITURE CATEGORIES**

***Personnel Services:*** 77% of the budget

The library staff time devoted to:

Lending Service: 70%

Information Service: 20%

Outreach Service: 2%

Programming Service: 8%

***Capital Outlay (Materials and Equipment):*** 15%

Purchase of lending materials and equipment over \$2,500.

***Professional and Contract Services:*** 2%

Equipment maintenance of the personal computers and Dynix automated system.

***Supplies:*** 6%

All materials used in each of the four service areas for system printing, expendable supplies for processing, and the purchases by the branch staff to do their work. Also includes equipment and furnishings under \$2,500.

## **GOALS AND PLANS FOR THE REPORT YEAR**

### **2004-2005**

1. Develop an automation disaster recovery planning document.
2. Complete the Henry Ford Centennial Library elevator project.
3. Upgrade the Henry Ford Centennial Library auditorium to meet ADA standards.
4. Complete the wiring and data line upgrade of the library system.
5. Adapt our service mix to reduced staffing and funding.
6. Complete the reorganization of the physical space at Henry Ford Centennial Library.
7. Complete the building maintenance plan for the four library buildings.
8. Initiate customer service processes that result in uniform customer expectations.
9. Complete the upgrade of the Henry Ford Centennial Library fire alarm system.

## **ACCOMPLISHMENTS AND PROGRESS MADE TOWARD**

### **ACCOMPLISHING GOALS**

#### **Goal 1: Develop an automation disaster recovery-planning document.**

The goal is 10% completed. The library has redesigned the equipment layout, reconfigured the wiring, and purchased new surge protector equipment as part of improving our disaster prevention. Automation staff attended a workshop on disaster recovery planning as part of the project. The goal will be continued for the coming year.

#### **Goal 2: Complete the Henry Ford Centennial Library elevator project.**

The goal is 95% completed. The elevator floor tiles are not stable. We have selected a new flooring to replace the tiles but the new flooring is not installed.

**Goal 3: Upgrade the Henry Ford Centennial Library auditorium to meet ADA standards.**

The goal is completed.

**Goal 4: Complete the wiring and data line upgrade of the library system.**

The goal is 50% completed. The project scope has been expanded as new opportunities have been processed and then added to the next project phase.

**Goal 5: Adapt our service mix to reduced staffing and funding.**

This goal was not started this year. So far, we have not made changes impacting the public in terms of service. We analyzed hours of desk time and reduced staff positions at HFCL but have not reduced hours or closed desks.

**Goal 6: Complete the reorganization of the physical space at Henry Ford Centennial Library.**

The reorganization of the space at HFCL is complete.

**Goal 7: Complete the building maintenance plan for the four library buildings.**

The building maintenance plan is 40% complete. The goal will be continued in the coming year.

**Goal 8: Initiate customer service processes that result in uniform customer expectations.**

This goal was not started due to financial needs for the monies. It will be initiated in the new year.

**Goal 9: Complete the upgrade of the Henry Ford Centennial Library fire alarm system.**

This goal is completed.

## **OTHER SIGNIFICANT EFFORTS DURING THE YEAR**

### **Library Collection Maintenance and Development**

Various aspects of collection maintenance and development have been the focus of several agencies during the fiscal year. During the 2004-2005 fiscal year, 39,913 items were deleted. The collection totaled 306,611 items at the end of the fiscal year. Total value of the collection is approximately \$5,518,707.83.

The Processing agency continually strives to process new material in a timely manner. Approximately 37,254 items were processed in the system including new material, material being transferred and material being repackaged. This is a modest increase over last fiscal year. On average, there were approximately 3,105 new items in Processing each month. The average length of time from receipt of material to dispatch to agencies is 67.1 days, a slight increase over last fiscal year. On average, there are approximately 148 items each month that require original cataloging, a 40% decrease over last fiscal year. Original cataloging includes the translation of Arabic language material, which had been difficult because of our inability to retain staff capable of this task. We have switched to an international language vendor which uses a translation service.

The Automation System Administrator has worked throughout the year on various reports to assist selectors with collection development and maintenance. These include statistical reports on all subject areas, a report of material with no circulation activity and various reports of new purchases as they are entered into the system. Additionally, reports on bestsellers, new videos, new DVD's, new books-on-tape, new books on CD and "Hot Titles" are automatically generated to the computer for patrons and staff alike. Other reports generated regularly by Automation staff include: Hold List reports,

Purchase Alert reports, and Problem Status reports. These reports assist staff in purchasing and replacing in-demand material.

The library online databases continue to grow in popularity. The library subscribes to a total of 25 databases (5 are paid subscriptions and 20 are without charge subscriptions provided through the Michigan Electronic Library). During fiscal year 2004-2005 there were 61,953 searches on these databases, an 8% increase over last fiscal year.

### **Programming**

The library continues to offer a wide range of activities for people of all ages. For families and children, there are a variety of story hours, craft workshops, contests, special events, and programs presented by professional entertainers offered throughout the year. During summer months, reading programs are offered for people of all ages. The Children's staff offers a Summer Reading Program and Read-to-Me program for children ages 3-12. Participation in the 2004 Children's Summer Reading Program was high with 723 children registered as Readers and 365 registered as "read-to-me's." 213 teens signed up to participate with the 2004 Teen Read Summer Program. This number of participants is a 23% increase over last year's amount and is, in fact, the largest number of participants since the program began in 1991. Teens may also choose to receive a Teen E-mail Newsletter as well as recommended reading lists through our BookLetters service. Over 50 teens are currently on the list for each of these services. Additionally, we currently have 90 teens subscribing to Chapter-A-Day e-mails.

The 2004 Adult Summer Reading Program attracted 530 adult readers. Prizes, offered weekly and as a Grand Prize, were donated by local businesses. Adult Programming includes the ever-popular Blockbuster Movie Series which is sponsored by the Friends

of the Library-Dearborn (FOLD). Because the HFCL Auditorium was closed for ADA renovations for several weeks during the fall of 2004, only thirty films were shown during the 2004-2005 season with total attendance of 2,186. Due to an overall reduction of seven full-time staff, Adult Services was unable to offer computer classes.

In addition to programming done at the various libraries, library staff is often invited to other locations to participate in an existing program or to conduct a program themselves. Examples of this type of off-site programming include book talks given to a club or group, visiting a school and participating in a literacy fair or a “read-a-thon”, and meeting with a group of parents to present information to parents about the library and its resources.

### **Homecoming**

In 2004, the Library again shared space with the Friends of the Library Dearborn (FOLD) at the top of the hill at Ford Field. Library staff members gave away bookmarks and other library information and held a drawing for Border’s gift certificates. The weekend was bright and sunny and attendance was very good.

### **Library Volunteers**

We continue to recruit and train volunteers from the community to contribute their talents to the library. The volunteer program proves to be a valuable asset to the library. Volunteer accomplishments include:

- Assisting with circulation check in
- Shelving materials
- Labeling new materials
- Assisting with children’s programs

This year our library volunteers numbered 120, a 55% increase over last fiscal year.

They volunteered a total of 3,260 hours, over a 100% increase over last fiscal year. The contributions of the volunteers are recognized at an annual luncheon, which was held in June 2005 at the Dearborn Hills Golf Course Banquet Room.

### **Friends of the Library Dearborn (FOLD)**

The Friends of the Library Dearborn (FOLD) is a vital group that helps to encourage the community's support of the library. They hold monthly meetings featuring local authors and speakers and mail out a newsletter to members.

A dedicated group of volunteers, the Friends of the Library Dearborn, have two major fundraising activities. The first is the ever-popular book sale held at the Henry Ford Centennial Library. During the past year it has been held on the first Wednesday of the month, except for January and September. Book sale hours are 9:30am to 6pm. In addition, the Friends of the Library Dearborn have a FriendShop in the lobby of Henry Ford Centennial Library.

Among the programs that FOLD subsidizes with proceeds from the book sale and FriendShop are: the Blockbuster film series, the Book Page publication, patron plastic book bags distributed at checkout, the Summer Reading Club programs, the newsletter mailing fee, staff training workshops and the canvas bags for book club kits.

This fiscal year FOLD volunteers contributed approximately 3,227 hours of volunteer time to the library (Book Sale – 2,706 hours and FriendShop – 521 hours). Due to lack of sales, in June 2005, it was decided to close the FriendShop as of September 30, 2005.

## Services

*Shut-In Services* - HFCL Adult Services provides shut-in service for Dearborn residents. During 2004-2005, 528 items were delivered to seven residents. Sixty-two deliveries were made.

*Senior Citizen Housing* - The library delivers a rotating collection of paperback books to eight different Dearborn senior housing facilities. Residents of these facilities are able to enjoy a wide variety of book titles without having to travel to the library. Residents are asked to mark each book they read for tracking purposes and to determine which genres are the most popular. We spend \$3,000 annually on new paperbacks for the extension collection and also accept public donations. Once a book has been circulated to each housing facility, it is donated to Friends of the Library Dearborn, for their monthly book sale. This is a popular collection that provides a valuable service to the senior members of our community. For the 2004-2005 fiscal year, we delivered 2,536 books and 1,490 books were marked as being "read".

*Book Clubs* - Adult Services currently serves 21 book groups from all corners of the City. During 2004-2005, 121 book club kits were scheduled for distribution. Given the average of ten books per kit, approximately 1,210 books were shared and discussed by our book club groups. Currently, clubs can choose from 153 kits.

Our "Chapter-a-Day" program continues to grow in popularity. Patrons register for the club online and then receive, via e-mail, a five-minute excerpt of a book each day for a week. Patrons can choose to sign up for Fiction, Mystery, Science Fiction, Romance and Teen Book Clubs. At the end of the week, the patron can come into the library and check out the book if they wish to finish reading it. There is an online forum for the discussion of the titles. The enrollment statistics for FY 2004-2005 are as follows:

Fiction-147, Mystery-116, Science Fiction-28, Romance-79, and Teen-90 for a grand total of 460 subscribers, a 74% increase over last fiscal year.

*Interlibrary Loan* - During FY 2004-2005, 49 requests were submitted.

### **Circulation**

Check out of material by patrons decreased 10.46% this fiscal year and traffic decreased 9.38%. The decrease in circulation was expected due to our recent change from six renewals to a two renewal limit. Construction on the HFCL parking lot from mid-July through early November 2004 had a significant negative effect on our traffic as well. The library has 30,610 active borrowers (library card usage during the last two years). This is a decrease of approximately 3% over last fiscal year.

Patrons continue to use the library's "hold" service (requesting to be put on a list for checked-out material). In Fiscal Year 2004-2005 there was a 13% increase in the number of holds placed. E-mail notification of holds and overdues continue to gain in popularity, with over 5,804 signed up for this service, a 34% increase over last fiscal year.

Unique Management, our collection agency, is still doing a tremendous job in contacting our delinquent patrons, encouraging them to return material and pay on delinquent accounts. During FY2004-2005, Unique generated \$9,682.79 more cash than they billed in fees. In addition, they recovered \$15,948.71 in materials. This translates into over a \$4.00 return for each \$1.00 we invest.

### **Automation Services**

The Automation staff continues to have increased involvement in many aspects of library operations. During the summer and fall of 2004, Automation staff continued the installation of the new computers that were received earlier in the year. At the same

time, the switch to the new LIBRARIES domain was initiated. This will make it easier for staff to log on to machines other than their own as their profile will move with their log-on.

Work on the Annual Reports Highlights Database – Web version was completed in March 2005. This will make it easier for staff to enter significant events throughout the year, and in the end, make the Annual Report easier to create. Responsibility for phone coordination was given to Automation in March 2005. In June 2005, the majority of the old hubs at HFCL were replaced with new switches.

Through FY 2004-2005, Mark Hancock, a member of the Automation staff, has been coordinating the Wiring II project, working with Administration, library staff, Architect Design Group as well as the electrical contractor, McNulty and both data line companies, ICOMM and Tri-State.

Because of the impact and reliance on technology in nearly all aspects of library service, Automation staff has a presence on nearly every library committee. These committees include, but are not limited to: ADA, Collection Development, Kiosk, BookLetters, Reference, New Technology, and StaffNet.

### **Library Committees**

#### **Acquisitions Committee**

The purpose of the Acquisitions Committee is to create and maintain documented, up-to-date procedures for selection, ordering, weeding and maintenance of library materials for selectors as well as other staff involved in the acquisition of library materials. These procedures are compiled in the *Selectors' Guide to Selection and Order*.

### **ADA Committee**

The ADA Committee ensures that the library complies with the Americans with Disabilities Act. The Committee reviews requests and complaints for changes that would improve services. In Fiscal Year 2004-2005 they:

- Acquired and arranged for the setup of one workstation dedicated for people in need of adaptive technology, i.e. a larger monitor, slower mouse, large print keyboard and on-screen magnifier
- Continued to review ADA recommendations for library buildings
- Purchased and distributed accessibility equipment to all agencies
- Arranged and facilitated all-staff awareness training
- Consulted with City of Dearborn ADA Chairperson

### **Children's Committee**

The purpose of the Children's Committee is to promote reading through programs, collections, and service to children and their families. The Committee actively pursues methods of marketing the library and its resources to the community. In addition, the Committee reviews all requests for changes in service and shares information in ways to improve service, programming, and library collections. In Fiscal Year 2004-2005 the Committee:

- Offered numerous Children's programs throughout the year at all locations
- Conducted two summer reading programs at all locations
- Reorganized the juvenile paperback collection by merging with the juvenile hardcover collection and updating computer holdings
- Designed new coloring books to be distributed to school groups
- Collaborated with an architect on design and conceptual changes for improving

the Children's area at HFCL

- Streamlined the Summer Reading Program to begin in June 2005
- Completed termination of the Children's Music Audiocassette collection

### **Circulation Committee**

The purpose of the Circulation Committee is to solve patron and staff problems concerning the Dynix circulation system. The circulation process has many possibilities for customizing service. Each year many improvements in customer service are developed through the efforts of this committee. The main tool of the Committee is the Circulation Manual, which incorporates Library Commission policy, system procedures, and sample statements for staff to use in talking to library patrons. In Fiscal Year 2004-2005 they:

- Reviewed and developed solutions for circulation issues
- Completed a survey of 13 neighboring libraries of various circulation policies and parameters
- Redesigned library cards and distribution to public
- Proposed adjustment of renewal policy and limitations on amounts of materials per card in order to increase the availability of browsing materials for all patrons

### **Collection Development Committee**

The Collection Development Committee is composed of all the librarians in the system to focus on common issues involving format of materials, ordering, and the library's overall collection. In Fiscal Year 2004-2005 the committee:

- Reviewed and redefined donation guidelines
- Reviewed and redefined repackaging guidelines

- Reviewed various new formats such as e-books, MP3
- Redefined paperback book processing
- Recommended budget allocations for media purchases

### **Marketing Committee**

The purpose of the Marketing Committee is to market the library. The current Marketing Plan is focused on marketing the library to the community. This Committee also has responsibility for creating and updating general brochures with information about the library system. In Fiscal Year 2004-2005 they:

- Reviewed use of auditorium at Henry Ford Centennial Library for additional programming events
- Reviewed printed material
- Reviewed success of 2004 Adult Reading Club and began planning for 2005 Adult Reading Club

### **New Technology Committee**

The purpose of the New Technology Committee is to draft technology plans, policies and procedures and submit these to the Administrative Panel and the Library Commission as part of the library's strategic plan. The Committee also directs, with Administration approval, the current Technology Plan 2002-2004. In Fiscal Year 2004-2005 the committee:

- Continued enhancements of Library Web Page. During FY 2004-2005, there were over 143,831 external visits to the Library home page
- Continued development of methods to track usage of online activities such as web page visits and database searches

- Began development of central file structure for maintaining and updating various statistics regarding library activity
- Worked with Reference Committee, making suggestions for reference web page

### **Newsletter Committee**

The purpose of the Newsletter Committee is to work together to regularly publish a newsletter to keep the entire community informed of library news, special programs and general information about the library. The Committee published one newsletter which was sent to the community. The second newsletter was delayed pending decisions on the launch of new library software programs for the Internet and the library catalog.

### **Reference Committee**

The Reference Committee is to coordinate reference service throughout the system. The Committee has a major responsibility to continually review reference services and recommend purchase of materials. The Committee must rank the value of each service and decide which formats are best. In Fiscal Year 2004-2005 they:

- Made preliminary changes to the reference web page
- Met with various vendors to discuss their online services
- Researched searching products for “one-button” database searches
- Arranged for purchase of new database products
- Advised and recommended titles for withdrawal in Reference collection and Storage areas at HFCL

### **Renovations Committee**

The Renovations Committee is a short-term committee that was formed in 2002 to evaluate the rearrangement of the Adult and Circulation desks at Henry Ford Centennial

Library. In addition, the Committee planned for the reorganization of collections and furniture in the library. The Committee consists of Administrative staff as well as full-time and part-time members of the Adult Services and Circulation agencies. In Fiscal Year 2004-2005 the committee:

- Reviewed plans to reconfigure the Children's area on the second floor
- Continued to assess the use of space on the second floor at Henry Ford Centennial Library
- Continued to coordinate staff cross training for Adult and Circulation staff members
- Evaluated signage for the second floor at Henry Ford Centennial Library

#### **Serials Committee**

The purpose of the Serials Committee is to manage the Dynix serials module through coordination, training, creation of procedures and problem solving. Serials are materials that are updated periodically, such as magazines, yearbooks and directories.

#### **StaffNet Committee**

The purpose of the StaffNet Committee is to design and maintain the library's staff intranet. Intended as a primary source of communication and information for the library staff, StaffNet serves as a location for schedules, minutes of meetings, shared workspace for project reports and general information regarding each agency. During FY 2004-2005, work was begun on the next generation of StaffNet.

#### **Video Committee**

The purpose of the Video Committee is to produce videos, which will market the library and assist in the training of staff. This Committee works closely with the staff at CDTV in developing scripts and in assisting in video production. In FY 2004-2005 they:

- Created 9 segments on library programs, activities, collections, buildings and services for CDTV
- Assisted the Kiosk Committee in the development of potential training videos for the public

### **Volunteer Committee**

The purpose of the Volunteer Committee is to recruit and retain high quality volunteers. In addition, the Committee is developing ways for volunteers to assume jobs of increasing responsibility through training incentives and to reduce barriers that volunteers face in working for the library. In Fiscal Year 2004-2005 they:

- Developed a volunteer orientation program for all library volunteers
- Organized the annual volunteer recognition luncheon
- Helped to develop additional volunteer opportunities for youth assisting with the Summer Reading Program

### **Young Adult Committee**

The purpose of the Young Adult Committee is to promote reading through programs and marketing to young adults. One of the Committee's major initiatives is the annual Teen Read summer reading program. Each year the Committee attempts to strengthen program participation as one of its primary objectives. In Fiscal Year 2004-2005 the committee:

- Assessed and further simplified Summer Read Program for 2005
- Collaborated with Marketing Committee on Summer Read Program
- Researched mission statements to further define our YA program
- Investigated methods of marketing to teens

## DEARBORN PUBLIC LIBRARY - STATISTICAL INFORMATION

	<b>2004-2005</b>	<b>2003-2004</b>	<b>Percent Change</b>
Circulation (Transactions)	1,143,446	1,277,048	-10.5%
Traffic (Individual Visits)	538,527	594,316	-9.4%
Collection (Items)	300,294	299,908	0.1%
Collection (Titles)	172,428	166,313	3.7%
Registration (Borrowers)*	30,610	31,745	-3.6%

\*Patrons who have renewed their card within the last two years

### Detailed Collection Statistics

<b>Items</b>	<b>2004-2005</b>	<b>2003-2004</b>	<b>Percent Change</b>
Books, Adult	133,042	131,077	1.5%
Books, Juvenile	105,815	104,956	0.8%
Periodicals	23,327	26,721	-12.7%
Videocassettes	19,332	19,214	0.6%
DVD's	8,396	4,975	68.8%
Compact Discs, Music	11,605	11,328	2.4%
Books on Audiocassette	5,870	6,374	-7.9%
Books on CD	1,578	1,110	42.2%
CD-ROM (Ref & Circ)	11	13	-15.4%
Media Kits	731	950	-23.1%

### Programs

<b>Agency</b>	<b>2004-2005 Number of Programs</b>	<b>2004-2005 Attendance</b>	<b>2003-2004 Number of Programs</b>	<b>2003-2004 Attendance</b>	<b>Percent Change</b>	
					<b>Programs</b>	<b>Attendance</b>
HFCL	263	8,812	220	8,452	19.5%	4.3%
Bryant	54	495	78	1,845	-30.8%	-73.2%
Esper	83	1,372	85	2,872	-2.4%	-52.2%
Snow	316	8,565	248	9,322	27.4%	-8.1%
<b>TOTAL</b>	<b>716</b>	<b>19,244</b>	<b>631</b>	<b>22,491</b>	<b>13.5%</b>	<b>-14.4%</b>

## Contests

Agency	2004-2005 Contests	2004-2005 Number of Contest Participants	2003-2004 Contests	2003-2004 Number of Contest Participants	Percent Change	
					Contests	Participants
HFCL	21	6,697	16	8,137	31.3%	-17.7%
Bryant	15	660	29	1,584	-48.3%	-58.3%
Esper	49	5,921	24	3,298	104.2%	79.5%
Snow	23	5,016	25	4,639	-8.0%	8.1%
<b>TOTAL</b>	<b>108</b>	<b>18,294</b>	<b>94</b>	<b>17,658</b>	<b>14.9%</b>	<b>3.6%</b>

## GOALS AND PLANS FOR THE NEXT FISCAL YEAR

### 2005-2006

1. Replace the windows and doors at Bryant branch library.
2. Complete the Henry Ford Centennial Library carpet replacement project.
3. Upgrade the Henry Ford Centennial Library motor control units.
4. Upgrade the drinking fountains to meet ADA standards for the library system.
5. Adapt our service mix to reduced staffing and funding.
6. Complete the reorganization of the physical space and signage of the library system.
7. Complete the changes to the building maintenance plan for the four library buildings.
8. Initiate customer service process that results in uniform customer expectations.
9. Upgrade the Dynix computer system to Horizon software modules.

**CITY OF DEARBORN DEPARTMENT OF LIBRARIES  
BUDGET**

	<u>2004-2005</u>	<u>2003-2004</u>	<u>Percent Change</u>
PERSONNEL SERVICES	\$3,558,736	\$3,472,154	2.5%
OPERATING EXPENSE	\$268,133	\$230,820	16.2%
SUPPLIES	\$81,846	\$62,850	30.2%
OTHER SERVICES & CHARGES	\$1,425	\$4,300	-66.7%
CAPITAL OUTLAY	\$670,000	\$685,000	-2.2%
UNDISTRIBUTED APPROPRIATIONS	\$0	\$35,846	-100%
<b>TOTAL LIBRARIES</b>	<b>\$4,580,140</b>	<b>\$4,490,610</b>	<b>2%</b>

Source: City of Dearborn

Adopted Budget for year ending June 30, 2005, page 177

## MONIES RECEIVED 2004-2005

Library Aid Grant	\$85, 029.58*	
Penal Fines	<u>\$115,491.92</u>	\$200,521.50
 <b>Gifts</b>		
Target Corp.	\$2,000.00	
Target Corp.-Mervyns	\$1,000.00	
Robert and Phyllis Mann	\$400.00	
Steven and Susan Baker	\$300.00	
Anthony and Margaret Wade	\$150.00	
American Association of University Women	\$100.00	
Kathlene Monahan	\$100.00	
Onalee Frost	\$50.00	
Debra Trotto-Wakefield	\$25.00	
Debra Trotto-Wakefield	\$25.00	
California Teachers Association	\$25.00	
Michael Halasz	\$10.00	
Wayne and Janet Ginter	\$5.00	
C.P. Combs	<u>\$4.00</u>	\$4,194.00
 <b>Friends of the Library- Dearborn</b>		
FOLD Book Sale	\$22,893.15	
FOLD Gift Shop Sales	<u>\$783.02</u>	\$23,676.17
 Fines		
Lost Books	\$93,182.55	
Non-Residents	\$5,928.58	
Miscellaneous	\$4,430.00	
	<u>\$223.99</u>	<u>\$103,765.12</u>
 <b>GRAND TOTAL</b>		 <b><u>\$332,156.79</u></b>

\*Addendum- Check of \$42536.56  
received July 7, 2005.

## DEARBORN LIBRARY COMMISSION

**Nancy Zakar**, Chairperson

Term of Office: 10/2/1998 - 06/30/2007

**Marcel Pultorak**, Vice-Chairperson

Term of Office: 09/01/02- 06/30/2008

**Dr. Alex Shami**, Secretary Treasurer

Term of Office: 10/3/1994 - 06/30/2006

**Candyce Abbatt**

Term of Office: 11/19/1997 - 06/30/2006

**Lila Amen**

Term of Office: 01/13/2000 - 06/30/2005

**Sylvia Pressman**

Term of Office: 07/5/1966 - 06/30/2008

**David Schlaff**

Term of Office: 04/23/1996 - 06/30/2007

**Robert Taub**

Term of Office: 12/18/1968 - 06/30/2006

**Ronald Watters**

Term of Office: 10/01/2002 - 06/30/2007

**DEARBORN DEPARTMENT OF LIBRARIES  
DIRECTORY**

**HENRY FORD CENTENNIAL LIBRARY**

16301 Michigan Avenue  
Dearborn, Mi 48126  
943-2330

**BRYANT BRANCH LIBRARY**

22100 Michigan Avenue  
Dearborn, Mi 48124  
943-4091

**ESPER BRANCH LIBRARY**

12929 W. Warren  
Dearborn, Mi 48126  
943-4096

**SNOW BRANCH LIBRARY**

23950 Princeton  
Dearborn, Mi 48124  
943-4093

**LIBRARY HOURS**

**HENRY FORD CENTENNIAL LIBRARY**

Monday-Thursday 9:30 am - 8:30 pm

Friday-Saturday 9:30 am - 5:30 pm

Closed Saturdays (Memorial Weekend - Labor Day Weekend)

Sunday 1:00 pm - 5:00 pm (September through May)

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**BRANCH LIBRARIES**

Monday – Tuesday 12:30 pm - 8:30 pm

Wednesday 10:30 am – 5:30 pm

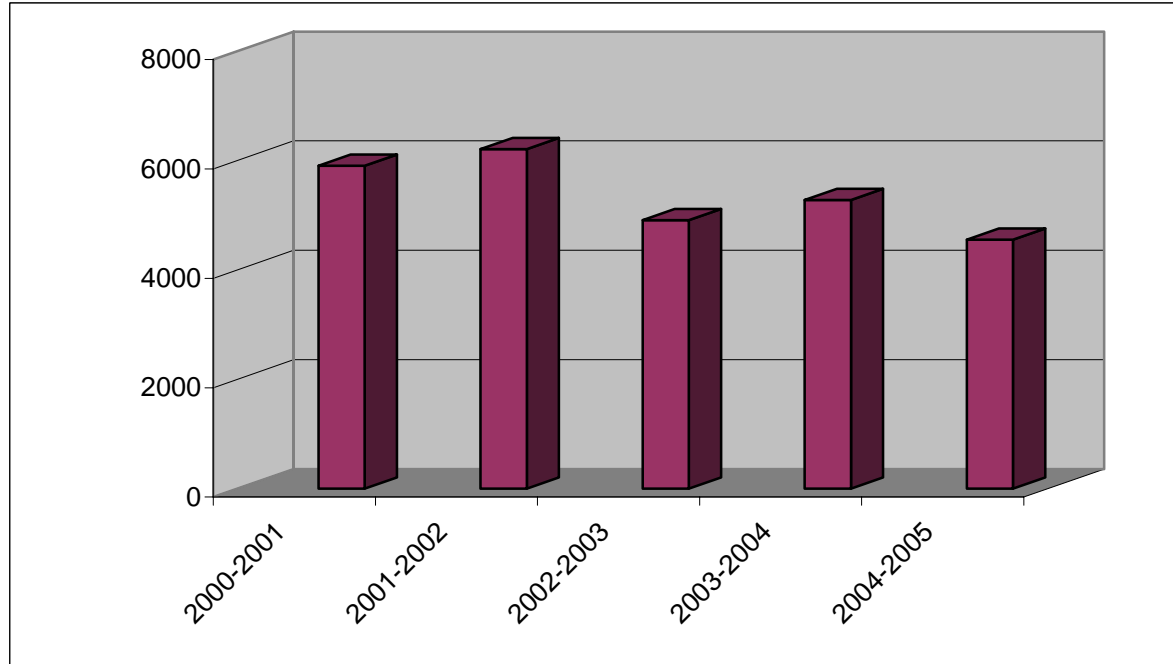
Thursday 12:30 pm - 5:30 pm

Friday 12:30 pm – 5:30 pm (June – August)

Saturday 12:30 pm – 5:30 pm (Sept – May)

# Patrons Added to System for First Time

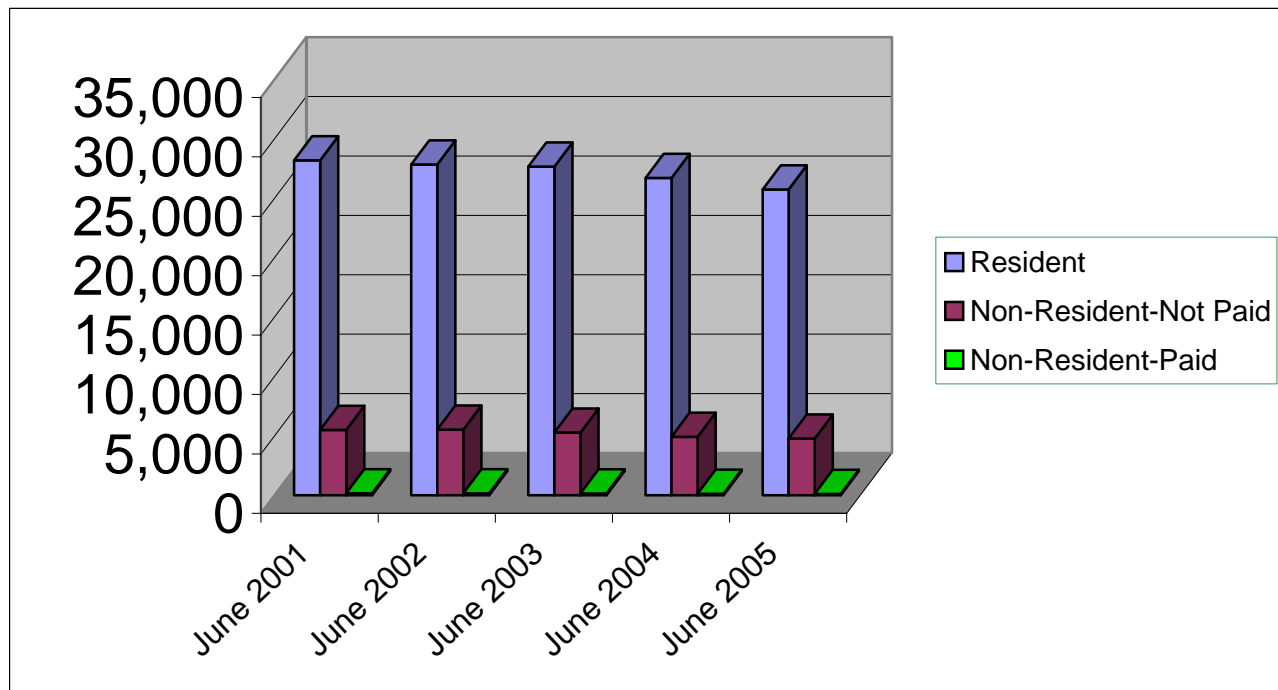
	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
<b>First Time Registrants</b>	5,905	6,211	4,908	5,278	4,551



**Active Library Card Holders\*  
End of Each Fiscal Year  
2001-2005**

	June 2001	June 2002	June 2003	June 2004	June 2005
Resident	28,188	27,837	27,666	26,710	25,735
Non-Resident-Not Paid	5,496	5,520	5,272	4,916	4,772
Non-Resident-Paid	160	166	152	119	103
<b>TOTAL</b>	<b>33,844</b>	<b>33,523</b>	<b>33,090</b>	<b>31,745</b>	<b>30,610</b>

\*Active Library Card Holder is defined as a patron who has renewed their card within the last two years



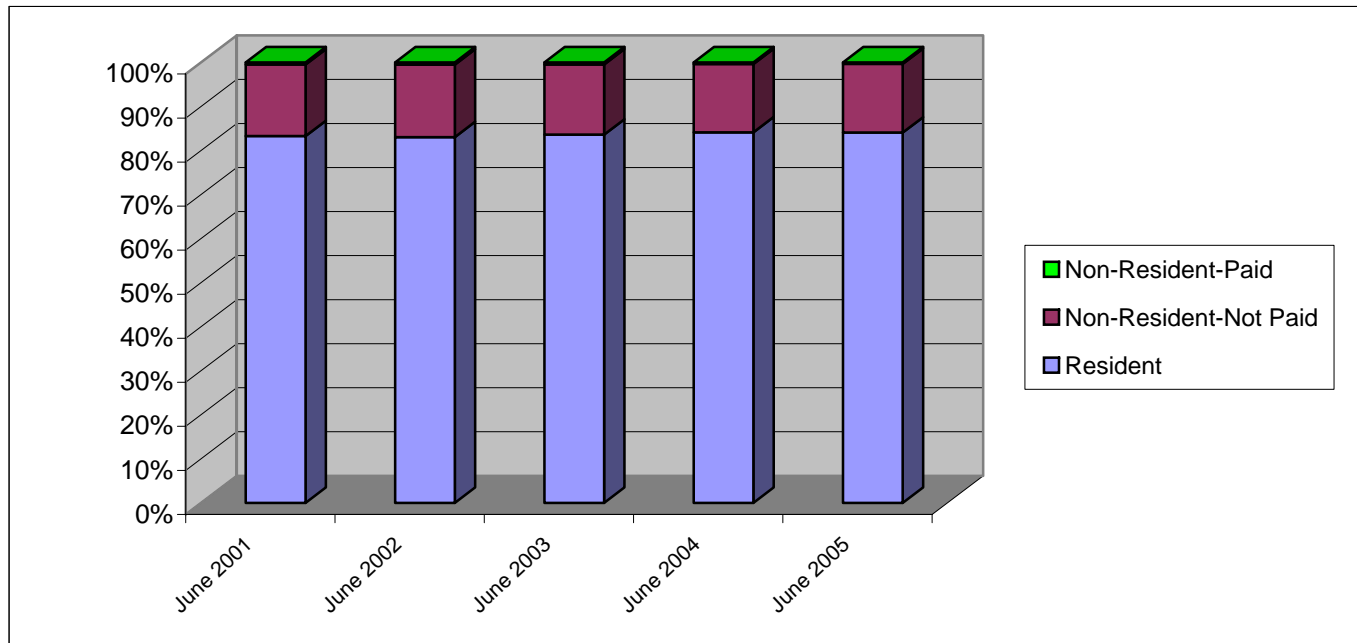
**Components of Active Library Card Holders\*  
Resident/Non-Resident  
End of Each Fiscal Year  
2001-2005**

	June 2001	June 2002	June 2003	June 2004	June 2005
Resident	28,188	27,837	27,666	26,710	25,735
Non-Resident-Not Paid	5,496	5,520	5,272	4,916	4,772
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<b>TOTAL</b>	<b>33,844</b>	<b>33,523</b>	<b>33,090</b>	<b>31,745</b>	<b>30,610</b>

**Percent of Total**

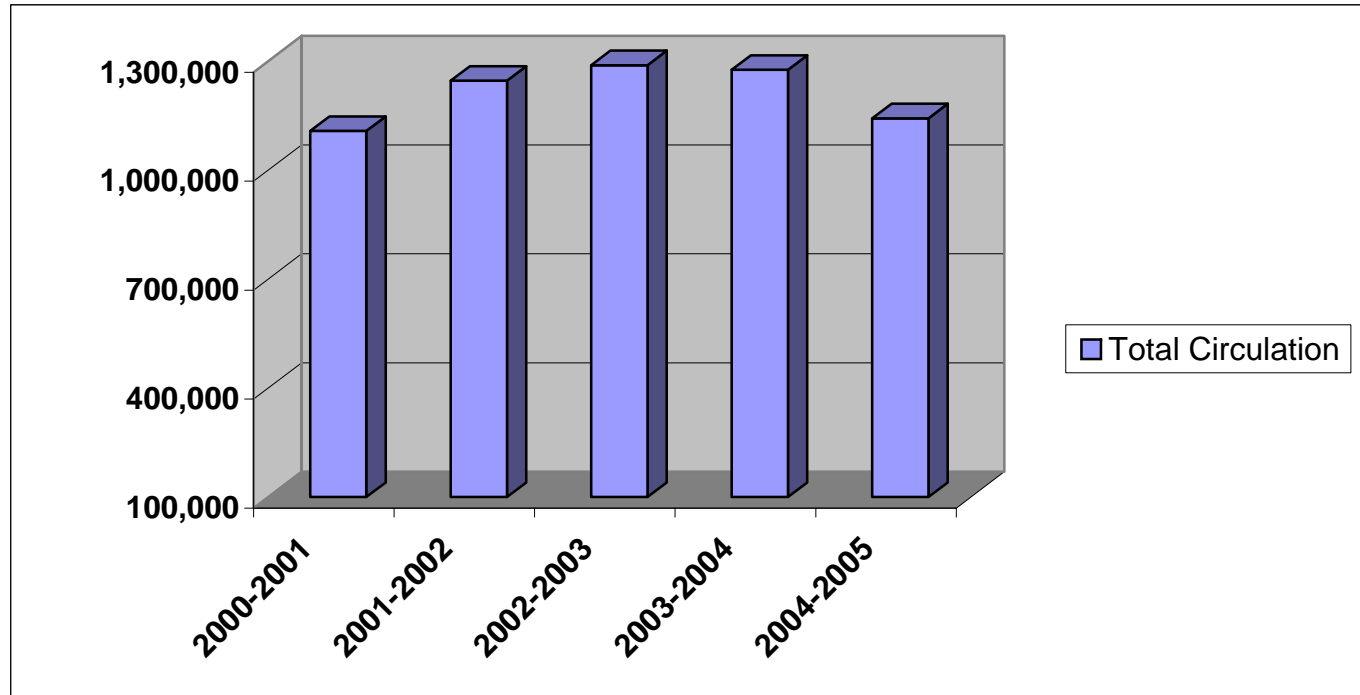
Resident	83.3%	83.0%	83.6%	84.1%	84.1%
Non-Resident-Not Paid	16.2%	16.5%	15.9%	15.5%	15.6%
Non-Resident-Paid	0.5%	0.5%	0.5%	0.4%	0.3%

\* Active Library Card Holder is defined as a patron who has renewed their card within the last two years.



### Total Circulation

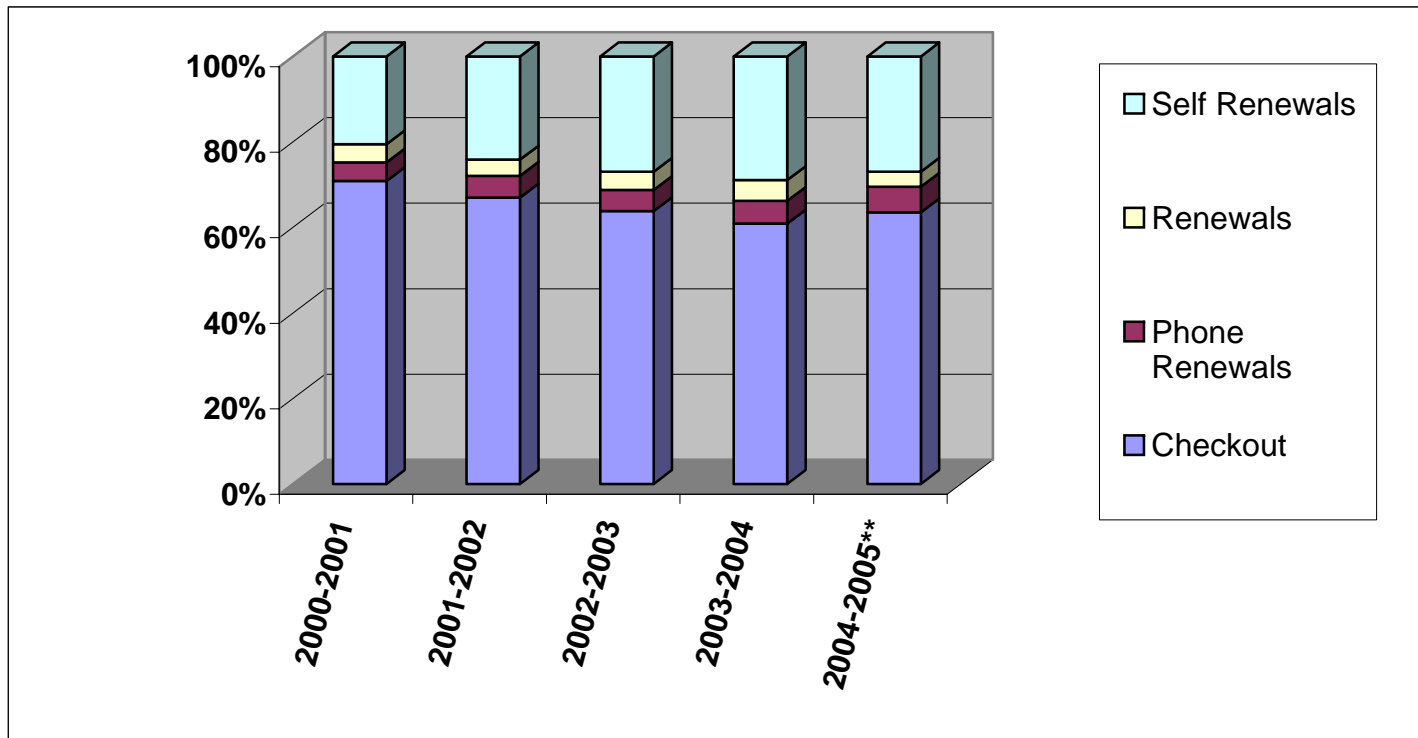
	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Total Circulation	1,108,481	1,246,989	1,289,748	1,277,048	1,143,446



### Components of Circulation Checkout - Renewal

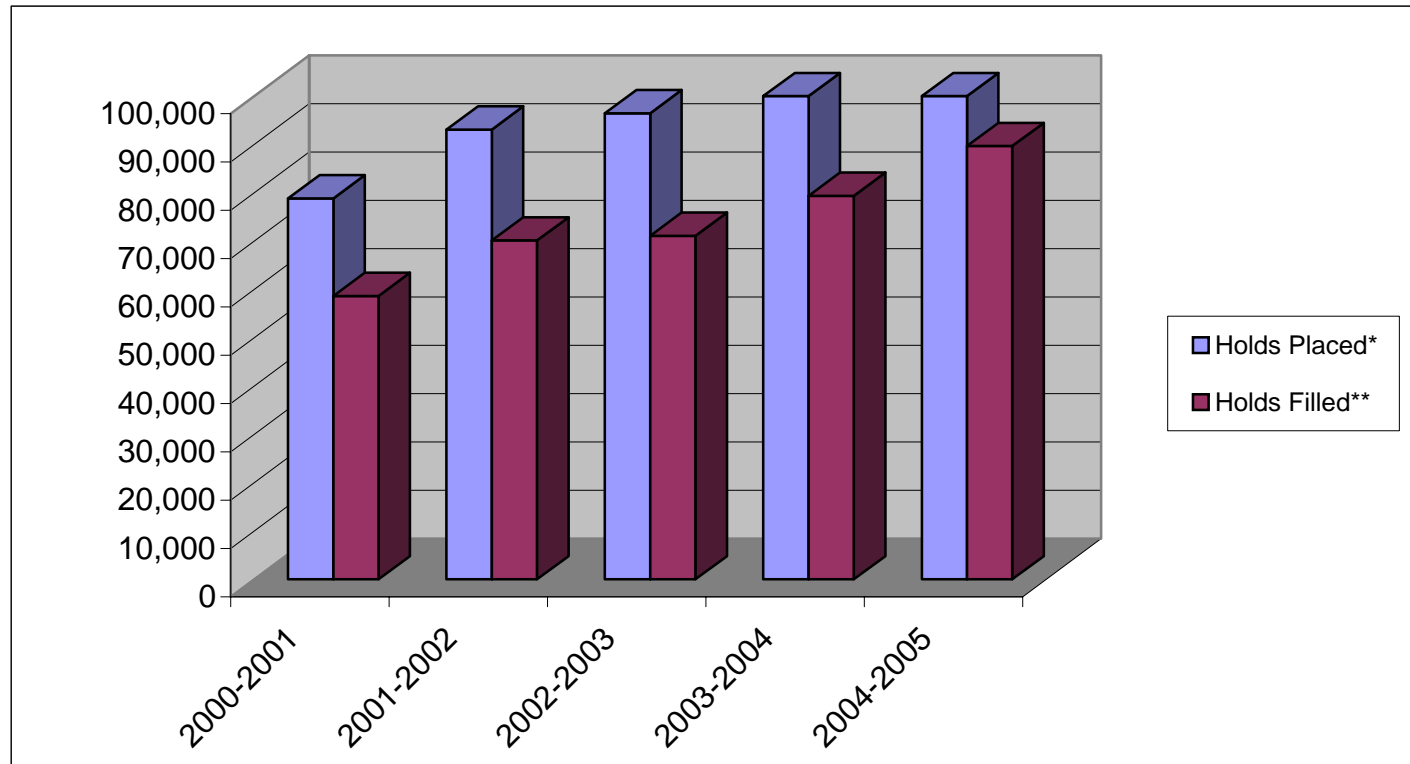
	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005**
Checkout	784,770	835,413	815,092	777,823	726,282
Phone Renewals	48,146	63,442	63,442	67,484	68,687
Renewals	47,458	47,489	54,179	62,612	40,211
Self Renewals	227,333	300,645	344,954	369,129	308,266
<b>TOTAL CIRCULATION</b>	<b>1,107,707</b>	<b>1,246,989</b>	<b>1,277,667</b>	<b>1,277,048</b>	<b>1,143,446</b>

\*\* March 2005 Renewal Limit changed from 6 to 2



## Holds Placed/Filled

	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Holds Placed*	78,871	93,103	96,454	106,703	120,615
Holds Filled**	58,661	70,137	71,103	79,378	89,669
<b>Percent Filled</b>	<b>74%</b>	<b>75%</b>	<b>74%</b>	<b>74%</b>	<b>74%</b>



\*\*"Holds Placed" are patron request to be notified when a checked out item is returned.

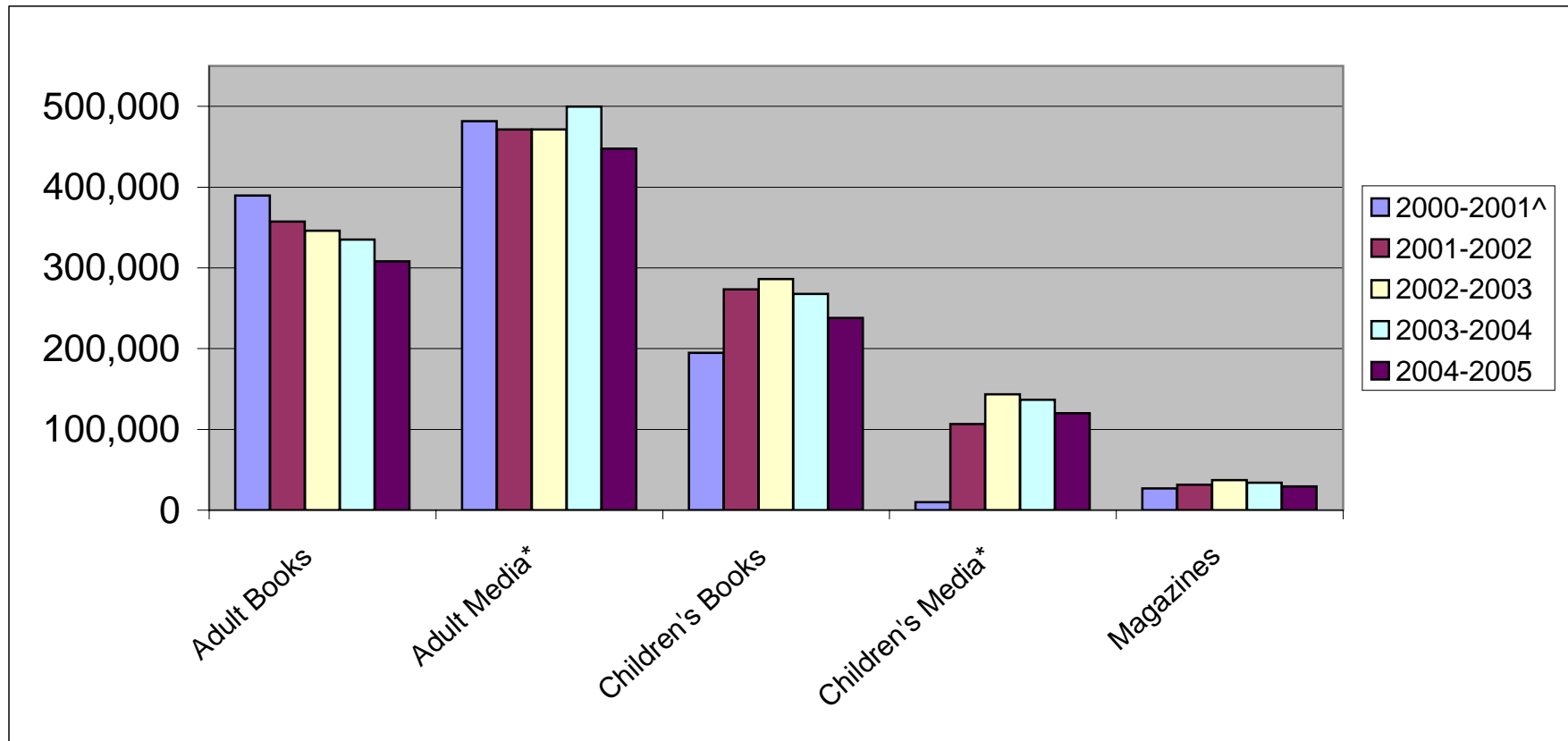
\*\*\*"Holds Filled" are held items that have been picked up by the patron.

## Circulation by Format

	2000-2001 <sup>^</sup>	2001-2002	2002-2003	2003-2004	2004-2005
Adult Books	389,554	357,352	345,836	334,857	308,249
Adult Media*	481,530	471,298	471,481	499,695	447,583
Children's Books	194,745	273,535	286,266	267,637	237,815
Children's Media*	9,890	106,439	143,415	136,746	120,159
Magazines	26,796	31,403	37,181	34,107	29,570

\* Media = Audio (cd, cassette, kits), Video/DVD, CD-Rom

<sup>^</sup>Data on Media Kits n/a

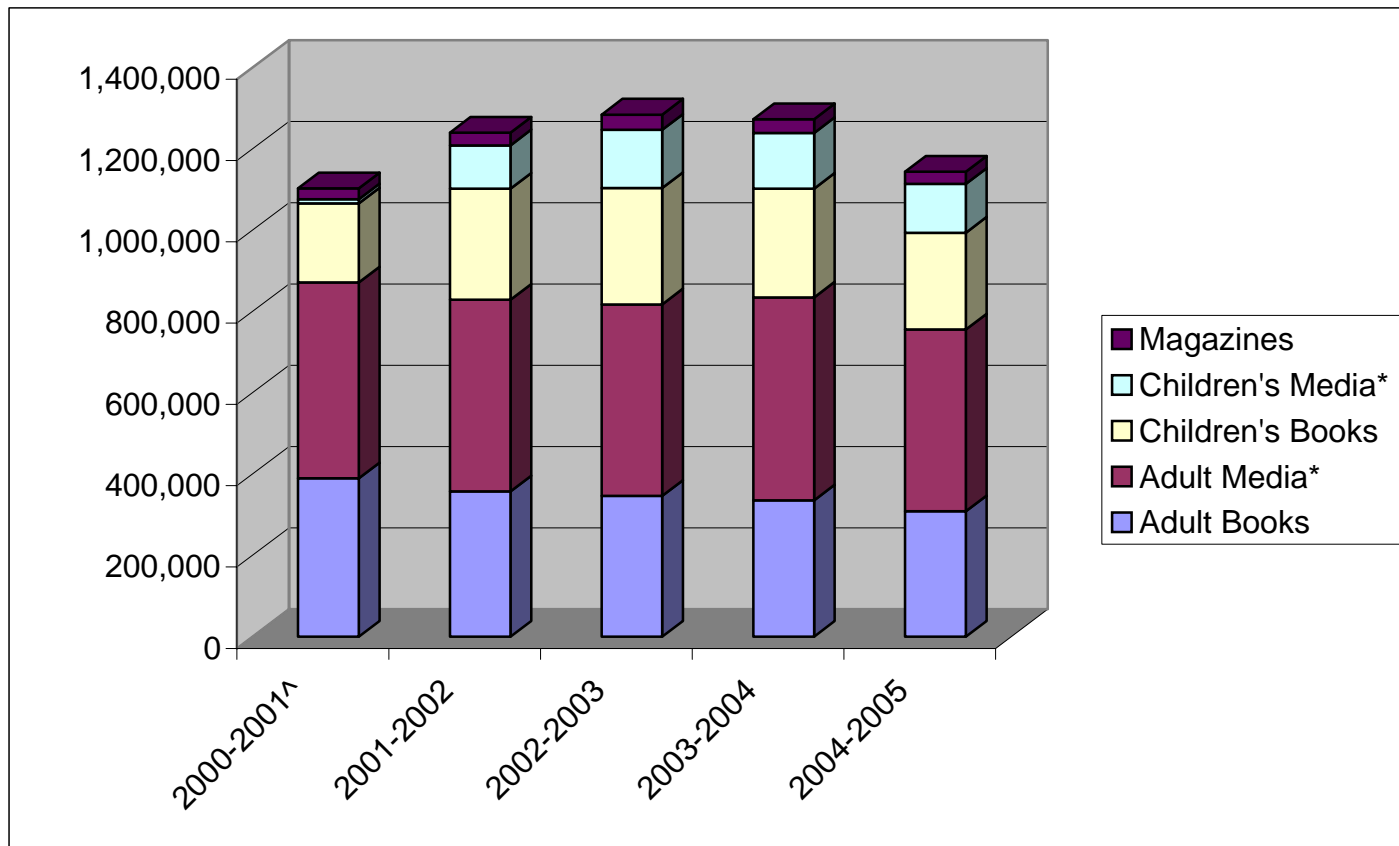


### Components of Circulation by Format

	2000-2001 <sup>^</sup>	2001-2002	2002-2003	2003-2004	2004-2005
Adult Books	389,554	357,352	345,836	334,857	308,249
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Magazines	26,796	31,403	37,181	34,107	29,570

\* Media = Audio (cd, cassette, kits), Video/DVD, CD-Rom

<sup>^</sup>Data on Media Kits n/a



## Computers

	<b>2001-2002</b>	<b>2002-2003</b>	<b>2003-2004</b>	<b>2004-2005</b>
Public Internet PCs*	86	84	84	90
Public PCs**	57	59	57	46
Service Desk PCs	25	19	23	21
Staff PCs	63	63	65	62
Servers/Imagers	15	17	11	13

\*Public Internet PCs are able to access the library catalog and library databases

\*\*Public PCs do not access the Internet; These include library catalog PCs, database PCs, Self-Check, Print Servers, and Training PCs