

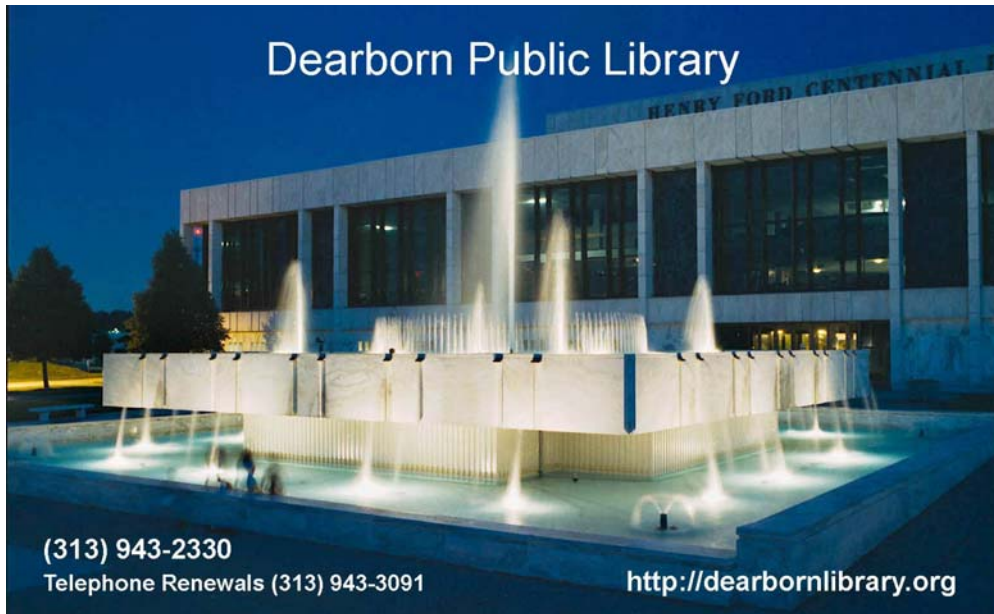
**CITY OF DEARBORN
DEPARTMENT OF LIBRARIES**

**ANNUAL REPORT
September 01, 2006**

**NANCY ZAKAR, CHAIR
DEARBORN LIBRARY COMMISSION**

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Dearborn Public Library



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VISION STATEMENT

The Dearborn Public Library fosters the spirit of exploration, the joy of reading, and the pursuit of knowledge for all ages and cultures starting with the very young.

Approved by the Dearborn Library Commission

September 9, 2005

MISSION STATEMENT

The Dearborn Public Library provides a broad range of effective, courteous, quality services and a balanced collection of materials for the educational, informational and recreational needs of the Dearborn community.

Approved by the Library Commission

September 9, 2005

VALUE STATEMENTS

In order to provide effective management with ethical standards, we will:

- Respond to community needs
- Be good stewards of community resources
- Protect privacy rights of patrons and staff
- Promote teamwork
- Encourage use by all
- Collaborate with community groups
- Provide a user friendly environment

Approved by the Library Commission

September 9, 2005

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 PUBLIC LIBRARY SYSTEM

The Dearborn Public Library system operates a main library and three branch libraries which are connected by a wide-area network. The staff consists of 40 full-time and approximately 58 part-time employees for a total of 64.56 full-time equivalents (FTEs). The library's total operating budget is approximately \$4.7 million. Our primary service is lending materials for home use. This year we lent over 1,034,882 items to patrons. Our next largest service is assisting patrons with reference or other questions either face-to-face, by telephone or by email. On average staff address more than 100,000 patron

inquiries each year. Our third major service is programming. During FY 2005-2006, library staff coordinated 506 programs with a total attendance of 15,254 citizens. In addition, we provide an outreach service to the homebound and deposit collections at eight senior citizen housing units. We delivered 2,603 items to seniors and the homebound.

A nine member Library Commission, whose members are appointed by the Mayor, govern the system. (See page 39 for a list of Library Commissioners). Each commissioner serves a three-year term and may be reappointed. The Library Commission deals with policy, general oversight, long-range planning, and budgeting. During the past year, the Library Commission:

- Continued to work with the newly formed Dearborn Library Foundation
- Discontinued allowing holds on tot books (very difficult for staff to locate material as tot material is not filed alphabetically)
- Incorporated use of the State standard of three years in determining active library patrons, rather than our previous standard of two years.
- Dedicated the HFCL reflecting pool in honor of Patrick Coady and renaming the pool the Coady Reflecting Pool
- Appointed a new library director, Maryanne Bartles to replace Patrick Coady upon his retirement on May 1, 2006, after 17 years of service
- Approved the revision of the Internet Use Policy which was updated to reflect the installation of the new software, PC Reservation and LPT One
- Approved the Value and Vision statements and revised the Mission statement
- Revised the brochure *Insider's Guide to the Dearborn Library Commission*

- Approved the discontinuance of the Foundation Collection at HFCL due to low usage and cost
- Approved revision of Library Department Rules

Highlights of the Year

Library Foundation

On August 31, 2005, the Library Foundation held its first meeting. Ann Knoop presided over the meeting as President. The Foundation has met nearly each month since that time. To date, they have created a Mission Statement, By-laws, a Business Plan with Financials, a process for accepting and generating funds, grant guidelines with an application, and a process for disbursing funds. They have identified an upgrade to the Children's area at HFCL as potentially one of their first projects. At fiscal year end, the Foundation has not yet received the money from the Owen trust which has been held in a "J" fund by the City.

The FY 2005-2006 Foundation Board consisted of Ann Knoop, Steve Roberts, Marge Bryer, Janine Brycz, Allison Fishwick, and Michael Nowlan. Three new members have been invited to join: Judy Patrick, Nancy Auffenberg and Maria Dwyer.

Building Upgrades / Capital Projects

- Awaiting contractor to begin work on tapestry cleaning and re-hang at HFCL; delayed due to problems with fabrication of hanging track
- Continued work by DPW, at HFCL, to repair wood railing on mezzanine; 90% complete at fiscal year end, with only varnishing to be completed. With retirement of City painters, we do not have a projected completion date

- Continued upgrade of the electrical and data lines throughout all library buildings; 95% complete by fiscal year end
- Continued work on replacement of HFCL carpeting; 95% complete at fiscal year end
- Continued work on drinking fountain replacement project at all libraries; 80% complete by fiscal year end
- Completed installation of railing around base of spiral staircase (as cited in deficiency report) and on 2nd floor, HFCL (June 2006)
- Exterior doors at Snow Branch Library replaced (DPW project) (June 2006)
- Began bid process for repair to penthouse panels at HFCL (June 2006)
- Began creation of bid specifications for HFCL exterior marble cleaning (May 2006)
- Began design for fire enclosure for mezzanine staircases (May 2006)
- Awarded contract for replacement of windows and doors at Bryant Branch Library (May 2006)
- Awarded contract for installation of security cameras at each library (May 2006)
- Completed repair on Bryant Branch Library eaves and gutters (April 2006)
- Began work (DPW) to install roof top air conditioning unit at Bryant Branch Library (Spring 2006)
- Completed reflecting pool water and lighting enhancements at HFCL (April 2006)
- Completed new HVAC system at Snow Branch Library (December 2005)
- Completed repair to damaged canopy at HFCL (November 2005)
- Completed repair to interior stairs at HFCL (November 2005)

- Completed replacement of the motor control centers at HFCL (October 2005)
- Completed preliminary design for Children's area in each library building (Fall 2005)
- Completed repair of interior front stairs at Bryant Branch Library (August 2005)

Customer Service

- Addition of accessibility link on library's web site which give patrons information regarding physical and technological accessibility of the Dearborn libraries (June 2006)
- Installation of new 3M Self Check machine at HFCL; upgraded model, less expensive annual maintenance and allows for Arabic language prompts (October 2005)
- Installation of PC Reservation in order to more equitably control access to the public Internet stations (September 2005)
- Installation of LPT One in order to provide better, more secure Internet printouts for our patrons (September 2005)
- Addition of two online databases, *Literature Resource Center* and *Business and Company Resource Center*; also upgraded to unlimited access for *Biography Resource Center* and *Opposing Viewpoints* to eliminate turnaways

Cost Savings or Revenue Producing

- Bryant Branch is part of the grant application process for the "Cool Cities" grant (June 2006)
- Purchase and installation of city-owned public copiers; less expensive per sheet cost with expected annual revenue around \$28,000 (January 2006)

- As a cost savings measure, withdrawal of membership, due to low patron usage, from the Cooperating Collection of the Foundation Center (January 2006)
- Transition to shared network printers for staff (October 2005)
- Implementation of Internet user card and Internet daily pass; anticipated annual revenue approximately \$9,500 (July 2005)

Physical Arrangement of the Building

- Creation of Foundation Office and a small conference room out of the former Chief Labor Negotiators old office, HFCL (January 2006)
- Repositioning of Circulation desk at Bryant Branch Library, from south side of main reading area to north side (January 2006)
- Rearrangement of public Internet stations at Bryant Branch Library (November 2005)

Programs

Besides regular programming activities such as story time, lectures, movies and craft workshops, the library participated in a few exceptional events.

- Twelve tour groups visited Bryant Branch Library to view the two murals, Aspiration to Knowledge and Application of Knowledge, as part of a city-wide tour of murals for grade school students
- Super Bowl Welcome Center at Bryant Branch – January 31 through February 5, 2006
- First Annual Reading Wrap-Up Party with Mayor Michael A. Guido presenting prizes to adults, teens and children (August 2005-235 participants)

Staff Efficiencies/Training/Communication Initiatives

- Two very effective transition day sessions held for staff, facilitated by Human Resources director, Valerie Murphy-Goodrich, to facilitate the transition to the new library director, Maryanne Bartles (June 2006)
- Administrators, accompanied by Commissioner Zakar and Pultorak, appeared before the Charter Commission to discuss the function of the library (May 2006)
- Librarians trained in grid ordering process to facilitate the ordering process from our various vendors. Has reduced order time by at least 50% (May 2006)
- All full-time staff participated in Horizon teams, each team managing their respective module upgrade, attending web-ex training sessions and training other staff (January thru June 2006)
- Began using OCLC as a processed vendor for Spanish and Arabic language materials; material arrives virtually shelf-ready, eliminating much cataloging time
- Several staff attended the six-part Leadership Training workshops, Management/Supervisory Development Program, sponsored by the City of Dearborn, Human Resources (August 2005 thru January 2006)
- Floating Librarian concept (where a Librarian is scheduled to float between the Adult Services desk and the Children's Services desk) developed for evening work at HFCL (July 2005)
- Throughout the year, staff have attended various workshops, such as *"Literature and the Child 2005"*, *"Customer Service"*, *"Understanding Arab Culture"*, *"Library as a Second Language"*, *"Spring Workshop for Children's Librarians – Food for Thought"*

Technology

- New 3M security gates installed at HFCL with better range of detection than the old gates (June 2006)
- Generational upgrade from Dynix to Horizon. Process began in January 2006 and went live on April 5, 2006 and continued training through fiscal year end
- Working with technicians from Dell, Automation staff repair faulty motherboards in 196 computers (March 2006)
- Installation of PC Reservation and LPT One to control public Internet access and printing (Fall 2005)
- Six additional public Internet stations installed at HFCL, Adult (August 2005)
- Informational kiosk installed at HFCL

Volunteers

- Volunteers processed 8,277 paperback books
- Friends of the Library (FOLD) raised over \$21,000 for the library through their monthly used book sale

MAJOR DEPARTMENTAL FUNCTIONS

In order to accomplish its mission, the library system operates through four major functions: lending, information, outreach, and public programming.

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. Additionally, the computer revolution has allowed library services to take on new dimensions. Patrons visit the library and can easily access the Internet as well as a variety of online databases for indexed information.

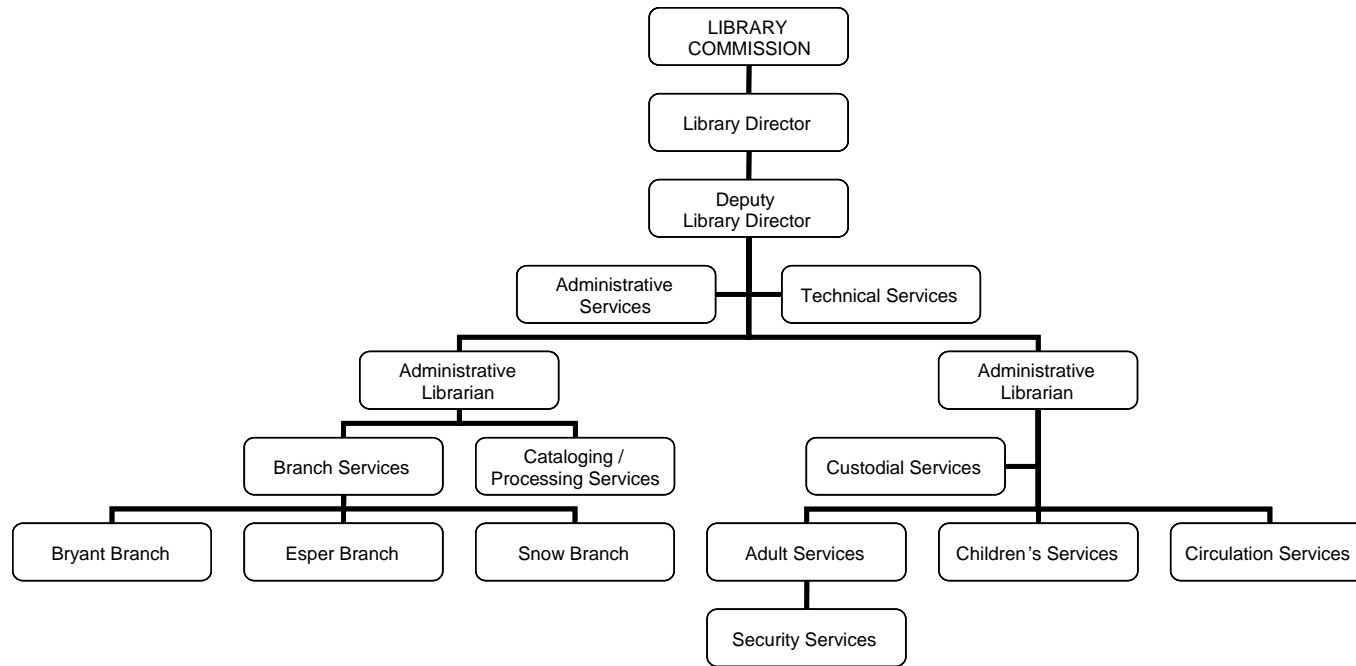
Access to many of these same online resources is available for the computer user from their home or office.

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
- Provide space and materials for the use of special collections such as the Ford Collection, vocational information, and international language materials
- Maintain the collection through selective deletion of materials, annual inventories and customer feedback
- 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
- Regulate borrowing by producing overdue notices and collecting overdue fines
- Provide information to the public in the library and on the telephone by using up-to-date information in all formats, 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 programs for adults and children in the library and the community
- Publicize library events
- Establish and maintain contracts with vendors for all aspects of library operation
- 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
- Create self-service opportunities for our patrons via computer services
- Manage the library buildings through the Capital Improvement Plan, maintenance contracts and coordination of work using DPW personnel

ORGANIZATIONAL CHART



PRIORITIZED SERVICES AND RELATED CUSTOMER PROFILES

Lending Materials Service

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

- Selection of adult and juvenile material for circulation. *Librarians and Assistant Librarians*
- Ordering, cataloging, processing and data entry of material. *Librarians, Assistant Librarians, Department Associates, Part-time staff*
- Check-out material. *Departments Assistants, Part-time staff; Also Librarians and Assistant Librarians at branch libraries*
- Collection maintenance and shelving. *Librarians, Assistant Librarians, Department Assistants, Part-time staff*

Customer Profile: Based on circulation statistics, 24% of users are under 18 years, 61% of users are between 18 and 64 years, 5% of users are 65 years or older. We do not have data on approximately 10% of our users.

Information Service

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

- Selection of adult and juvenile material for the reference collection. *Librarians and Assistant Librarians*
- Ordering, cataloging, processing and data entry of materials. *Librarians, Assistant librarians, Department Associates, Part-time staff*

- Provision of accurate information in response to patron questions received in person, by phone, by e-mail. *Librarians and Assistant Librarians*
- Collection maintenance, inventory and shelving. *Librarians, Assistant Librarians, Part-time staff*

Customer Profile: We do not gather demographics for information service but believe the customer profile is similar to our circulation demographics: 24% of users are under 18 years, 61% of users are between 18 and 64 years, 5% of users are 65 years or older. We do not have data on approximately 10% of our users.

Outreach Service

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

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

Customer Profile: A majority of the users of Outreach Service are over 60 years of age.

Public Program Service

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

- Planning and conducting regularly scheduled story hour programs for pre-kindergarten children. *Librarians, Assistant Librarians*

- Planning and designing reading programs for children to encourage cooperative efforts between the library and the schools. *Librarians, Assistant Librarians*
- 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*
- Planning lectures, tours, book talks and special programs for teens and adults. *Librarians, Assistant Librarians*

Customer Profile: A majority of users of Public Program Service are under 18 years of age, and usually accompanied by a parent. Adults over 18 years of age attending programs specifically for adults make up approximately 25% of our total program attendance.

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 and Fees

The library receives fine payments for overdue, damaged and lost material from library users. Fees are paid for non-resident cards, Internet user cards, daily internet passes and room rentals.

Please see Attachment 2005-2006 Monies Received on page 39.

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%

Operating Expenses: 5%

Equipment maintenance of the personal computers and Horizon automated system.

Supplies: 3%

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.

Capital Outlay (Materials and Equipment): 15%

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

GOALS AND PLANS FOR THE REPORT 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.

ACCOMPLISHMENTS AND PROGRESS MADE TOWARD ACCOMPLISHING GOALS

Goal 1: Replace the windows and doors at Bryant Branch Library.

This goal is 33% complete. A contract has been signed with Bernco and shop drawings have been submitted. We anticipate window replacement to begin in late September 2006.

Goal 2: Complete the Henry Ford Centennial Library carpet replacement project.

This goal is 95% complete. One small area needs to be tiled and the punch list needs to be reconciled.

Goal 3: Upgrade the Henry Ford Centennial Library motor control units.

This goal is complete. (February 2006)

Goal 4: Upgrade the drinking fountains to meet ADA standards for the library system.

This goal is 80% complete. Contractor is putting finishing touches on fountains at HFCL; Snow Branch Library drinking fountain is done, but needs some minor repairs and Bryant Branch Library fountain is completed.

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

As we continually face reduced staffing, this is an ongoing goal. We have reduced low usage services (e.g. Foundation collection), implemented technology to better manage our popular services (e.g. PC Reservation; grid ordering), and changed how we staff our public service desks (e.g. Floating Librarian). We look for opportunities to partner with others to provide services to our patrons.

Goal 6: Complete the reorganization of the physical space and signage of the library system.

The project is 85% complete. New signage has been installed in all buildings. The physical re-arrangement of collections at HFCL is complete. The circulation desk at Bryant has been re-positioned and most of the public Internet stations have been moved to the east side of the building. A few more Internet stations still need to be re-positioned at all libraries.

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

We are still working on this goal. We hope to implement changes in FY 2006-2007 which will improve building maintenance at HFCL.

Goal 8: Initiate customer service process that results in uniform customer expectations.

While we strive for consistency in our interactions with our customers, we did not have staff or funding to formally address this goal.

Goal 9: Upgrade the Dynix computer system to Horizon software modules.

This goal is complete. Staff continue, however, to review the software and initiate value-added services for our customers, particularly in regards to the library catalog.

OTHER SIGNIFICANT EFFORTS DURING THE YEAR

Library Collection Maintenance and Development

The Processing agency continually strives to process new material in a timely manner. On average, there were approximately 2,754 new items processed each month. Approximately 35,562 items were processed in the system including new material, material being transferred and material being repackaged. The average length of time from receipt of material to dispatch to agencies is 48 days, a decrease over last fiscal year. On average, there are approximately 121 items each month that require original cataloging, a decrease over last fiscal year. Original cataloging, which includes the translation of Arabic language material, has been difficult because of our inability to retain staff capable of this task. We have switched to OCLC which completely translates and processes the titles, reducing our cataloging time tremendously.

During FY 2005-2006, 48,123 items were deleted. The collection totaled 302,154 items at the end of the fiscal year. Total value of the collection is \$5,464,365.33.

The library online databases continue to grow in popularity. The library subscribes to a total of 34 databases (6 are paid subscriptions and 29 are without charge subscriptions

provided through the Michigan Electronic Library). During FY 2005-2006 there were 72,657 searches on these databases, a 17% increase over last fiscal year.

Circulation Services

Check out of material by patrons decreased 9.5% this fiscal year and traffic decreased 3%. The decrease in circulation was expected due to our recent change from six renewals to a two renewal limit. While total checkout has decreased, there is a slight increase in first time check out. In January, the Library Commission agreed to count active borrowers using the State of Michigan's three year standard, rather than the two year standard that we previously used. This will make it easier for us to compare our active patron registration data to other Michigan libraries. The library has 41,362 active borrowers (used their library card during the last three years).

Patrons continue to use the library's "hold" service (requesting to be put on a list for checked-out material). In FY 2005-2006 there was a 5.8% increase in the number of holds placed. E-mail notification of holds and overdues service continues in popularity, with over 5,228 signed up for this service.

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 FY 2005-2006, Unique generated \$8,247.63 more cash than they billed in fees. In addition, they recovered \$18,460.51 in materials. This translates into over a \$4.00 return for each \$1.00 we invest.

Programming Services

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 2005 Children's Summer Reading Program was high with 1,048 children registered as Readers and 278 registered as "read-to-me's", 22% higher than fiscal year 2004-2005.

The newly revamped Children's Bookmark Contest elicited over 1,300 entries. Ten winners were chosen and a reception was held in February 2006. Each winner was announced and presented with a certificate and a supply of their winning bookmark to share with family and friends. All of the entries for the bookmark contest were displayed in the HFCL Rotunda Art Gallery and the winning bookmarks were printed on colorful cardstock with recommended book titles appropriate for that age level.

178 teens signed up to participate with the 2005 Teen Read Summer Program. Teens may also choose to receive BookLetter™ emails from the Library regarding new young adult titles or programs. We have 161 teens subscribing to the two teen BookLetters™ service. Additionally, we currently have 111 teens subscribing to Chapter-A-Day Teen e-mails.

The 2005 Adult Summer Reading Program attracted 432 adult readers. Adult programming also included the ever-popular Blockbuster Movie Series which is sponsored by the Friends of the Library-Dearborn (FOLD). 47 films were shown during the 2005-2006 season with total attendance of 3,081.

On August 18, 2005, the library held its First Annual Reading Wrap-Up Party. All participants from all Summer Reading programs were invited and 235 of them came out

on a pretty summer evening to the fountain area at Henry Ford Centennial Library to celebrate reading. Mayor Guido was in attendance and presented the prizes to the children's, teen and adult grand prize winners. Everyone enjoyed pastries donated by Iversen's Bakery while listening to music performed by the Dearborn High School Marching Band.

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.

Adult Services

Shut-In Services - HFCL Adult Services provides shut-in service for Dearborn residents. During 2005-2006, 540 items were delivered to ten residents. Fifty-five 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 \$1,500 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 FY 2005-2006, we delivered 2,063 books and 1,291 books were marked as being “read”.

Book Clubs - Adult Services currently serves 21 book groups from all corners of the City. During 2005-2006, 135 book club kits were scheduled for distribution. Given the average of ten books per kit, approximately 1,350 books were shared and discussed by our book club groups. Currently, clubs can choose from 138 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 2005-2006 are as follows: Fiction-219, Mystery-163, Science Fiction-53, Romance-102, and Teen-111 for a grand total of 648 subscribers, a 41% increase over last fiscal year.

Interlibrary Loan - During FY 2005-2006, 39 requests were submitted.

Automation Services

FY 2005-2006 was a year of major software implementation. PC Reservation and LPT One, which control the queue for the public Internet stations and the public printer, were launched at all libraries between September and October 2005. Staff from all agencies pitched in to create a user’s guide for patrons to assist them in signing up for, using and printing from the public Internet stations.

Major focus on the Horizon upgrade to Dynix began in January 2006 and continued

through to our “go live” date on April 5, 2006. This upgrade was accomplished through the creation of module teams. Each team was chaired by a staff member, with an Administrator serving as advisor. Automation staff, Steve Smith and Mark Hancock, were members of each and every module team. While the major implementation of the new software is complete, we continue to learn about the system and configure to the needs of our patrons.

In addition to the above software installation and upgrade, Automation staff:

- Assisted the data line contractor in labeling and organizing the various data runs
- Installed six new Internet computers at HFCL
- With assistance from MIS, installed new switches at HFCL
- Assisted MIS in setting up the Super Bowl Welcome Center at Bryant Branch Library
- Assisted in relocating the Bryant Branch circulation desk, with no public downtime
- Moved out of their offices for several weeks while electrostatic tile was installed in Automation while continuing to effectively monitor the library’s multiple computer systems
- Performed routine activities revolving around troubleshooting, repairing, requisitioning, and replacing equipment

Homecoming

The format of Homecoming was changed in 2005 so that the top of the Ford Field Hill became a living history display. Previously, the library shared a tent with Dearborn Community Arts Council (DCAC) in this area. However, because of the new format, the

DCAC had a very small tent and could not share space with the library, but offered to hand out Dearborn Public Library and Friends of the Library information. No gift certificate drawing was held by the library.

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 collection maintenance
- Shelving materials
- Labeling materials
- Assisting with children's programs

This year our library volunteers numbered 117 and they volunteered a total of 1,869 hours. In addition, the volunteers at Bryant helped to process 8,277 new paperback books into the system. When added to the hours donated by the Friends of the Library (FOLD) the total number of hours volunteered to the Dearborn Public Library was 4,993 in 2005-2006.

The contributions of all the library volunteers are recognized at an annual luncheon, which was held in June 2006 at the Dearborn Hills Golf Course Banquet Room. At the annual volunteer luncheon service awards were distributed. 62 people received bronze awards (up to 5 years of service), 25 people received silver awards (between 5 and 10 years of service) and 30 people received gold awards (over 10 years of service). We recognized 828 years of service with the awards.

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.

As a dedicated group of volunteers, the Friends of the Library Dearborn has a major fundraising activity, 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 9:30 am to 6 pm. As an additional fundraiser, the Friends of the Library Dearborn have operated the FriendShop at Henry Ford Centennial Library, but due to lack of sales, it was decided to close the FriendShop as of September 30, 2005.

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

This fiscal year, FOLD volunteers contributed approximately 3,124 hours of volunteer time to the library.

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.

With the upgrade to the Horizon system, the new Acquisitions Committee has focused its energies on:

- Learned the Horizon Acquisitions module
- Developed acquisitions processes
- Trained appropriate library staff

ADA Committee

The ADA Committee ensures that the library complies with the American with Disabilities Act. In addition, the Committee strives to ensure that the best possible service, materials, and equipment are offered by the library and staff to the disabled community while balancing the needs of the entire community along with budgetary concerns. The Committee reviews request, comments, and ideas for changes that would improve services. In FY 2005-06, the Committee:

- Launched the Accessibility Link from the Library's home page which features information about the library's physical, technological, as well as informational access for all locations and includes a reverse text option for patrons who view in that format
- Attended City of Dearborn Disability Day and spoke to various vendors
- Continued to review ADA recommendations for library buildings and submitted budget requests for assistive computer enhancements
- Consulted with a Low-Vision specialist in the community regarding servicing patrons with that particular disability focusing on their technological needs

Bookletters Committee

The Bookletters Committee is responsible for managing the Bookletters™ Service. This is a service that allows patrons to sign up for regular e-mail newsletters with comments and reading recommendations in a variety of categories, such as fiction, mystery, biography, history, current events, health, home improvement, teen scene, children's books. Additionally, these newsletters keep patrons posted on library resources as well as the many activities scheduled at the Dearborn Public Library. This service was launched in October 2004. At fiscal year end, the service boasted 1,537 subscribers.

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 FY 2005-2006, the Committee:

- Offered numerous Children's programs throughout the year at all locations
- Conducted two summer reading programs at all locations
- Revamped the Annual Bookmark Contest with a new format which now features 10 winners total for the system (2 from each grade 1-5) and the production of recommended reading lists for each grade level printed on the back of the winning bookmarks
- Planned and held the First Annual Bookmark Winners Reception in the Rotunda at HFCL in February 2005

- Collaborated with an architect on design and conceptual changes for improving the Children's Areas at all three branch locations
- Attended several workshops and conferences centering around programming and service to children
- Continued to improve and streamline the Summer Reading program that began in June 2006

Circulation Committee

The purpose of the Circulation Committee is to solve patron and staff problems concerning the Dynix/Horizon 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 FY 2005-2006, the Committee:

- Reviewed and developed solutions for circulation issues
- Helped prepare for the migration to the new Horizon computer system and assisted with cross-over issues and resulting changes in procedures
- Redesigned borrower applications to more closely mirror new Horizon system patron entry screens

Collection Development Committee

The Collection Development Committee is composed of all librarians in the system and focuses on common issues involving format of materials, ordering and the library's overall collection. In FY 2005-2006, the Committee:

- Revised all subject summary sheets for each selection package
- Switched packages
- Recommended other vendors for hard-to-come by nonfiction video/DVD material
- Trained on the Horizon Acquisition module
- Trained on the new version of B&T Title Source, *Title Source III*
- Trained on the Suggestion Portal

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 FY 2005-2006, the Committee:

- Combined with the Newsletter Committee to provide additional promotional opportunities for the library
- Reviewed printed material
- Assisted in planning the 2006 Adult Summer Reading Program

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. In FY 2005-2006, the Committee:

- Assisted in the implementation of PC Reliance and LPT One
- Assisted in the implementation of Horizon
- Began work in June 2006 on submission of a TPR (implement credit card services, both in person and online, for library fines and fees) to the CDI Technology Committee.

Newsletter Committee

With the reduction in staff, the Newsletter Committee has combined with the Marketing Committee. We are currently reviewing the effectiveness of our various publicity efforts.

Reference Committee

The Reference Committee's purpose 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 for the community's needs. In FY 2005-2006, the Committee:

- Met with various vendors to discuss their online services and set up trial subscriptions for staff when appropriate
- Launched new online database products and broadened licensing on other products to allow unlimited usage
- Worked extensively on the revision of the Information Services Guidelines Manual
- Began process of re-evaluation of Reference Continuation services

Serials Committee

The purpose of the Serials Committee is to manage the serials module through coordination, training, creation of procedures and problem solving. Serials are materials that are updated periodically, such as magazines, yearbooks and directories. With the upgrade to the Horizon system, the new Serials Committee focused its energies on:

- Learning the Horizon Serials module
- Developing serials processes
- Training appropriate staff

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. Due to staff reductions, we have been unable to move forward with the next generation 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 2005-2006, the Committee:

- Created 10 segments on library programs, activities, collections, buildings and services for CDTV
- Began the process of re-evaluating the library's general staff orientation video in light of many staffing changes.

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 FY 2005-2006, the Committee:

- Developed a volunteer service award program based on length of volunteer service. 117 volunteers received these service awards

- 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 FY 2005-2006, the Committee:

- Accessed and further simplified Summer Read Program for 2005 including implementation of new prize structure
- Planned and collaborated with Marketing Committee for the 2006 Summer Read Program
- Held first Annual Reading Wrap Up event in August 2005
- Worked extensively on Reading Wrap up event to be held in August 2006 based on experience and feedback from previous year's event

DEARBORN PUBLIC LIBRARY - STATISTICAL INFORMATION

	2005-2006	2004-2005	Percent Change
Circulation (Transactions)	1,034,882	1,143,446	-9.5%
Traffic (Individual Visits)	520,973	538,527	-3%
Collection (Items)	302,154	300,294	+0.6%
Collection (Titles)	164,517	172,428	-4.5%
Registration (Borrowers)*	41,362**	30,610*	N/A

**Patrons who have renewed their card within the last three years

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

Detailed Collection Statistics

Items	2005-2006	2004-2005	Percent Change
Books, Adult	125,418	133,042	-5.7%
Books, Juvenile	99,308	105,815	-6.1%
Periodicals	20,773	23,327	-10.9%
Videocassettes	18,565	19,332	-4%
DVD's	11,740	8,396	+39.8%
Compact Discs, Music	12,040	11,605	+3.7%
Books on Audiocassette	5,287	5,870	-9.9%
Books on CD	2,786	1,578	+76.6%
CD-ROM (Ref & Circ)	35	11	+218.2%
Media Kits	644	731	-11.9%
Books, Reference	5,056	N/A	N/A

Programs

Agency	2005-2006 Number of Programs	2005-2006 Attendance	2004-2005 Number of Programs	2004-2005 Attendance	Percent Change	
					Programs	Attendance
HFCL	213	9,015	263	8,812	-19%	+2.3%
Bryant	83	1,923	54	495	+53.7%	+288.5%
Esper	105	1,565	83	1,372	+26.5%	+14.1%
Snow	105	2,751	316	8,565	-66.8%	-67.9%
TOTAL	506	15,254	631	19,244	-29.3%	-20.7%

Contests

Agency	2005-2006 Contests	2005-2006 Number of Contest Participants	2004-2005 Contests	2004-2005 Number of Contest Participants	Percent Change	
					Contests	Participants
HFCL	13	6,389	21	6,697	-38.1%	-4.6%
Bryant	22	2,078	15	660	46.7%	214.8%
Esper	31	5,510	49	5,921	-36.7%	-6.9%
Snow	12	2,679	23	5,016	-47.8%	-46.6%
TOTAL	78	16,656	108	18,294	-27.8%	-9.0%



Craft Workshop - HFCL



Hello Truck – Snow Branch Library

GOALS AND PLANS FOR THE NEXT FISCAL YEAR

2006-2007

1. Complete the Henry Ford Centennial Library carpet replacement project.
2. Complete the drinking fountain project for the library system.
3. Complete the changes to the building maintenance plan for the four library buildings.
4. Continue to adapt our service mix to reduced staffing and funding.

5. Continue working with the Dearborn Library Foundation to develop a donation / grant program for library enhancements.
6. Replace the windows and doors at Bryant Branch Library.
7. Install networked surveillance cameras in all library buildings.
8. Fire enclose the two staircases on the mezzanine at Henry Ford Centennial Library.
9. Clean and protect exterior of Henry Ford Centennial Library.
10. Implement credit card payments for library fines and fees.

CITY OF DEARBORN DEPARTMENT OF LIBRARIES

BUDGET

	<u>2005-2006</u>	<u>2004-2005</u>	<u>Percent Change</u>
PERSONNEL SERVICES	\$3,648,970	\$3,558,736	+2.5%
OPERATING EXPENSE	\$255,156	\$268,133	-4.8%
SUPPLIES	\$112,839	\$81,846	+37.9%
OTHER SERVICES & CHARGES	\$1,425	\$1,425	0.0%
CAPITAL OUTLAY	\$693,500	\$670,000	+3.5%
TOTAL LIBRARIES	\$4,711,890	\$4,580,140	+2.9%

Source: City of Dearborn
 Adopted Budget for year ending June 30, 2006, page 184

MONIES RECEIVED 2005-2006

Library Aid Grant	\$77,983.18	
Penal Fines	<u>\$115,376.06</u>	\$193,359.24
Gifts	\$400.00	
Robert and Phyllis Mann		
Daughters of Penelope Dares	\$100.00	
Chapter 252	\$100.00	
Kathlene Monahan	\$100.00	
Anthony and Margaret Wade	\$75.00	
Moore and Associates		
American Association of	\$50.00	
University Women	\$30.00	
Palette and Brush Club	\$20.00	
John and Norene Wregglesworth	\$10.00	
Michael Halasz	\$10.00	
Maurine Payne	<u>\$7.50</u>	\$902.50
Mary P. Cole		
Friends of the Library- Dearborn	<u>\$21,209.64</u>	\$21,209.64
FOLD Book Sales		
	\$14,408.95	
Copier, Printer and Microfilm	\$92,816.86	
Fines	\$8,175.60	
Internet User Cards	\$5,947.04	
Lost Books	\$4,160.00	
Non-Residents	<u>\$331.00</u>	<u>\$125,839.45</u>
Miscellaneous		
 GRAND TOTAL		 <u>\$341,310.83</u>

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 - 06/30/2009

Candyce Abbatt

Term of Office: 11/19/1997 - 06/30/2009

Diane Pepper

Term of Office: 09/05/05 - 06/30/2008

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 - 06/30/2009

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)

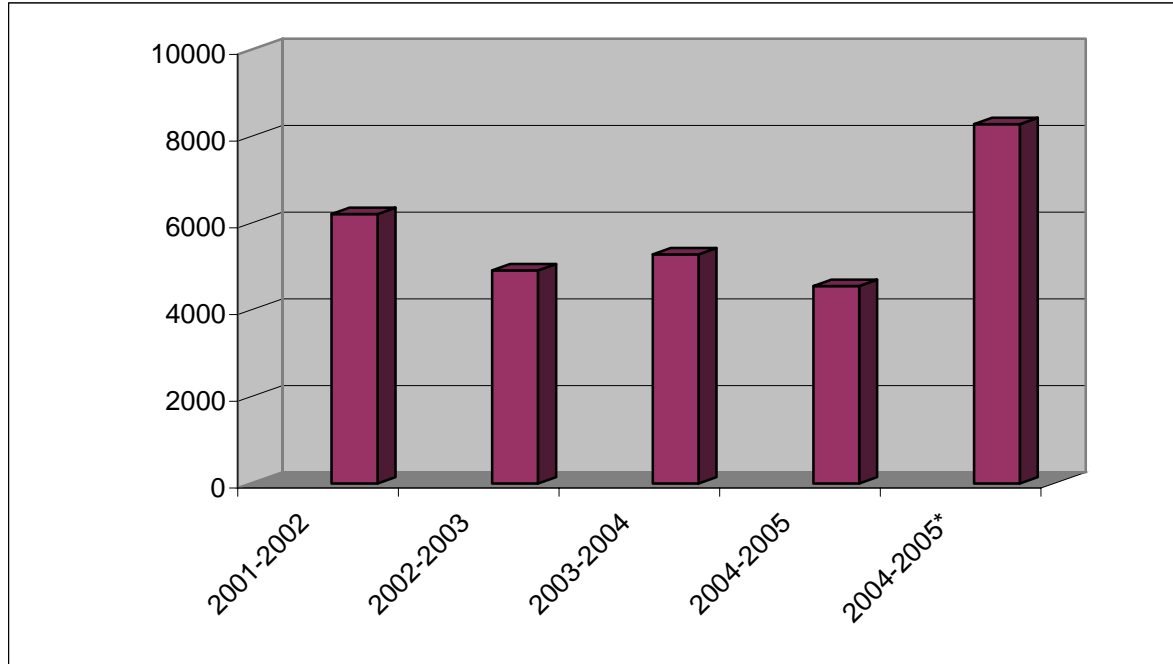
BRANCH LIBRARIES

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

	2001-2002	2002-2003	2003-2004	2004-2005	2004-2005*
First Time Registrants	6,211	4,908	5,278	4,551	8,284

* Creation of Internet User Card

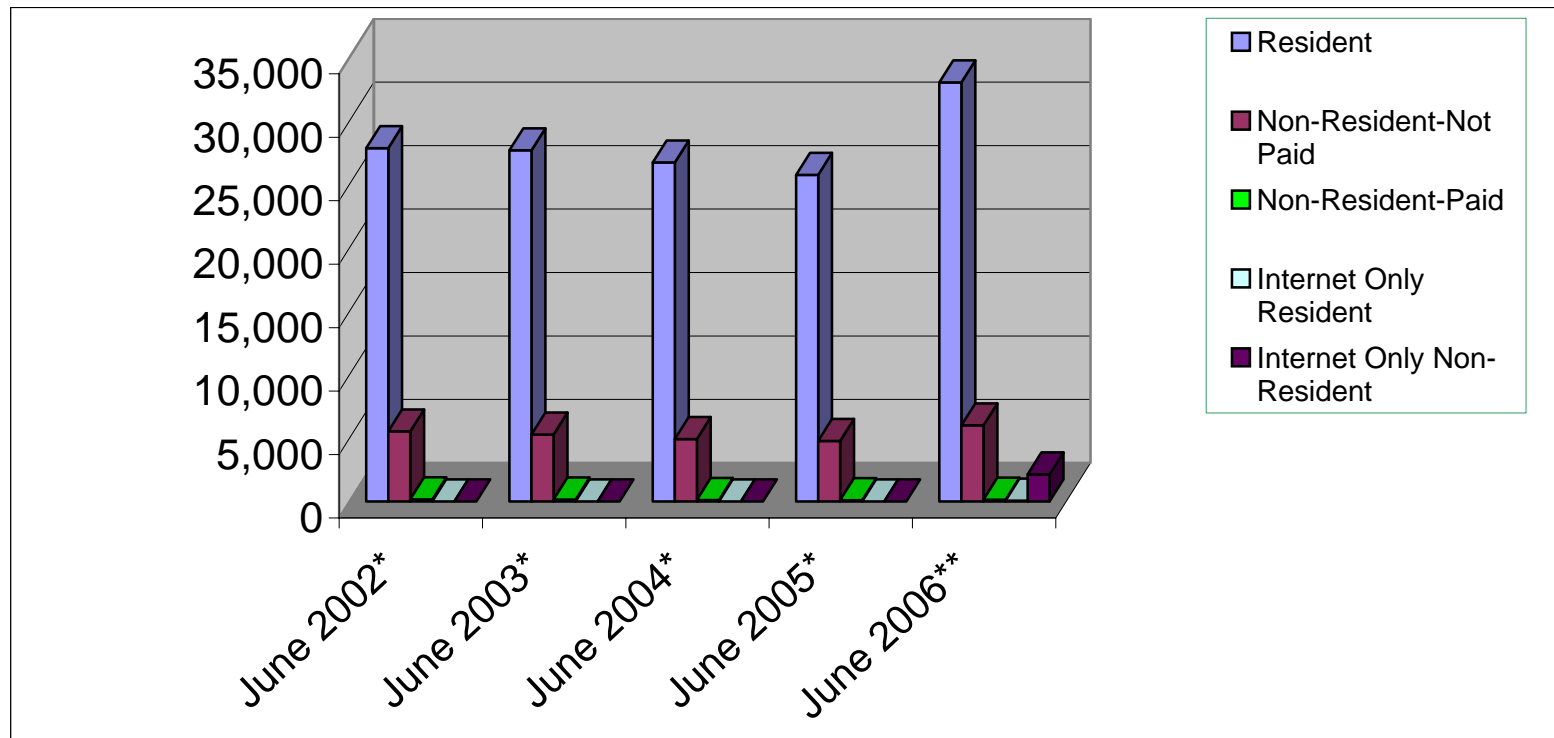


Active Library Card Holders* End of Each Fiscal Year 2001-2005

	June 2002*	June 2003*	June 2004*	June 2005*	June 2006**
Resident	27,837	27,666	26,710	25,735	33,023
Non-Resident-Not Paid	5,520	5,272	4,916	4,772	5,998
Non-Resident-Paid	166	152	119	103	138
Internet Only Resident	0	0	0	0	71
Internet Only Non-Resident	0	0	0	0	2,132
TOTAL	33,523	33,090	31,745	30,610	41,362

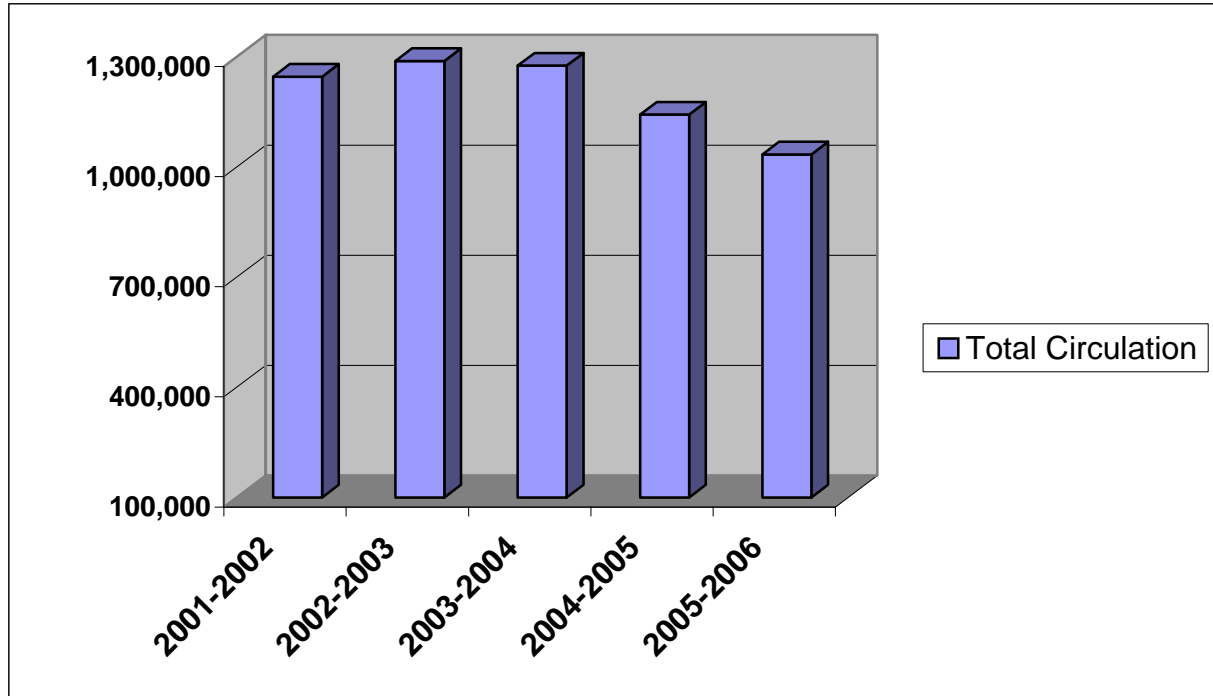
*Active Library Card Holder is defined as a patron who has renewed their card within the last two years

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



Total Circulation

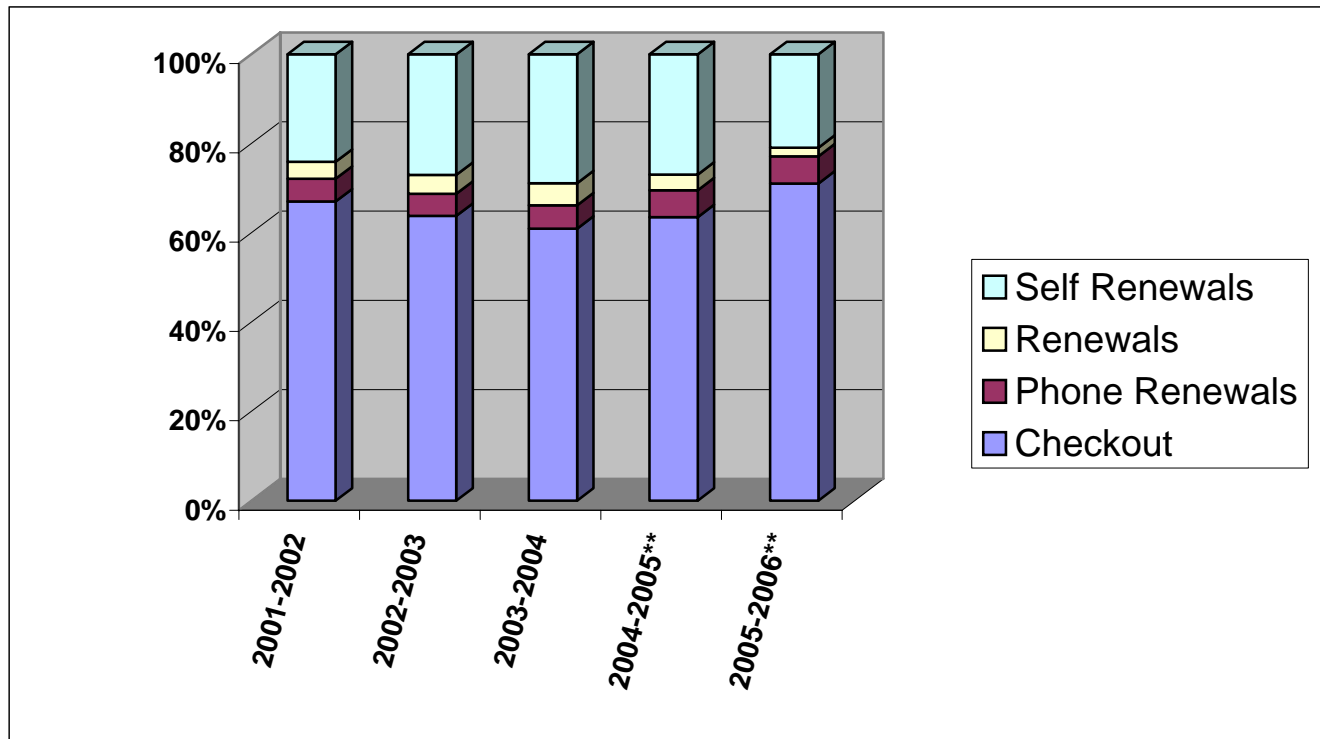
	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006
Total Circulation	1,246,989	1,289,748	1,277,048	1,143,446	1,034,882



**Components of Circulation
Checkout - Renewal**

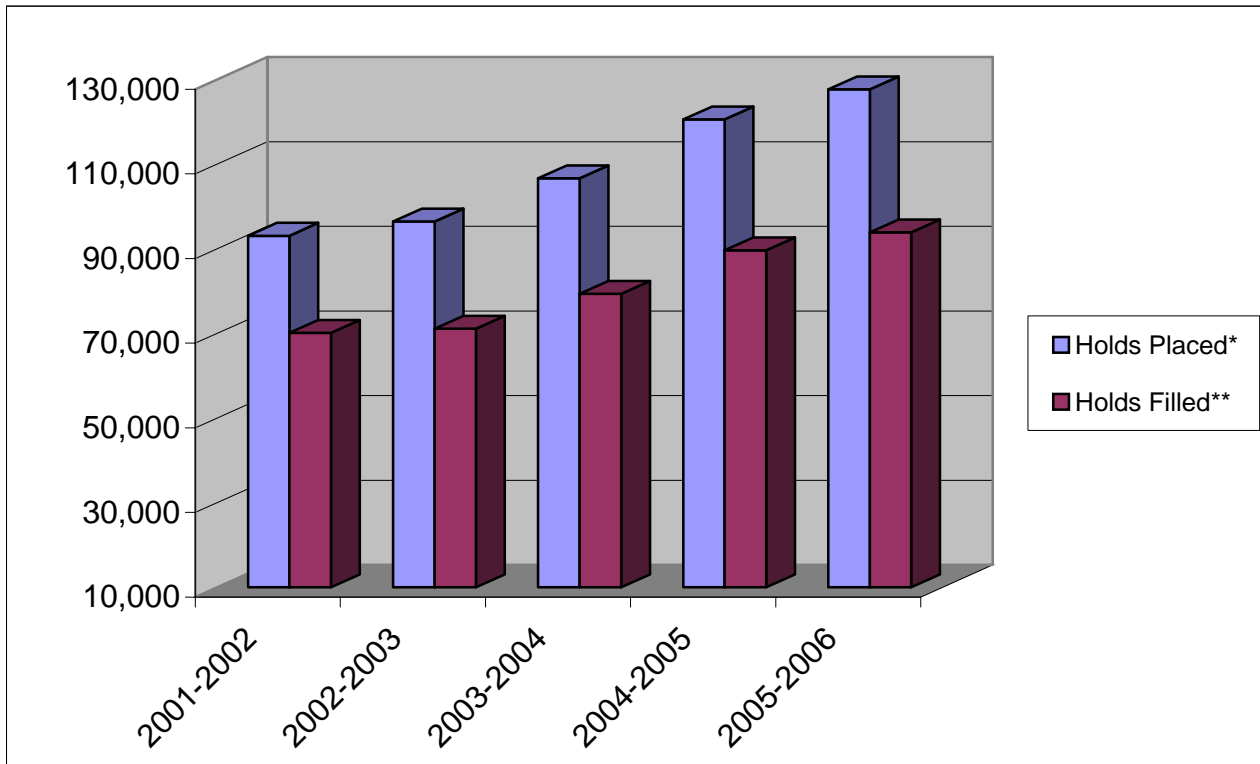
	2001-2002	2002-2003	2003-2004	2004-2005**	2005-2006**
Checkout	835,413	815,092	777,823	726,282	734,797
Phone Renewals	63,442	63,442	67,484	68,687	63,703
Renewals	47,489	54,179	62,612	40,211	19,893
Self Renewals	300,645	344,954	369,129	308,266	216,489
TOTAL CIRCULATION	1,246,989	1,277,667	1,277,048	1,143,446	1,034,882

** March 2005 Renewal Limit changed from 6 to 2



Holds Placed/Filled

	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006
Holds Placed*	93,103	96,454	106,703	120,615	127,720
Holds Filled**	70,137	71,103	79,378	89,669	93,875
Percent Filled	75%	74%	74%	74%	74%



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

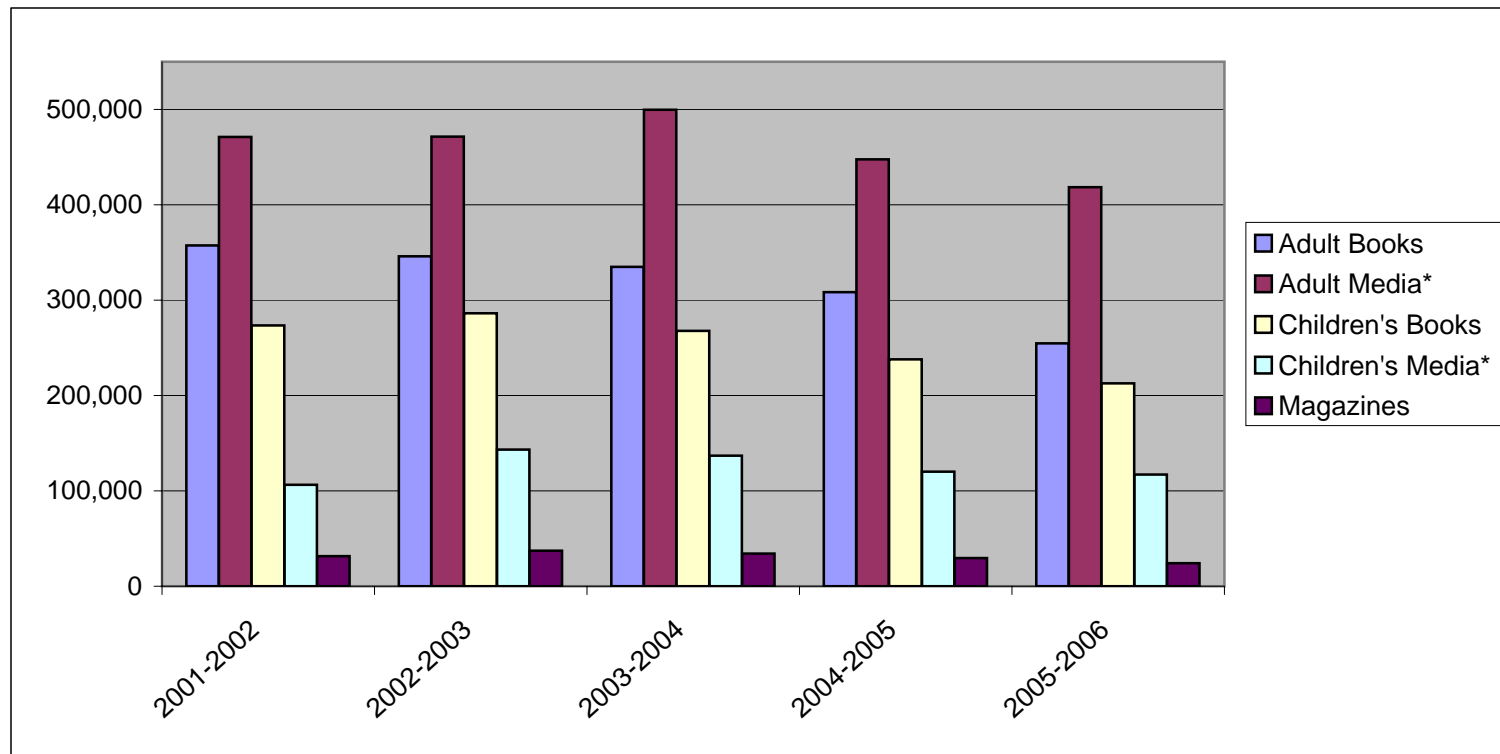
***"Holds Filled" are held items that have been picked up by the patron.

Circulation by Format

	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006
Adult Books	357,352	345,836	334,857	308,249	254,679
Adult Media*	471,298	471,481	499,695	447,583	418,386
Children's Books	273,535	286,266	267,637	237,815	212,901
Children's Media*	106,439	143,415	136,746	120,159	117,055
Magazines	31,403	37,181	34,107	29,570	24,013

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

^Data on Media Kits n/a

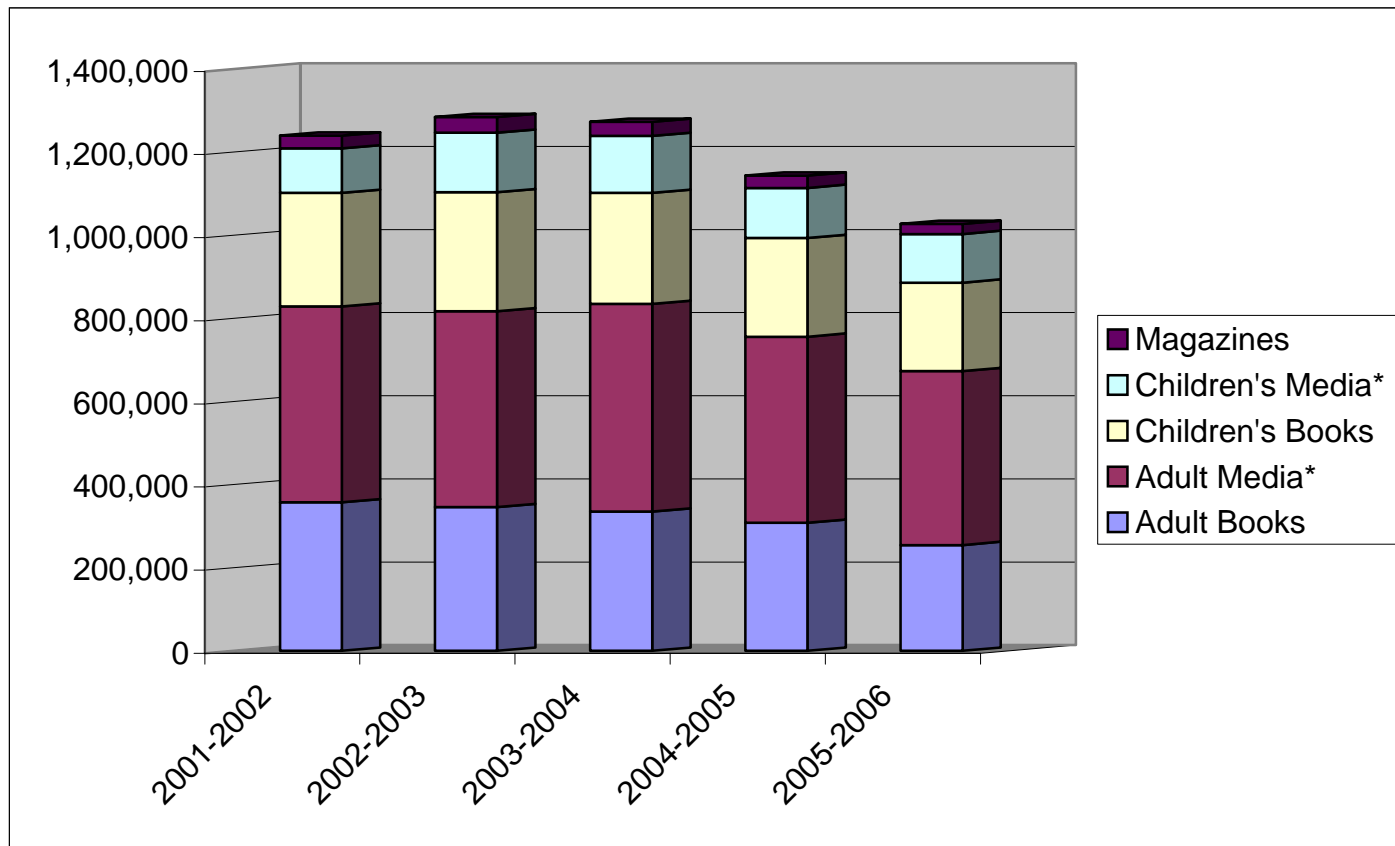


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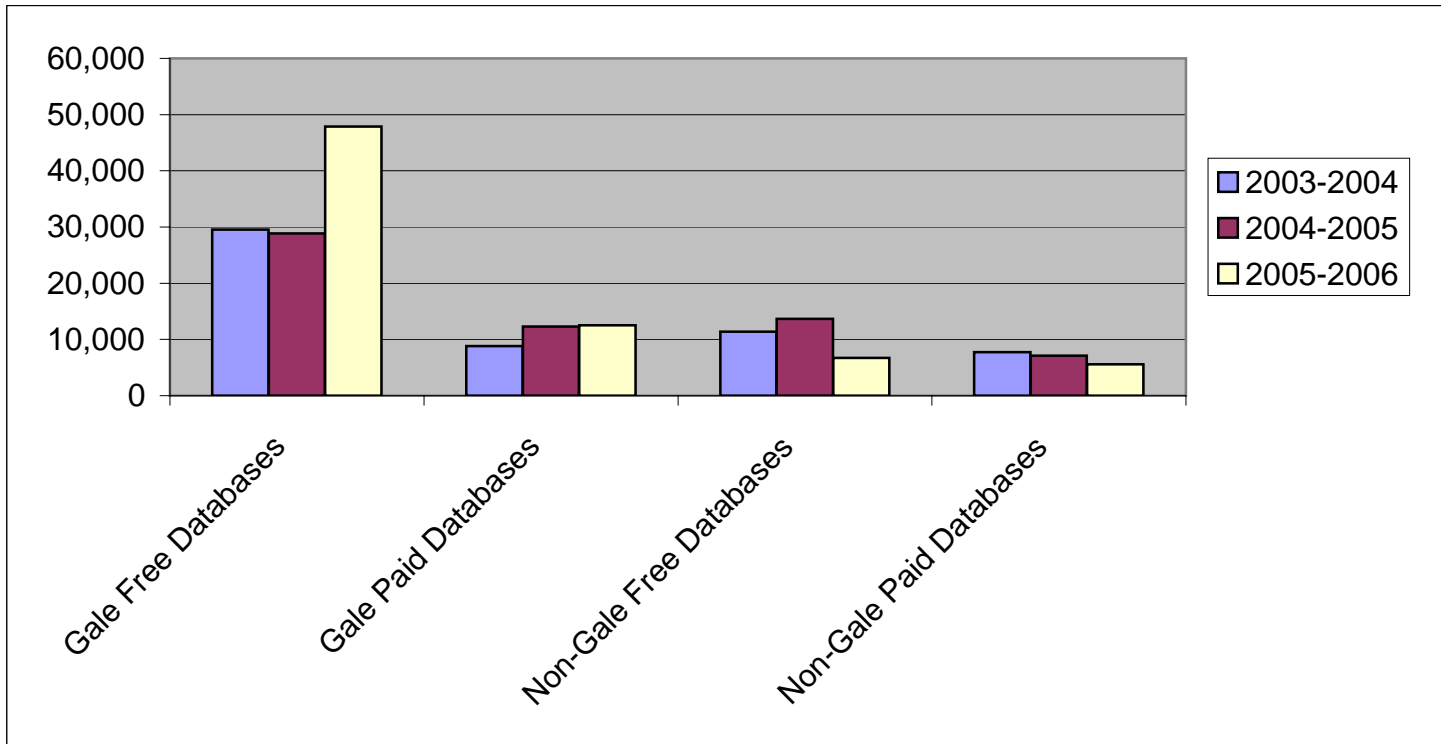
Computers

	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006
Public Internet PCs*	86	84	84	90	104
Public PCs**	57	59	57	46	49
Service Desk PCs	25	19	23	21	21
Staff PCs	63	63	65	62	54
Servers/Imagers	15	17	11	13	19

*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

	2003-2004	2004-2005	2005-2006
Gale Free Databases	29,544	28,885	47,848
Gale Paid Databases	8,810	12,307	12,498
Non-Gale Free Databases	11,373	13,642	6,724
Non-Gale Paid Databases	7,758	7,119	5,587



	2004-2005	2005-2006
External Library Home Page Hits	143,831	151,490
External Library Catalog Searches	481,276	506,894

Library Visits

	1997-1998	1998-1999	1999-2000 [^]	2000-2001	2001-2002	2002-2003	2003-2004 [*]	2004-2005 ⁺	2005-2006
Library Visits	624,062	580,208	559,738	556,928	613,942	594,716	594,316	538,527	520,973

[^]Sunday Hours added at HFCL (1-5 pm) October thru May (10/1999)

^{*} Branch Library Hours reduced by a total of 30.5 hours per week (7/2003)

⁺Sunday Hours at HFCL extended to include month of September (9/2004);

Saturday hours at all agencies eliminated for month of June (6/2004)

