

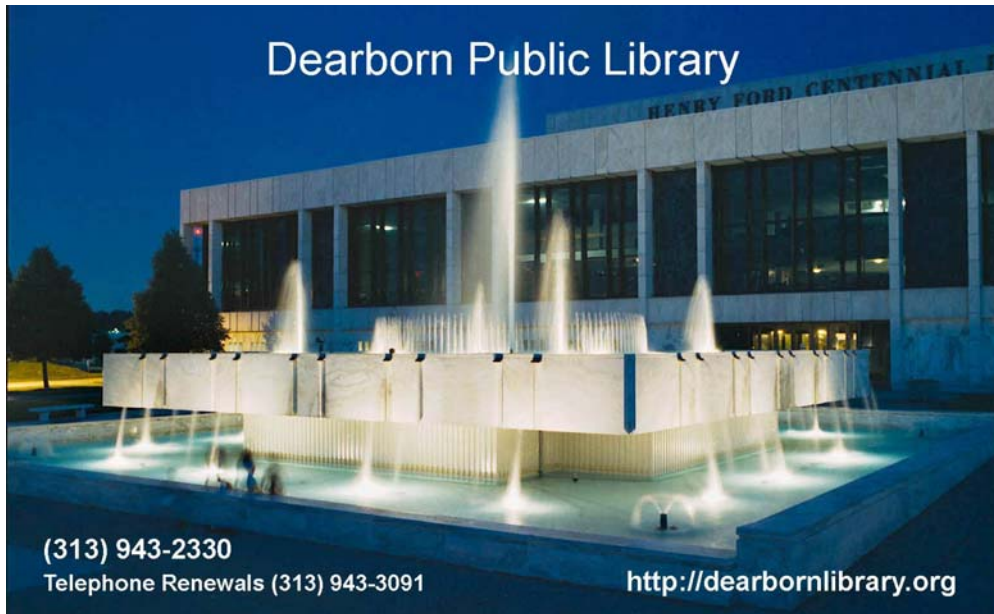
**CITY OF DEARBORN  
DEPARTMENT OF LIBRARIES**

**ANNUAL REPORT  
September 01, 2008**

**MARCEL J. PULTORAK, CHAIR  
DEARBORN LIBRARY COMMISSION**

**Maryanne Bartles, Library Director**

# 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 38 full-time and approximately 59 part-time employees for a total of 63.38 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 860,642 items to patrons. This is lower than our circulation totals from previous fiscal years. We attribute a major portion of this decrease to two factors: 1) our change from the Dynix computer system to the Horizon computer system and 2) our extension of DVD and video circulation from two days to seven days and music CDs from seven days to 14 days. Our next largest

service is assisting patrons with reference or other questions either in person, by telephone or by e-mail. On average, staff address more than 100,000 patron inquiries each year. Our third major service is programming. During FY 2007-2008, library staff coordinated 615 programs with a total attendance of 19,473 citizens. In addition, we provide an outreach service to the homebound and deposit collections at eight senior citizen housing units. We delivered 2,325 items to seniors and the homebound.

### **Highlights of the Year**

#### Library Commission

A nine member Library Commission, whose members are appointed by the Mayor, govern the system. (See page 43 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
- Implemented a revised Public Computer Use Policy, which takes into account that public computers now have software (Word, Excel and PowerPoint) loaded on them
- Discontinued the Children's picture/pamphlet file, due to extensive staff time in maintaining the file and minimal circulation of the collection. Patrons are using the internet, rather than the picture/pamphlet file
- Changed the loan period of CD-ROMS from 28 days to 14 days, with limit of five per checkout. This is due to the addition of educational Children's CD-ROMS.

- Changed the fee for bounced checks to align with the standard fee charged by the City of Dearborn (currently \$30).
- Changed the suggestion portal policy, requiring a library card number and PIN as well as limiting the number of suggestions to 20 every 30 days. This was needed because the portal was being spammed and was too labor intensive to maintain without these limits.
- Discontinued teacher's card service due to low benefit and low usage. Teachers can use their personal cards to check out material.
- Reset the current maximum overdue charge for DVDs from \$14.00 to ½ the price of the DVD as the price of DVDs is often less than \$14.00.
- Established wireless internet policy to be in concert with our existing computer access policy. Patrons must authenticate using their library card / internet use card or purchase a day pass for \$1.
- Approved the Notification of Banning form, with a provision that a follow-up letter be sent to the home if the patron being banned is a minor.
- Welcomed our new library commissioner, Jihan A. Jawad who is filling the vacancy created by Diane Pepper. Mrs. Jawad's term will be June 30, 2008 through June 30, 2011.

### Library Foundation

Fiscal Year 2007-2008 was another busy year for the Dearborn Library Foundation. Throughout the year, the Foundation's energies were devoted to the renovation of the Children's area at Henry Ford Centennial Library and the development of the Foundation website. Actual construction in the Children's area began in April 2008 and

was completed in early May 2008. A wine and cheese reception was held on Friday, May 30, 2008 with approximately 60 people in attendance. A public grand opening was held Thursday, June 19, 2008 with 135 parents and children attending. The Foundation website, [www.dearbornlibraryfoundation.org](http://www.dearbornlibraryfoundation.org) is nearly complete. The Foundation will soon begin working on an information pamphlet for distribution and hopes to do a mailing before the end of the calendar year.

Unfortunately, board members Janine Brycz, Mike Nowlin and Judith Patrick resigned during this fiscal year. The current board consists of President Steve Roberts, Treasurer Aaron Sikora, Secretary Maria Dwyer, and directors Nancy Auffenberg, Allison Fishwick and Stephen Schroeder. Mr. Schroeder joined the board in early 2008.

#### Building Upgrades / Capital Projects

- Exterior marble at HFCL cleaned (July 2007) and sealed (April 2008)
- Security alarm system operational at Esper Branch Library (November 2007)
- High ceiling light fixtures at HFCL are re-lamped, ballasts replaced and fixtures cleaned. Lens replaced where necessary to eliminate dirt and bugs being trapped in fixtures (March 2008)
- Phase two of installation of security cameras at HFCL and Esper Branch (March 2008); one new exterior security camera and one new interior camera installed at main entrance HFCL; new DVR for HFCL and transfer of old DVR to Esper along with installation of five new cameras (March 2008)
- Renovation of Children's area at HFCL (April 2008); Area reopened to the public on May 8, 2008

- Additional patches made to HFCL roof due to sealant deterioration, under warranty (June 2008)
- Phase two of signage for all library facilities begun (April 2008)
- Bryant Branch roof repair begun (slate and flat roof) (April 2008)
- Spring cleaning activities included carpet and window cleaning at all buildings, cleaning and polishing of first floor at Bryant branch, cleaning and application of a non-slip coating to the east and west HFCL fire stairs and annual cleaning of the HFCL rotunda terrazzo

#### Building - Physical Arrangement

- Rearrangement of DVD/video shelving at HFCL in preparation for the new International Cinema Collection (May 2008)

#### Cost Savings or Revenue Producing

- Purchase of public performance site license from Movie Licensing USA which allows the library to publicly show copyrighted movies that are in the library collection, rather than renting the movies from Swank. Cost savings of approximately \$1500 annually and grants us the ability to show more feature films (July 2007)
- Review of standing order reference material and the elimination of titles no longer used due to reliance on online databases. Cost savings approximately \$1200 annually so far (August 2007)
- Implementation of 3M Red Tag locking cases for DVDs. While there is a cost of the cases and locking tags, we anticipate we will greatly reduce the theft of our DVDs (October 2007)

- Increased revenue trend: internet user fees up 73% above projection; copier/printer fees up 80% above projection; library fines and fees 20% above projection; library room rentals 25% above projection. Non-resident library card purchases, however, are 56% below projection

### Customer Service

- Coffee and beverage machines installed at HFCL (August 2007)
- Downloadable audio, e-book and video service launched when Dearborn Public Library enters into a partnership with other local libraries, through Michigan Library Consortium, using *OverDrive* Download Center
- Word processing and other programs available on branch library computers (October 2007-February 2008)
- Museum Adventure Pass program allow patrons to check out free passes to local museums (October 2007)
- Online databases added: *Legal Forms*, *Small Business Resource Center*, and *HeritageQuest*
- Maximum overdue charge for DVDs changed from \$14.00 to ½ the value of the DVD because many DVDs cost less than \$14.00 (December 2007)
- Assistive technology computer for the public updated to include MS Office 2003, USB functionality, ZoomText and Firefox browser (December 2007)
- Arabic and Spanish translations of the Library Code of Conduct available on the library website, as handouts and posted throughout all the libraries (February 2008)

- Recycling Day was held on April 12, 2008 included computer recycling, cell phone recycling and shredding service (April 2008)
- Overdue/billing notices produced in a more readable format through Unique Management services; additionally, notices are now checked against the National Change of Address database and we are able to update our patron records quickly (April 2008)
- Three AWE computers (stand-alone educational game computers) added to Children's TOT area at HFCL (May 2008)
- Wireless internet available at Bryant Branch through the Open Dearborn initiative sponsored by the West Dearborn Downtown Development Authority
- CD ROM drives available for public computers (limited number) (June 2008)
- Publication of the first issue of *Library Matters*, a new quarterly online publication providing news and information on library services and events as well as essays and commentary by staff members and patrons (June 2008)
- Installation of neon open/closed sign (shape of a book) at HFCL, which can be seen from the parking lot (June 2008)

### Programs

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

- Rededication of the restored Henry Ford Statue; Attending were Edsel Ford II, Henry Ford III, Mayor John B. O'Reilly, Jr., Council President Tom Tafelski, Council Members Nancy Hubbard and George Darany, Library Commissioners

Marcel Pultorak and Dave Schlaff and Carl Meyering, who was responsible for the Library receiving the money from the Henry Ford II Fund (October 2007)

- First time participation in the Everyone's Reading Program which included twelve local libraries. This year's book was *The Beekeeper's Apprentice* by Laurie King (February-April 2008)
- State of the City Address, delivered by Mayor John B O'Reilly Jr., at the HFCL Auditorium (February 2008)
- Registration center for the Dearborn Chamber of Commerce Taste of Dearborn held June 18, 2008 at Bryant Branch Library, 1<sup>st</sup> floor

#### Staff Efficiencies/Training/Communication Initiatives

- Information Services Guidelines manual updated (August 2007)
- Staff attended a variety of workshops, including: *Renovating Reference & Promoting Your Services, Constructive Conversations, Arab American Diversity, Progressive Discipline, Managing Difficult Patrons*, and the *Michigan Library Association Annual Conference*

#### Technology

- Public computers reboot after each logout to ensure more user privacy (July 2007)
- Second T1 line installed to increase bandwidth (August 2007)
- Replaced hard drives on 161 computers, with minimal downtime for staff and public (September 2007)
- Network security project which further segments the network and allows for tighter security and control of public machines (October 2007)

- WOW cable internet connection installed to further increase bandwidth (January 2008)

#### Volunteers

- Volunteers processed 6,426 paperback books
- Friends of the Library (FOLD), through their monthly used book sale, raised \$21,388 for the library.

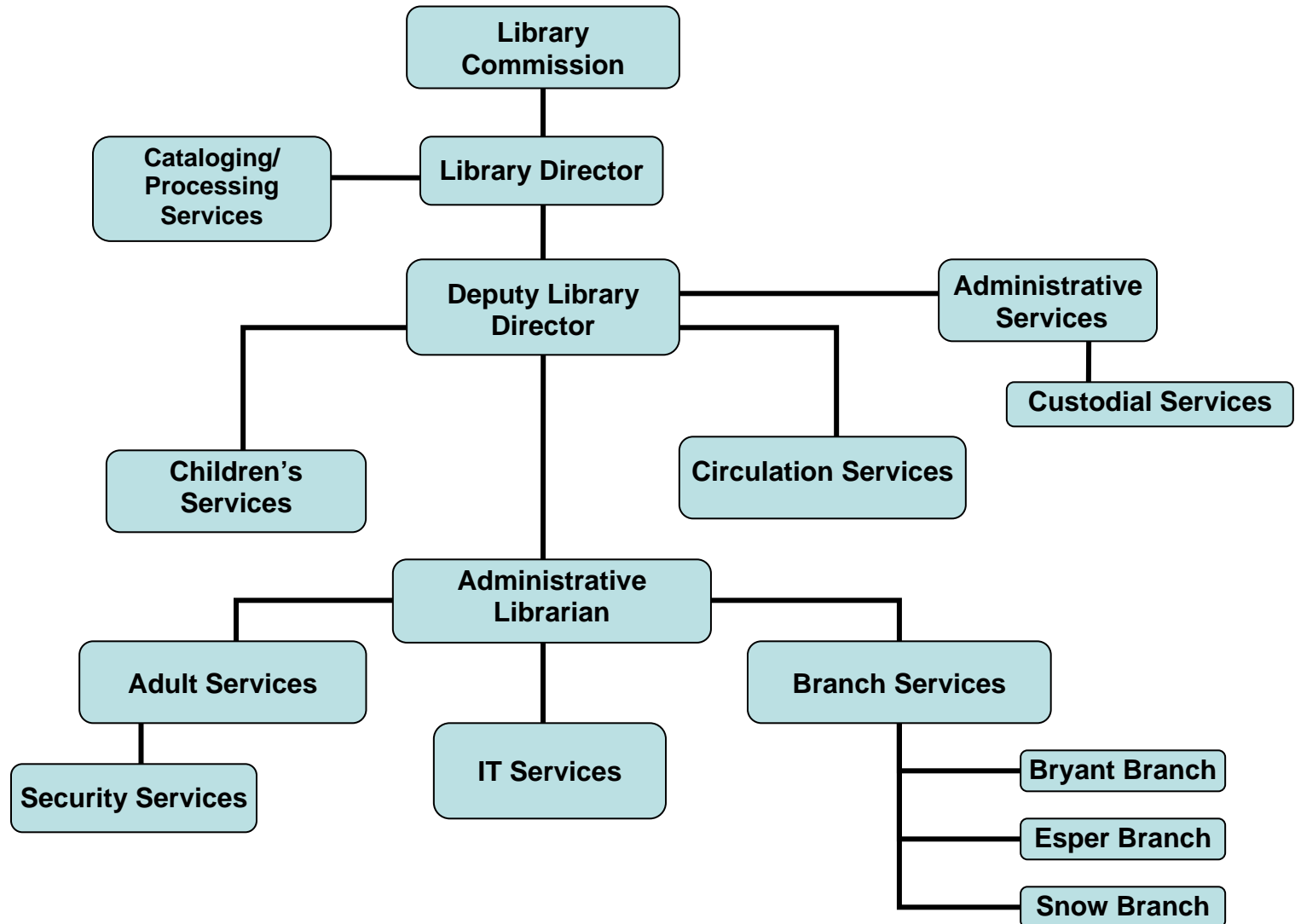
#### Other Significant Activities

- HFCL closed due to the Republican debate at the Ford Community and Performing Arts Center (October 2007)
- Mark Hancock, Microcomputer Specialist, promoted to Library Systems Manager (October 2007)
- Tara Gnau, Administrative Librarian, retired after 36 years of service to the City of Dearborn, 27 of those years at the library (May 2008)

### **MAJOR DEPARTMENTAL FUNCTIONS**

The Dearborn library system, in order to accomplish its mission, operates through four major functions: lending, information, outreach, and public programming. All citizens have access to a wide range of materials and resources as well as computers, the Internet and basic Microsoft software. Many library resources are also available to our cardholders from their home or office computers.

# Organizational Chart



## **PRIORITIZED SERVICES AND RELATED CUSTOMER PROFILES**

### **Lending Material 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 active borrowers during the last fiscal year, 24% of users are under 18 years, 32% are between 18 to 35 years, 16% are between 36 and 45 years, 21% are between 46 and 65 years and 7% are over 65 years.

### **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.

### **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 27% of our total program attendance.

## **MAJOR FUNDING SOURCES**

### ***General Fund***

The library system receives over 92.5% 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 2007-2008 Monies Received on page 42.

### **MAJOR EXPENDITURE CATEGORIES**

***Personnel Services:*** 78%

***Operating Expenses:*** 5%

***Supplies:*** 2%

***Capital Outlay (Materials and Equipment):*** 13%

***Other:*** 2%

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

#### **2007-2008**

1. Complete phase one (Esper Branch Library) of surveillance camera project and begin phase two.
2. Complete credit card payment project for library fines and fees.
3. Complete restoration of the Marshall Fredericks' statue of Henry Ford on the grounds of the Henry Ford Centennial Library.
4. With contribution from the Dearborn Library Foundation, begin renovation of Children's space at the Henry Ford Centennial Library.
5. Begin Phase Two of the signage project.

6. Upgrade equipment in the Henry Ford Centennial Library auditorium.
7. Clean and protect exterior of the Henry Ford Centennial Library.
8. Purchase early literacy computers and software for children.
9. Purchase ADA equipment for the public.
10. Develop Library logo.
11. Restore cornices at Bryant Branch Library.
12. Continue working with the Dearborn Library Foundation to develop a donation / grant program for library enhancements.
13. Clean and re-hang tapestry at the Henry Ford Centennial Library.
14. Adapt our service mix to reduce staffing and funding.

### **ACCOMPLISHMENTS AND PROGRESS MADE TOWARD ACCOMPLISHING GOALS**

**Goal 1: Complete phase one (Esper Branch Library) of surveillance camera project and begin phase two.**

Due to issues with funding (block grant funding was not received), the Esper Branch phase of the surveillance camera project was delayed. We moved forward with additional cameras and a larger DVR at HFCL. HFCL's old DVR was transferred to Esper and, using library aid money, we installed three outdoor cameras and two indoor cameras at Esper Branch Library. If HUD funding is available, we hope to add additional cameras to Esper in Fiscal Year 2008-2009.

**Goal 2: Complete credit card payment project for library fines and fees.**

This project has been delayed because of staff vacancies and software issues. We hope to complete in Fiscal Year 2008-2009.

**Goal 3: Complete restoration of the Marshall Fredericks' statue of Henry Ford on the grounds of the Henry Ford Centennial Library**

This goal is complete. A rededication of the statue was held on October 16, 2007.

Both Edsel Ford II and his son, Henry Ford III, attended.

**Goal 4: With contribution from the Dearborn Library Foundation, begin renovation of the Children's space at the Henry Ford Centennial Library.**

Phase one of the Children's room renovation was completed in early May 2008.

This remodel included a tree house complete with puppet theater and bridge, a new Children's help desk and redesign shelving throughout. Three stand-alone educational game computers were added for the "under six" crowd. We hope the Dearborn Library Foundation will soon be able to fund the next phase of the project.

**Goal 5: Begin phase two of the signage project.**

We have submitted the purchase order for phase two of the signage project and expect completion by September 2008.

**Goal 6: Upgrade equipment in the Henry Ford Centennial Library auditorium.**

Work will begin to enlarge the HFCL auditorium stage in July 2008. We anticipate bundling the equipment upgrade in the auditorium with two other City projects (Police Training Room and Mayor's Conference Room) in 2008.

**Goal 7: Clean and protect exterior of the Henry Ford Centennial Library.**

The marble cleaning, caulking and sealing project at HFCL is complete. Additionally, several loose marble pieces were reattached and the damaged vertical marble slab on the fountain was replaced.

**Goal 8: Purchase early literacy computers and software for children.**

This project is complete for HFCL. Three AWE (Advanced Workstations in Education) computers were installed in the Children's room at HFCL. We hope to purchase additional computers in the future for the branch libraries.

**Goal 9: Purchase ADA equipment for the public.**

A SARA (Scanning and Reading Appliance) machine was purchased for the reading and visually impaired public. This appliance is scheduled for installation in the summer of 2008.

**Goal 10: Develop a Library logo.**

This goal is 80% complete. The library has been working with JCI Group and we are very close to finalizing the logo design.

**Goal 11: Restore cornices at Bryant Branch Library.**

No meaningful progress to report other than preliminary meetings. This project will carry forward as a goal in Fiscal Year 2008-2009.

**Goal 12: Continue working with the Dearborn Library Foundation to develop a donation/grant program for library enhancements.**

Library staff continue to work with the Dearborn Library Foundation in the creation of a Foundation website and a Foundation brochure. We assisted them in the creation of a mailing list for the HFCL Children's Renovation celebration and expect they will use that list for their first mailings.

**Goal 13: Clean and re-hang tapestry at the Henry Ford Centennial Library.**

The purchase order has been issued and work will begin to remove, repair, clean and re-hang beginning mid-July 2008.

**Goal 14: Adapt our service mix to reduce staffing and funding.**

With the retirement of Administrative Librarian, Tara Gnau, we have chosen not to fill her position, but to reinstate the Librarian II position in Children's Services at HFCL. We believe this will be a better service mix, allowing for more direct oversight of Children's Services and also provide an additional staff member on the floor to serve the public. The Librarian II position in Automation was reclassified and reduced one grade to Library Systems Administrator. This position no longer requires a Masters of Library Science. The vacant Microcomputer Specialist position will be reevaluated and a new position, requiring a bachelor's degree as well as computer skills, will be created at the same salary grade as the Microcomputer Specialist position.

**OTHER SIGNIFICANT EFFORTS DURING THE YEAR**

**Library Collection Maintenance and Development**

As always, the library's collection of materials continues to be the primary focus for the majority of our staff and the various agencies. The Processing agency orders the material the selecting librarians have chosen and then receives, invoices, and processes these new materials into the system. On average, there were approximately 2,540 new items processed each month. Approximately 33,500 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 71.5 days. On average, there are approximately 53 items each month that require original cataloging, a significant 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 (Online Computer Library Center) which completely translates and processes the titles, reducing our cataloging time tremendously.

During Fiscal Year 2007-2008, 29,621 items were deleted. The collection totaled 306,916 items at the end of the fiscal year. Total value of the collection is \$6,111,758. This 6% increase over previous year's value can be attributed to an updating of the default values of the various collection codes in the computer system. The older amounts did not accurately reflect current replacement values of materials and the update was a necessary procedure.

The library online databases continue to grow in popularity. The library subscribes to a total of 50 databases (eight are paid subscriptions and 42 are without charge subscriptions provided through the Michigan Electronic Library).

### **Circulation Services**

Check out of material by patrons decreased by 6% this fiscal year and traffic remained level as compared to the previous year. The library has 40,831 active borrowers (used their library card during the last three years), fairly level as compared to last fiscal year.

Patrons continue to use the library's "hold" service (requesting to be put on a list for checked-out material). E-mail notification of holds and overdues service continues in popularity, with over 7,515 signed up for this service. 113,358 holds were placed in the Fiscal Year 2007-2008.

Unique Management, our collection agency, is still doing a tremendous job in contacting our delinquent patrons, encouraging them to return material and pay delinquent

accounts. We currently recover just over 50% of outstanding materials and/or fees with the help of Unique. During Fiscal Year 2007-2008, Unique generated \$14,754.19 more cash than they billed in fees. In addition, they recovered \$16,473.58 in materials. This translates into over a \$4.00 return for each \$1.00 we invest, which is a 12.5% increase over last fiscal year.

In addition, we started a new component of service with Unique in April 2008. Unique is now preparing our overdue and billing notices and sending them out on the library's behalf. This eliminates staff time preparing and printing the mailers. Also eliminated is the time spent by staff in the City Mail Room. The new notices are much easier to read for the patrons and they receive them in the same timely manner as when the library staff was responsible for this task. Thus far, Unique has printed and sent out 2,178 notices to Dearborn Library patrons.

### **Programming Services**

The library continues to offer a wide range of activities for people of all ages. For families and children, our Children's staff provides a variety of story hours, craft workshops, and contests, as well as contracting with professional entertainers for special events 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 2007 Children's Summer Reading Program was comparable to the previous fiscal year with 1,320 children registered. Children read a combined total of 7,116 books over the summer months, translating into a whole lot of pages!

The Annual Children's Bookmark Contest elicited over 800 entries. Ten winners were

chosen and a reception was held in February 2008. Library Commission Chair Marcel Pultorak presented each winner with a certificate and a supply of their winning bookmarks 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.

Programs for teens included the 2007 Teen Read Summer Program with 244 teens signed up to participate. Additionally, to keep teens informed about new young adult titles and programs, they can sign up to receive *BookLetters*<sup>™</sup> emails from the library. We have 197 teens subscribing to the two teen *BookLetters*<sup>™</sup> service. Additionally, we currently have 170 teens subscribing to Chapter-A-Day Teen e-mails which allow them to read a few chapters of a young adult title in order to decide if they would be interested in checking the book out.

The 2007 Adult Summer Reading Program attracted 591 adult readers. Adult programming also included the ever-popular Blockbuster Movie Series which is sponsored by the Friends of the Library-Dearborn (FOLD). Forty-five films were shown during the 2007-08 season with total attendance of 3,188 which is a significant 29% increase over last season. Most likely, this is because of the FOLD purchase of a Public Performance Site License which allows the library to exhibit movies in DVD format to the public as long as the movie is produced by a studio included in the contract agreement. This has allowed the film program to expand its selections significantly and has been a wonderful cost savings since the library no longer has to rent movies in 16mm format.

In August 2007, the library held its Third Annual Reading Wrap-Up Party. All participants from all Summer Reading programs were invited and 230 of them came out to enjoy the festivities and to celebrate the community's joy in reading. Mayor O'Reilly was in attendance and presented the prizes to the children's, teen and adult grand prize winners. Patrons had fun with karaoke, Dance Dance Revolution, and Cold Cash (digging coins out of a frozen block of water). Once again, crowds were fascinated by the Dearborn Police dog Bruno and his handler Office Krot, who displayed their teamwork skills and the dog's bomb-sniffing capabilities.

In addition to programming 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 Fiscal Year 2007-2008, 405 items were delivered to twelve residents. Forty-one 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 \$2,000 annually on new paperbacks for the

extension collection and also accept public donations. This is a popular collection that provides a valuable service to the senior members of our community. For Fiscal Year 2007-2008, we delivered 1,920 books. Once a book has been circulated to each housing facility, it is donated to Friends of the Library Dearborn for re-sale at their monthly book sale.

Book Clubs - Adult Services currently serves 45 book groups from all corners of the community. During 2007-2008, 222 book club kits were scheduled for distribution. Given the average of ten books per kit, approximately 2,220 books were shared and discussed by our book club groups. Currently, clubs can choose from 163 kits. We spend just over \$2,000 annually on new kits for this collection so that our long-standing clubs will have fresh titles to choose from and we solicit suggestions for purchases from these groups, as well.

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 2007-2008 are as follows: Fiction-361, Mystery-297, Science Fiction-90, Romance-181 and Teen-170 for a grand total of 1099 subscribers, a 20% increase over last fiscal year.

Interlibrary Loan - During Fiscal Year 2007-2008, 33 requests were submitted.

Other developments in Adult Services include:

- Vladimir Jelic starts as an Assistant Librarian, having transferred over from

#### Building & Safety (July 2007)

- Library staff partnered with local organizations for a wider range of public programming. This year's partners included the Dearborn Animal Shelter and Hostelling International, E-Recycling, and the State of Michigan
- The mezzanine was extensively rearranged to be more comfortable and accommodating to patrons wishing to work there (May 2008)
- One magazine rack was eliminated and the seating area in the vicinity of the magazine racks was rearranged to be more comfortable and aesthetically pleasing (May 2008)

#### **Automation Services**

Despite having one less staff member, Mark Hancock, the new head of Automation as of October 2007, and his assistant Ben Connors accomplished a great deal in Fiscal Year 2007-2008

#### Automation Highlights:

- Changed the Adult public Internet computers to reboot when users click DONE to end their session (July 2007)
- Reconfigured all switches at HFCL to specifically define the public and staff ports in order to better secure the network (July 2007)
- Configured second T1 line (August 2007)
- Replaced hard drives in 161 computers at all libraries with minimal downtime for staff and public (September 2007)
- Installed and configured new network attached storage device for system backup. Backups complete in less time, and we no longer will have to rely on

expensive and unreliable tape media, nor will we have to rotate tapes, allowing us to fully automate the backup process (September 2008)

- Installed WOW cable Internet connection for HFCL (January 2008).
- Completed installation of Microsoft software on public branch computers (January 2008)
- Installed new servers and KVM switches at each branch library (June 2008)

### **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.

The Acquisitions Committee continues to focus its energies on:

- Set-up and training of staff on the use of grid ordering
- Arranging ordering and purchasing of duplicate materials

#### **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 2007-2008, the Committee:

- Ensured that all computers at HFCL, Snow, and Esper have plug-in headphone sound capabilities to increase the options available to disabled individuals

- Purchased a SARA machine for use with the visually and reading disabled community. The machine can read books out loud and has a very simple-to-use interface. Installation will occur in the next fiscal year
- Continued to review ADA recommendations for library buildings and helped ensure that the new Children's area met and exceeded ADA requirements
- Discussed the implementation of an "ADA area", an area where all ADA equipment and resources can be placed
- Attended city sponsored workshops on Braille and depression as related to ADA in the workplace

### **Bookletters Committee**

The Bookletters Committee is responsible for managing the *Bookletters*<sup>™</sup> 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. At fiscal year end, the service boasted 2,158 subscribers, a 22% increase over last fiscal year.

### **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 2007-2008, the Committee:

- Offered numerous Children's programs throughout the year at all locations including the very popular Mother Goose Storytime series for babies six months-24 months old
- Conducted two summer reading programs (one for school-age children and one for children of preschool age) at all locations
- Conducted the Annual Bookmark Contest with the newer format which now features 10 winners total for the system (two from each grade 1-5) and the production of recommended reading lists for each grade level printed on the back of the winning bookmarks (Autumn 2007)
- Held Third Annual Bookmark Winners Reception in the Rotunda at HFCL (February 2008)
- Attended several workshops and conferences centering around programming and service to children
- Continued to improve and streamline the Summer Reading program while planning for expansion in the 2008-09 program with a new Baby component for infants – 36 months
- Added a significant amount of new educational CD-ROMs housed at HFCL
- Revised Field Trip Guidelines and planned a mass-printing and distribution to all Dearborn teachers in Fall 2008
- Supported the elimination of and transition away from our teacher card service

- Supported and administered the new Museum Adventure Pass program at all agencies – in partnership with Macy’s and the Cultural Alliance of Michigan

### **Circulation Committee**

The purpose of the Circulation Committee is to solve patron and staff problems concerning the 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 2007-2008, the Committee:

- Reviewed and developed solutions for circulation issues
- Worked with the Children’s Committee on the elimination of teacher card service
- Implemented use of new *Red Tag*<sup>TM</sup> locking cases on all new DVD’s in the system to protect them against damage and theft
- Worked with Unique Management Services to implement preparation and mailing of library notices
- Examined and updated all default prices of materials on Horizon
- Recommended the changing of the maximum fine structure on Juvenile DVDs

### **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 Fiscal Year 2007-2008, the Committee:

- Reinstated hold alert reports, New York Times Bestseller alerts, and developed immediate purchase methods
- Implemented changes to the Suggestion Portal system
- Launched the downloadable audio, video, and e-book service by partnering with other Michigan libraries and contracting with Overdrive
- Implemented new purchase policies regarding DVD television series and multi-disc sets

### **Disaster Preparedness Committee**

The goals of the Disaster Preparedness Committee are to develop and evaluate procedures for emergencies and disasters that could occur in the Dearborn Public Library system. This fiscal year, the committee's attention was focused on:

- Updated the Bryant Branch emergency manual, to be used as a template for the other libraries
- Conducted fire and tornado drills at Bryant Branch Library, complete with mock patrons. Further drills will take place at Snow and Esper.
- Purchased megaphones to aid staff in communicating with the public during emergencies

### **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 2007-2008, the Committee:

- Published the inaugural issue of *Library Matters*, a quarterly online publication providing news and information on library services and events as well as essays and commentary by staff members and patrons (June 2008)
- Worked with JCI Group to develop a library logo (June 2008)

### **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 2007-2008, the Committee:

- Continued to prepare for implementation credit card payment acceptance
- Completed work on a Five Year Technology Plan for submission to the CDI Technology Committee
- Developed plans to upgrade the library website and investigated Reference by Instant Message
- Investigated wireless Internet options

### **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 2007-2008, the Committee:

- Added two new Gale Database products (*Legal Forms* and *Small Business Resource Center*) to the paid subscriptions

- Evaluated and reviewed numerous database products with the assistance of staff through the trials link on StaffNet
- Updated the Information Services Guidelines Manual
- Continued the process of evaluation of Reference Continuation services
- Continued the process of re-designing the public interface of the database page on the library's website
- Began process of Output Measures Survey slated for late fall 2008

### **Security Committee**

The Security Committee has been created to help develop policy and procedures to ensure the safety of library patrons and staff members. The Security Committee addressed the following issues:

- Created banning guidelines and submitted to Library Commission for approval
- Created banned patron database
- Maintained and enhanced the "Safety and Security" link on the library homepage
- Created a notice to be given to banned patrons, letting them know the length and reason for the ban

### **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 complete, the new Serials Committee focused its energies on:

- Finessed methods of working with the serials module on Horizon

- Conducted a clean-up of the serials database by consolidating records
- Continued more in-depth serials training of staff in the Horizon module

### **StaffNet Committee**

The StaffNet received no major changes or enhancements during the Fiscal Year 2007-2008

### **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 2007-2008, the Committee:

- Created six segments on library programs and services for CDTV

### **Volunteer Committee**

The purpose of the Volunteer Committee is to actively recruit, train, and retain high quality volunteers for the Dearborn Public Library system. In addition, the Committee is developing a revised orientation program and new training methods aimed at increasing the skills necessary for our volunteers to perform tasks at a higher level of responsibility. Volunteer accomplishments include assisting with collection maintenance, shelving materials, labeling materials, assisting with programming and fundraising. During this fiscal year, 115 volunteers contributed 3,704 hours of service. Volunteers at Bryant Branch processed 6,426 paperback books and the Friends of the Library-Dearborn raised over \$20,000 at their monthly used book sale. In Fiscal Year 2007-2008, the Volunteer Committee:

- Conducted new volunteer orientation sessions where prospective library volunteers were presented with a variety of assignment choices that would best utilize their diverse talents
- Organized the annual volunteer recognition luncheon. The family-style luncheon at Park Place in June 2008 was very well received by all attendees. PowerPoint presentations created by the committee displayed photographs of our volunteers “in action.” As a token of our appreciation, this year volunteers were presented with a travel mug and a copy of Dearborn’s 75<sup>th</sup> Anniversary Commemorative book. Mayor John B. O’Reilly and Library Commissioners Candyce Abbatt and Marcel Pultorak addressed the crowd of over 100.
- Continued the service award program in which volunteers are awarded recognition badges based on their number of years of service. Twenty-three new service awards were presented to volunteers who advanced to a higher service level this year.

#### 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 all members.

As a dedicated group of volunteers, the Friends of the Library has a major fundraising activity, the ever-popular monthly book sale held at the Henry Ford Centennial Library.

Proceeds from the book sale subsidize the following programs:

- The Blockbuster film series, which includes the yearly renewal of the Public Performance Site license

- The *Book Page* publication.
- Plastic and canvas book bags
- *Everyone's Reading* community wide reading program
- The Summer Reading Club programs
- Staff training workshops
- Computer workshops for the public

In addition, FOLD:

- Contributed approximately 2,036 hours of volunteer time
- Planned and sponsored seven programs in their popular lecture series which averaged over 115 people in attendance per event. Highlights of the year included *Mr. Lincoln –You're Such a Caution* (a re-enactment of incidents in the lives of Abraham and Mary Todd Lincoln) and a portrayal of Winston Churchill by Mark McPherson

Without the support of our Friends of the Library Dearborn volunteers, the library would not be able to offer these kinds of special services and programs which are greatly appreciated by the staff and patrons alike.

#### Dearborn Library Foundation

The Dearborn Library Foundation volunteer members seek to benefit, promote and enhance the Library systems by building strong public-private partnerships with individuals, businesses, and community organizations that share their mission for creating a stronger library that is meeting the needs of the community. On June 6, 2008, the Foundation celebrated the success of its inaugural project, the renovation of the Children's area at Henry Ford Centennial Library, with an Opening Reception for local

dignitaries and community members. The Children's area has been transformed into an Enchanted Forest and the children love it. With the community's support in continuing its work, the Foundation is planning many more projects to promote literacy, lifelong learning and continued access to a vibrant library for the Dearborn community.

### **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 2007-2008, the Committee:

- Planned and collaborated, with Marketing Committee, the 2007 Summer Read Program
- Revised the format of the Young Adult portion of the Summer Reading Program
- Held the Third Annual Reading Wrap Up event in August 2007 with karaoke, Dance, Dance Revolution, various children's activities and a demonstration from the Police Department's canine unit (Bruno and Melissa Krot)
- Worked extensively on Reading Wrap Up event to be held in August 2008 based on experience and feedback from previous year's event.

## DEARBORN PUBLIC LIBRARY - STATISTICAL INFORMATION

	<b>2007-2008</b>	<b>2006-2007</b>	<b>Percent Change</b>
Circulation (Transactions)	860,642	918,886	-6.34%
Traffic (Individual Visits)	491,259	489,984	+.26%
Collection (Items)	306,916	308,988	-.67%
Collection (Titles)	170,176	166,429	+2.25%
Registration (Borrowers)*	40,831**	41,003**	-.44%

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

### Detailed Collection Statistics

<b>Items</b>	<b>2007-2008</b>	<b>2006-2007</b>	<b>Percent Change</b>
Books, Adult	120,727	124,629	-3.1%
Books, Juvenile	100,178	102,163	-1.9%
Periodicals	19,224	21,007	-8.5%
Videocassettes	16,778	18,068	-7.1%
DVD's	18,921	15,922	+18.8%
Compact Discs, Music	13,529	12,970	+4.3%
Books on Audiocassette	4,683	4,789	-2.2%
Books on CD	3,835	3,181	+20.6%
CD-ROM (Ref & Circ)	273	49	+457.1%
Media Kits	N/A	425	N/A
Books, Reference	7905	5,118	+54.5%

### Programs

<b>Agency</b>	<b>2007-2008 Number of Programs</b>	<b>2007-2008 Attendance</b>	<b>2006-2007 Number of Programs</b>	<b>2006-2007 Attendance</b>	<b>Percent Change</b>	
					<b>Programs</b>	<b>Attendance</b>
HFCL	245	8621	252	11,699	-2.8%	-26%
Bryant	190	5,401	182	6,573	+4%	-18%
Esper	96	1,893	89	3,256	+8.0%	-42%
Snow	86	3,770	133	5,177	-35%	-27%
<b>TOTAL</b>	<b>617</b>	<b>19,685</b>	<b>656</b>	<b>26,705</b>	<b>-6.0%</b>	<b>-26%</b>

## Contests

Agency	2007-2008 Contests	2007-2008 Number of Contest Participants	2006-2007 Contests	2006-2007 Number of Contest Participants	Percent Change	
					Contests	Participants
HFCL	11	4,255	14	5,918	-21%	-28 %
Bryant	20	2,182	20	2,292	0%	-5%
Esper	18	3,780	14	3,051	+29%	+24%
Snow	18	1,255	16	1,162	+13%	+8%
<b>TOTAL</b>	<b>67</b>	<b>11,472</b>	<b>64</b>	<b>12,423</b>	<b>+5%</b>	<b>-8%</b>



Enchanted Forest

Newly Renovated Children area at HFCL



May 30, 2008 Ribbon Cutting

## **GOALS AND PLANS FOR THE NEXT FISCAL YEAR**

**2008-2009**

Due to the timing of the Annual Report submission and the Administration's goal setting effort, departmental goals are subject to change during the 2009 fiscal year. An addendum reflecting any changes will be included as part of this Annual Report when appropriate.

1. Complete Phase Two of the surveillance camera project by adding additional cameras to Esper Branch Library, if HUD funding becomes available.
2. Complete credit card payment project for library fines and fees.
3. If funding from the Dearborn Library Foundation is available, begin the next phase of the renovation of Children's space at the Henry Ford Centennial Library. This will include hanging features, carpet special effects, new computer tables and a remodeled program room.
4. Complete Phase Two of the signage project.
5. Complete upgrade (stage and equipment) in the Henry Ford Centennial Library auditorium.
6. Complete the development of the Library logo.
7. Complete the cleaning, repair and re-hang of the tapestry at the Henry Ford Centennial Library.
8. Continue work on repair or other solution for the penthouse panels at HFCL.
9. Restore cornices at Bryant Branch Library.
10. Begin work on the HFCL wallpaper replacement project.
11. Begin work on the HFCL mezzanine renovation project.

12. Begin work on the library re-lamping project.
13. Begin work on the Esper Branch Library carpet replacement project.
14. Begin work on the wall repair and ceiling tile repair/replacement project.
15. Continue working with the Dearborn Library Foundation to develop a donation / grant program for library enhancements.
16. Continue to adapt our service mix to reduce staffing and funding.

**CITY OF DEARBORN DEPARTMENT OF LIBRARIES  
2007-2008 BUDGET**

	<b>Adopted 2007-2008</b>	<b>Budget 2006-2007</b>	<b>Percent Change</b>
PERSONNEL SERVICES	\$3,649,586	\$3,804,528	-4.1%
OPERATING EXPENSE	\$ 252,484	\$ 271,177	-7%
SUPPLIES	\$ 79,450	\$ 122,069	-35%
OTHER SERVICES & CHARGES	\$ 2,890	\$ 2,825	+2%
CAPITAL OUTLAY	\$ 605,700	\$ 789,497	-23%
UNDISTRIBUTED APPROPRIATIONS	\$106,100	<b>n/a</b>	
<b>TOTAL LIBRARIES</b>	<b>\$4,696,210</b>	<b>\$4,990,096</b>	<b>-6%</b>

*Source: City of Dearborn, Michigan  
Annual Budget For the Year Ending June 30, 2008, page 177*

**MONIES RECEIVED  
2007-2008**

Library Aid Grant	\$63,832.92	
Penal Fines	\$101,400.10	\$165,233.02
 <b>Gifts</b>		
James and Joan Lesinski	\$400.00	
Alex and Susan Owen	\$400.00	
Anthony and Margaret Wade	\$300.00	
Kathleen Monahan	\$100.00	
Roger Gogan	\$10.00	
Michael Halasz	\$10.00	
	\$1220.00	\$1,220.00
Copier, Printer, Microfilm receipts	\$26,952.41	
Library Fines	\$106,536.35	
Internet User Cards	\$17,264.00	
Lost Books and Films	\$1,385.44	
Non-Resident Fee's	\$1600.00	
Miscellaneous	\$302.00	
	\$154,040.20	\$154,040.20
<b>Friends of the Library-Dearborn</b>		
Used Book Sales	\$21,387.99	
Donations	\$4,658.00	
Other Revenue(USB and floppy disk drive sales, computer classes)	\$3118.50	
	\$29,164.49	\$29,164.49
<b>GRAND TOTAL</b>		<b><u>\$349,657.71</u></b>

## DEARBORN LIBRARY COMMISSION

**Marcel Pultorak**, Chairperson

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

**Dr. Alex Shami**, Vice-Chairperson

Term of Office: 10/3/1994 - 06/30/2009

**Nancy Zakar**, Secretary-Treasurer

Term of Office: 10/2/1998 - 06/30/2010

**Candyce Abbatt**

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

**Jihan A. Jawad**

Term of Office: 06/30/2008 – 06/30/2011

**David Schlaff**

Term of Office: 04/23/1996 - 06/30/2010

**Robert Taub**

Term of Office: 12/18/1968 - 06/30/2009

**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 a.m. - 8:30 p.m.

Friday-Saturday 9:30 a.m. - 5:30 p.m.

Closed Saturdays (Memorial Weekend - Labor Day Weekend)

Sunday 1:00 p.m. - 5:00 p.m. (September through May)

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**BRANCH LIBRARIES**

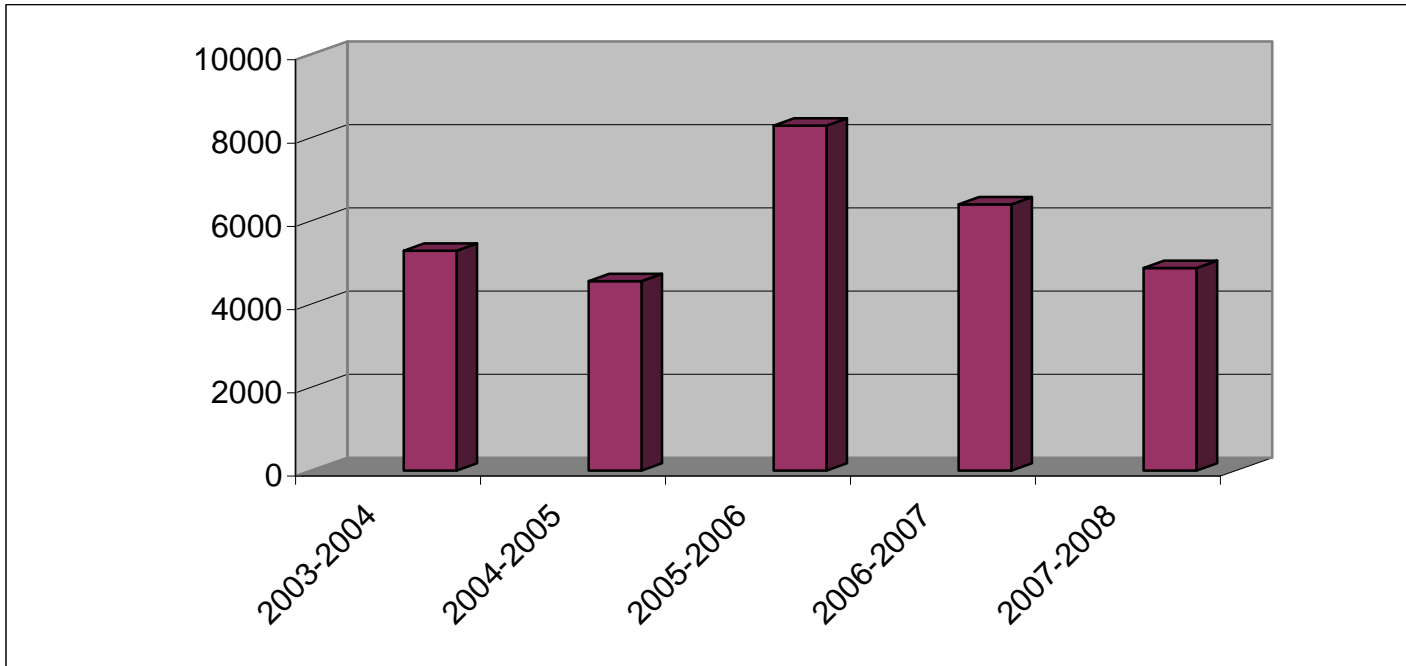
Monday – Tuesday	12:30 p.m. - 8:30 p.m.
Wednesday	10:30 a.m. - 5:30 p.m.
Thursday	12:30 p.m. - 5:30 p.m.
Friday	12:30 p.m. - 5:30 p.m. (June – August)
Saturday	12:30 p.m. - 5:30 p.m. (Sept – May)

VISUAL REPRESENTATION OF MANAGEMENT INFORMATION  
(LIBRARY STATISTICS)

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# Patrons Added to System for First Time

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008
<b>First Time Registrants</b>	5,278	4,551	8,284	6,392	4,868

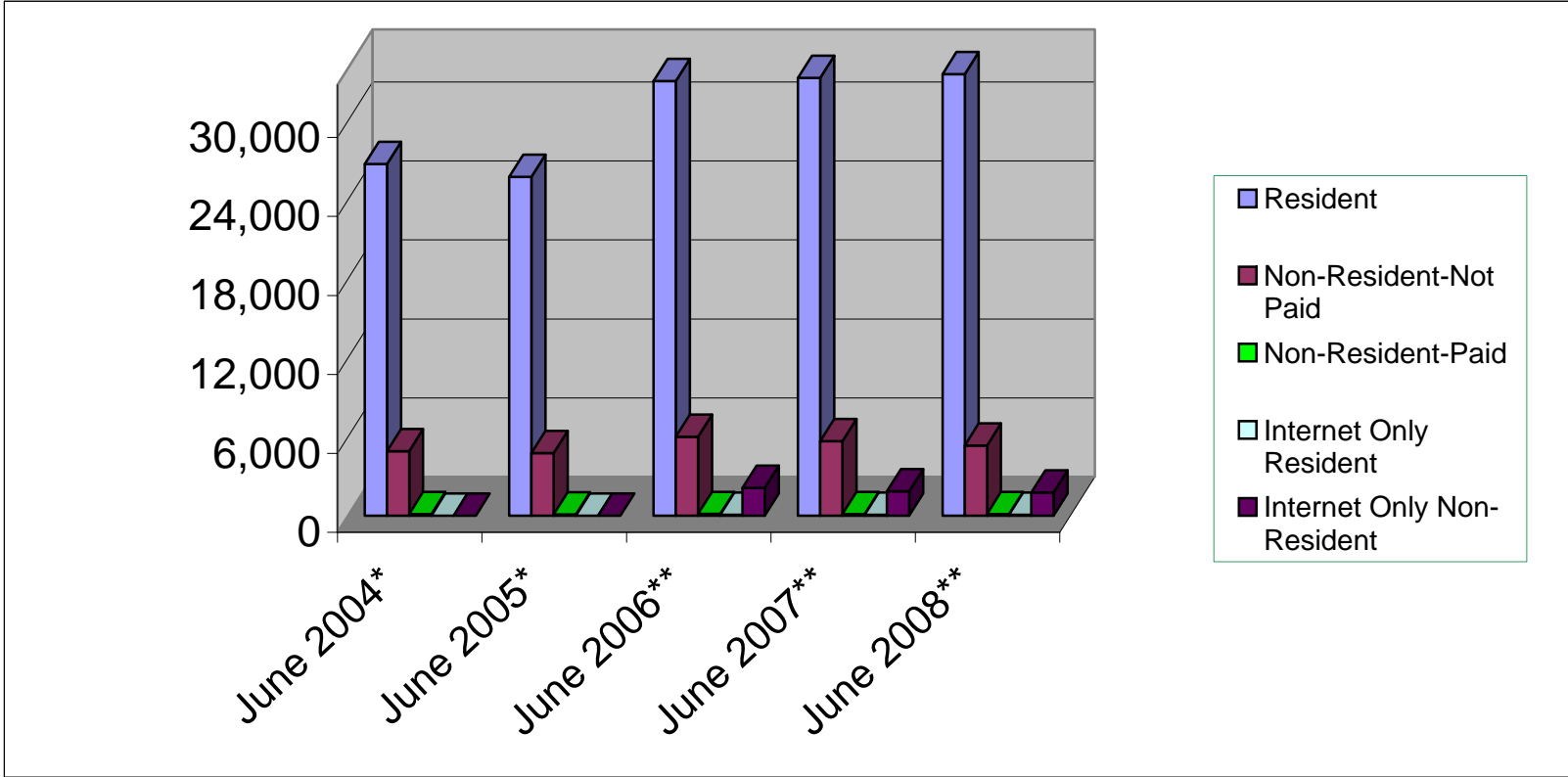


**Active Library Card Holders  
End of Each Fiscal Year  
2004-2008**

	June 2004*	June 2005*	June 2006**	June 2007**	June 2008**
Resident	26,710	25,735	33,023	33,259	33,533
Non-Resident-Not Paid	4,916	4,772	5,998	5,666	5,331
Non-Resident-Paid	119	103	138	132	120
Internet Only Resident	0	0	71	84	77
Internet Only Non-Resident	0	0	2,132	1,862	1,770
<b>TOTAL</b>	<b>31,745</b>	<b>30,610</b>	<b>41,362</b>	<b>41,003</b>	<b>40,831</b>

\*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 (State standard)



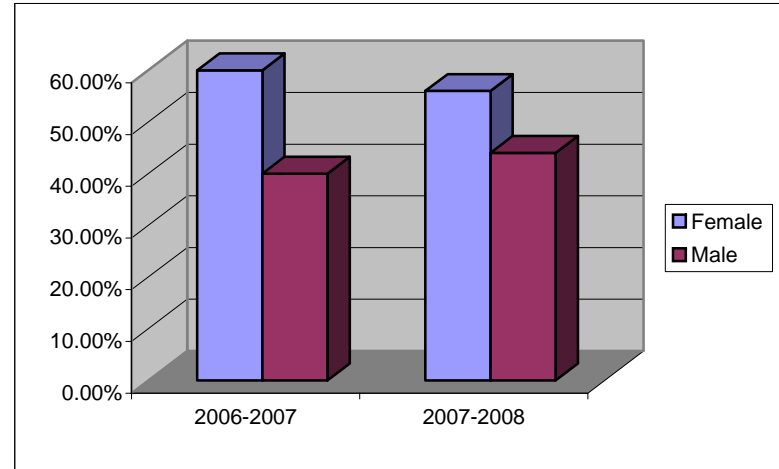
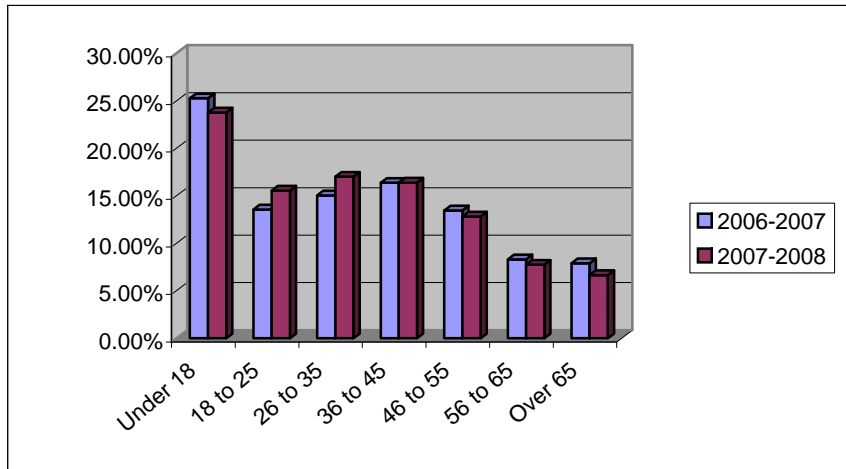
### Active Borrowers by Age and Gender\*

By age:

	2006-2007	2007-2008
Under 18	25.28%	23.78%
18 to 25	13.58%	15.55%
26 to 35	15.06%	17.02%
36 to 45	16.38%	16.40%
46 to 55	13.46%	12.83%
56 to 65	8.32%	7.76%
Over 65	7.91%	6.67%

By gender:

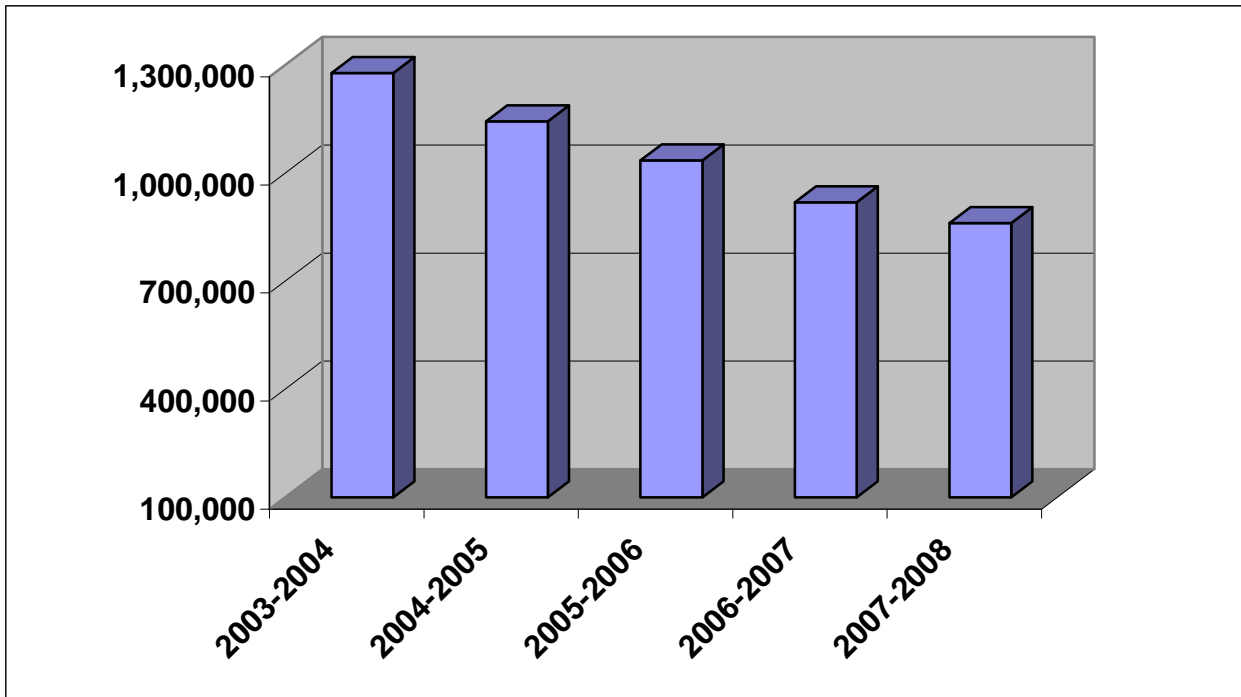
	2006-2007	2007-2008
Female	60.00%	56.00%
Male	40.00%	44.00%



\*Active Borrower is defined as a person who has used their library card once during the fiscal year

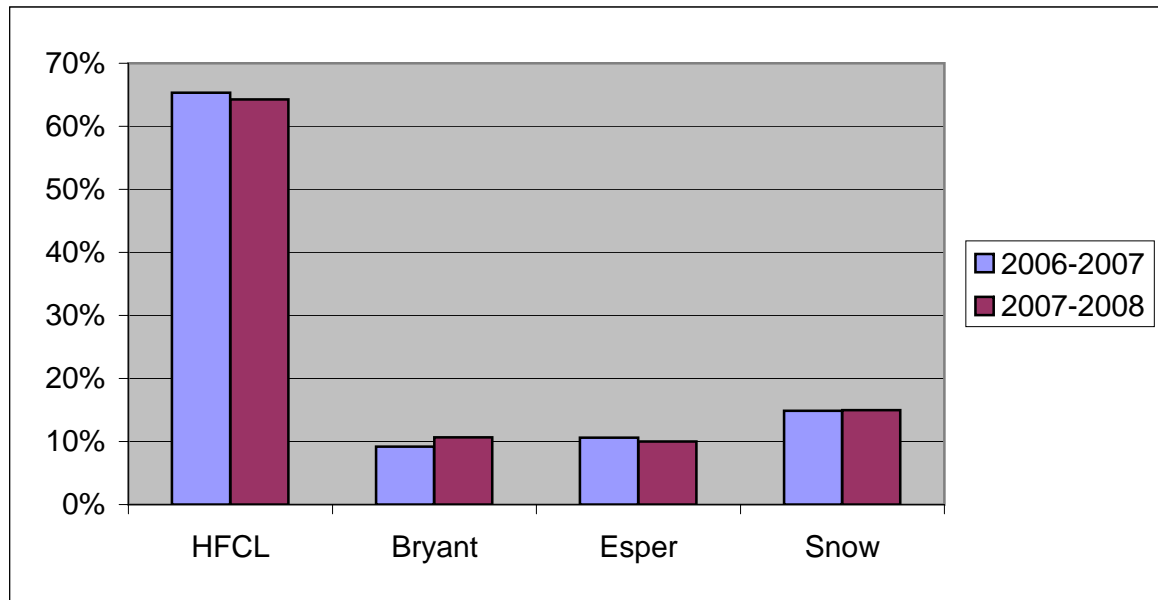
### Total Circulation

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008
<b>Total Circulation</b>	1,277,048	1,143,446	1,034,882	918,886	860,642



### Branch Percentage of Circulation

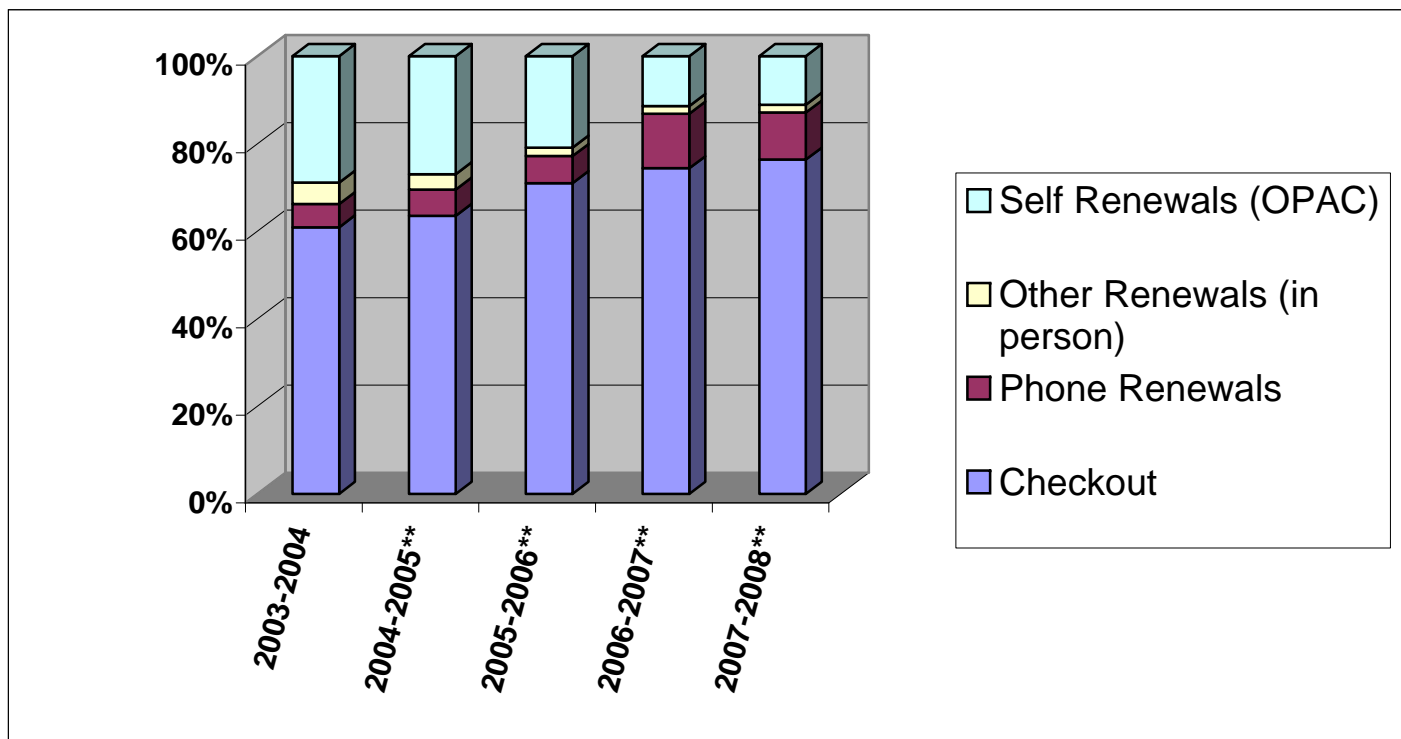
	2006-2007	2007-2008
HFCL	65.34%	64.26%
Bryant	9.17%	10.67%
Esper	10.60%	10.00%
Snow	14.89%	15.00%



### Type of Circulation Checkout / Renewal

	2003-2004	2004-2005**	2005-2006**	2006-2007**	2007-2008**
Checkout	777,823	726,282	734,797	683,626	657,161
Phone Renewals	67,484	68,687	63,703	114,711	92,598
Other Renewals (in person)	62,612	40,211	19,893	15,732	15,121
Self Renewals (OPAC)	369,129	308,266	216,489	104,917	95,762
<b>TOTAL CIRCULATION</b>	<b>1,277,048</b>	<b>1,143,446</b>	<b>1,034,882</b>	<b>918,886</b>	<b>860,642</b>

Renewal Limit changed from 6 to 2

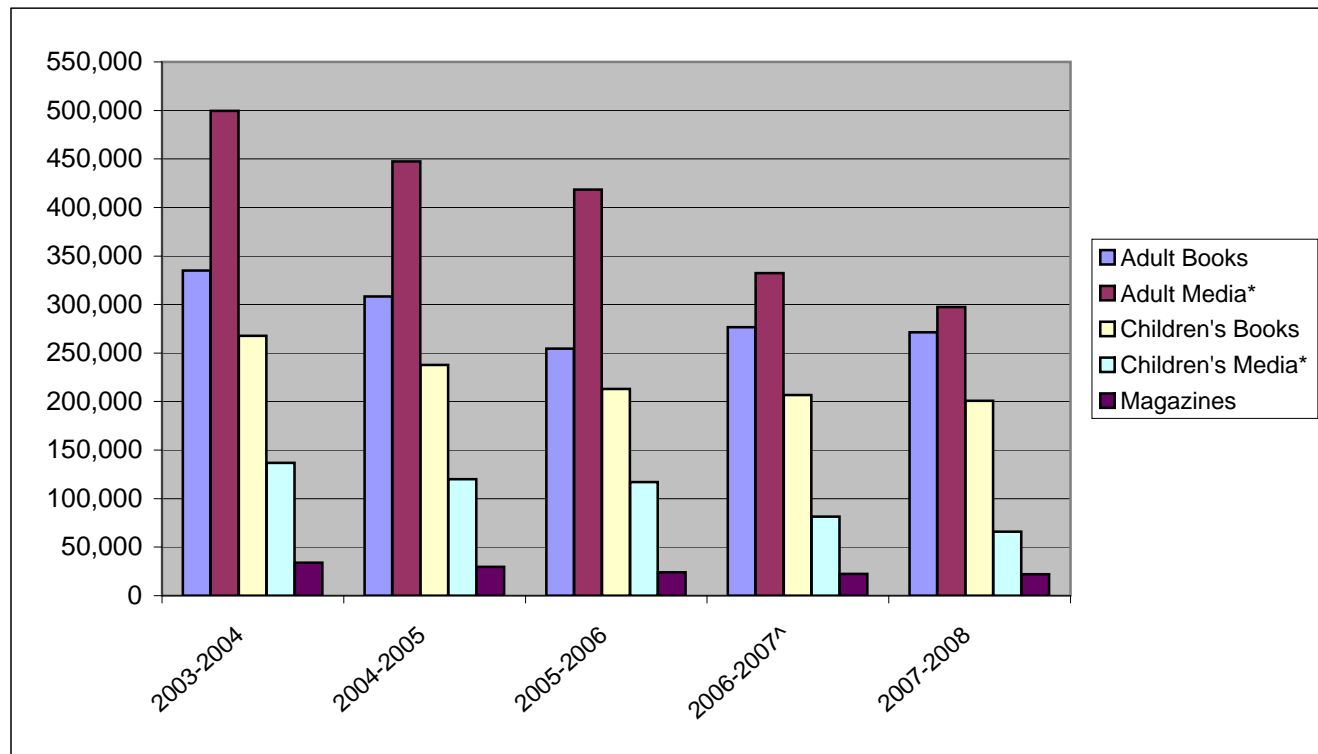


## Circulation by Format

	2003-2004	2004-2005	2005-2006	2006-2007^	2007-2008
Adult Books	334,857	308,249	254,679	276,588	271,397
Adult Media*	499,695	447,583	418,386	332,351	297,394
Children's Books	267,637	237,815	212,901	206,626	200,768
Children's Media*	136,746	120,159	117,055	81,470	66,071
Magazines	34,107	29,570	24,013	22,358	22,082

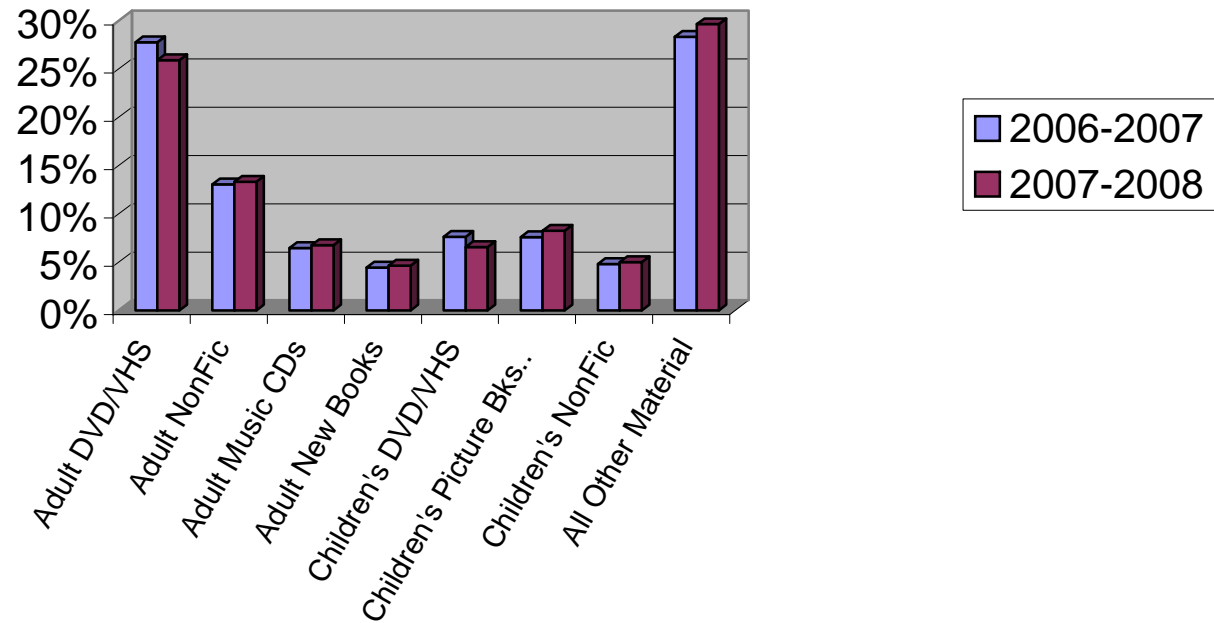
\* Media = Audio (CD, cassette, kits), Video/DVD, CD-Rom

^Loan period for video/DVD and CD increased



## Most Popular Circulating Items

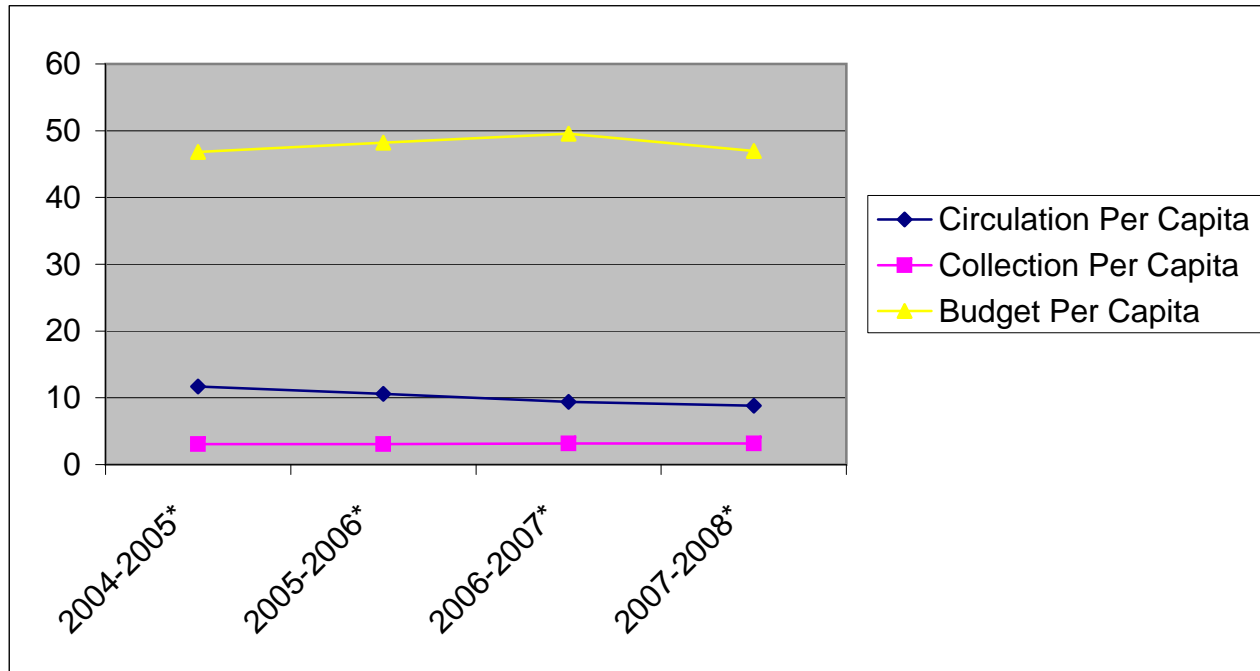
	2006-2007	2007-2008
Adult DVD/VHS	27.76%	25.91%
Adult NonFic	13.05%	13.30%
Adult Music CDs	6.45%	6.74%
Adult New Books	4.43%	4.64%
Children's DVD/VHS	7.62%	6.54%
Children's Picture Bks & Rdrs	7.59%	8.24%
Children's NonFic	4.79%	5.00%
All Other Material	28.32%	29.63%



## Per Capita Data

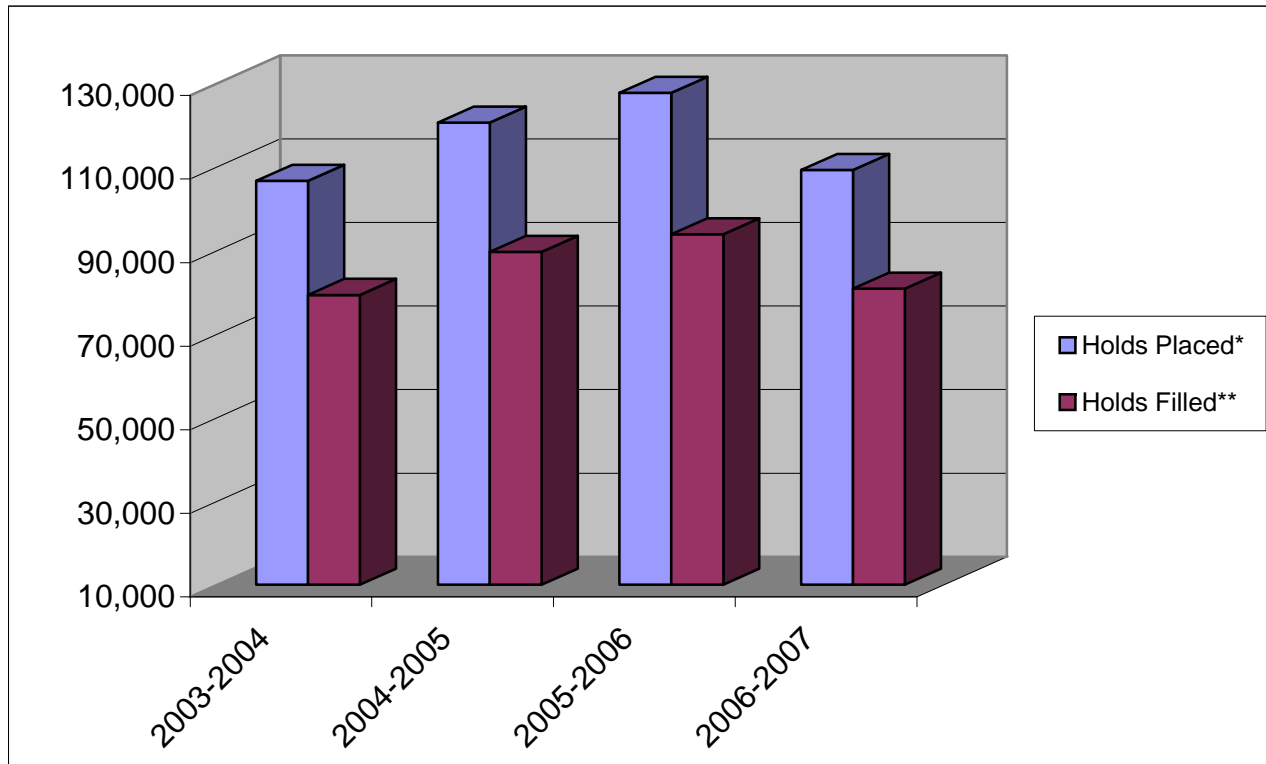
	2004-2005*	2005-2006*	2006-2007*	2007-2008*
Circulation Per Capita	11.69	10.58	9.4	8.8
Collection Per Capita	3.07	3.09	3.16	3.14
Budget Per Capita	46.84	48.19	49.57	46.95

\*Based on Population of 97,775



### Holds Placed/Filled

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008
Holds Placed*	106,703	120,615	127,720	109,325	113,358
Holds Filled**	79,378	89,669	93,875	80,900	85,312
<b>Percent Filled</b>	<b>74%</b>	<b>74%</b>	<b>74%</b>	<b>74%</b>	<b>75%</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.

## Computers

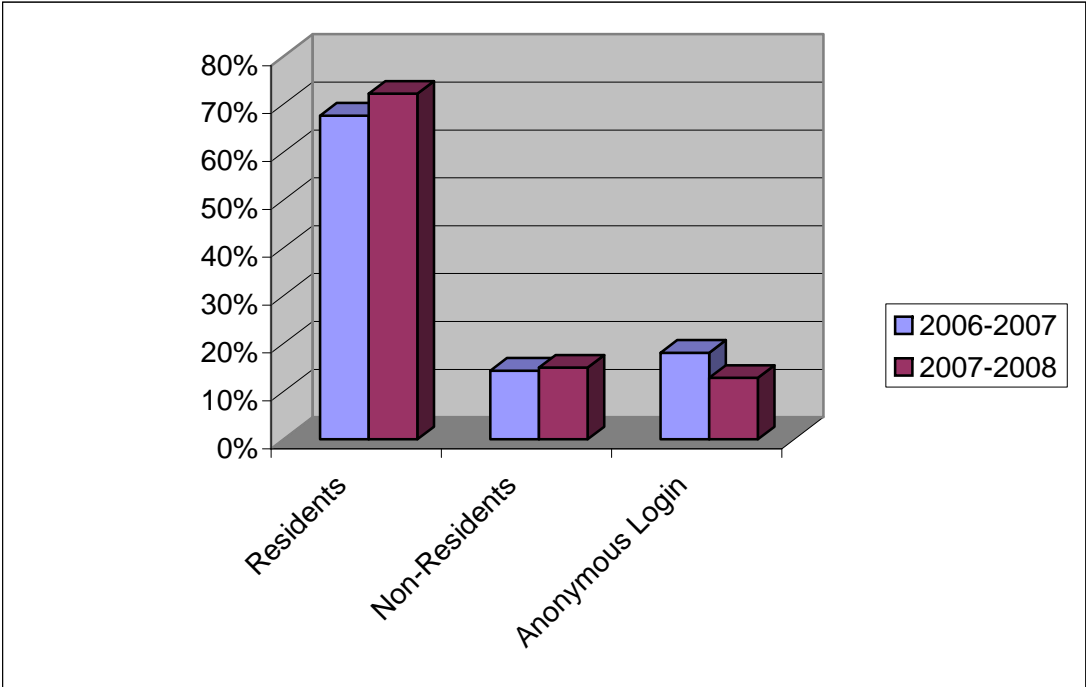
	2002-2003	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008
Public Internet PCs*	84	84	90	104	104	104
Public PCs**	59	57	46	49	54	54
Service Desk PCs	19	23	21	21	21	21
Staff PCs	63	65	62	54	56	56
Servers/Imagers	17	11	13	19	18	18

\*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

# In Library Public Computer Use by Residency

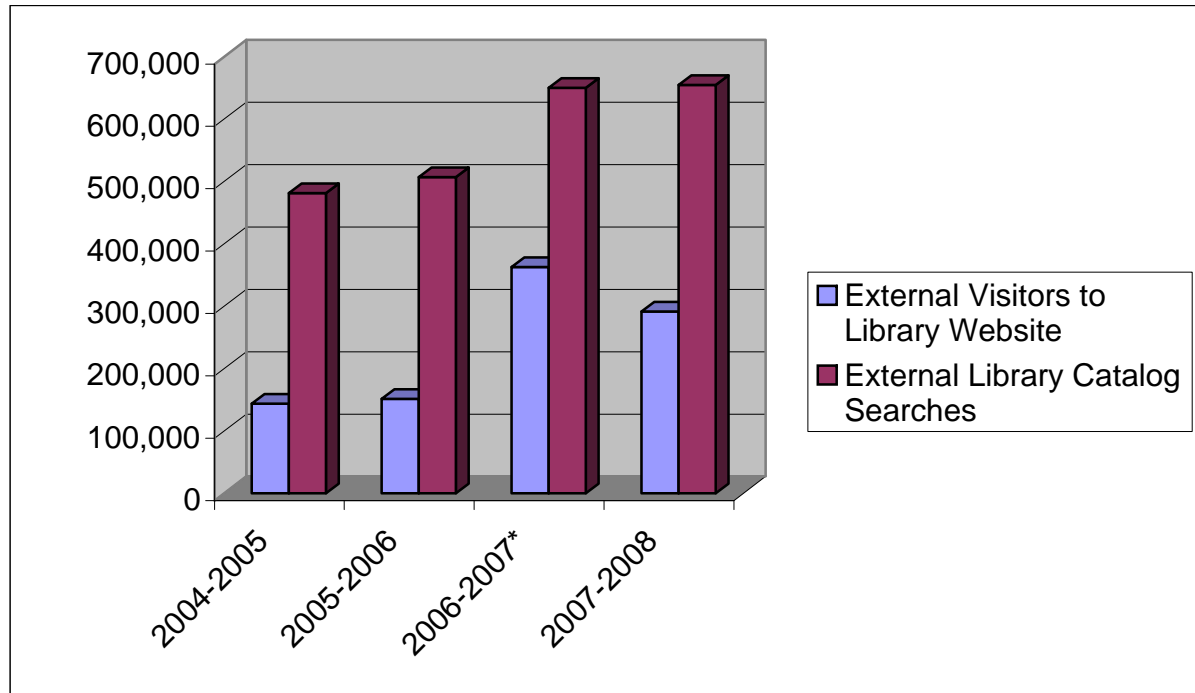
	2006-2007	2007-2008
Residents	67.60%	72.21%
Non-Residents	14.32%	14.97%
Anonymous Login	18.08%	12.82%



## Web Page Statistics

	2004-2005	2005-2006	2006-2007*	2007-2008
External Visitors to Library Website	143,831	151,490	362,707	291,379
External Library Catalog Searches	481,276	506,894	650,314	654,781

\*Purchased new software that we believe provides more accurate statistics.



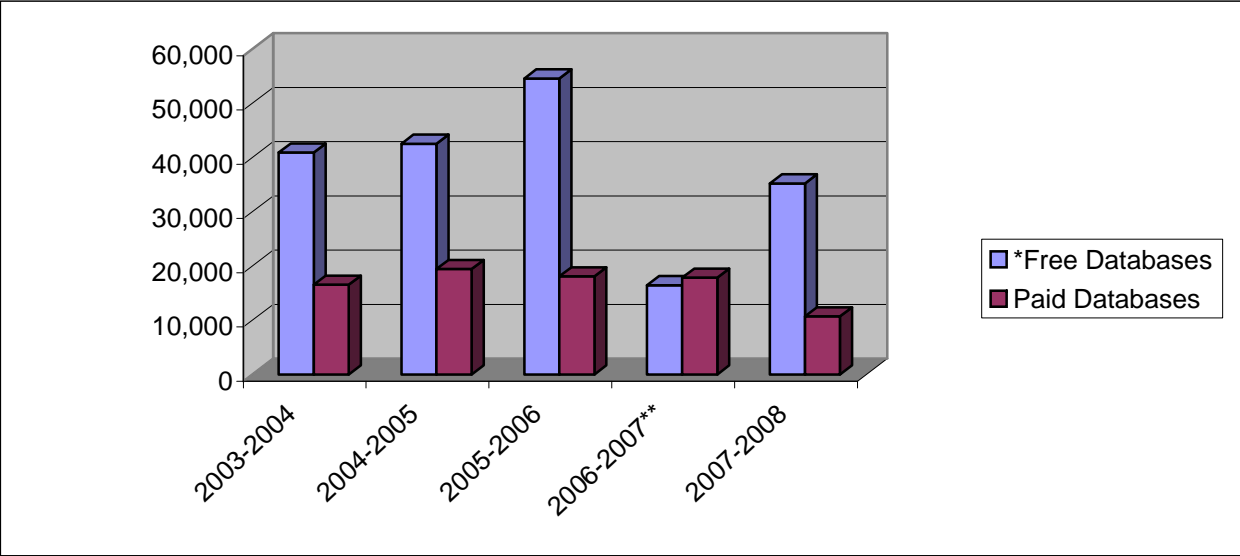
### Online Database Usage

	2003-2004	2004-2005	2005-2006	2006-2007**	2007-2008
*Free Databases	40,917	42,527	54,572	16,472	35,224
Paid Databases	16,568	19,426	18,085	17,838	10,709

\*Free from State of Michigan

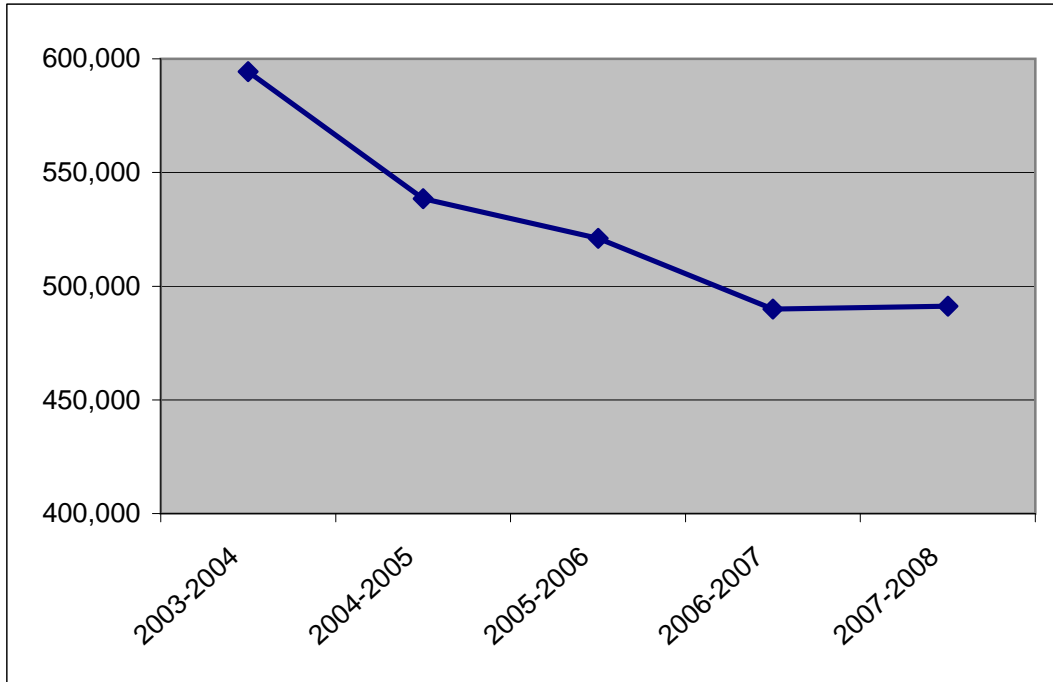
\*\*Gale Corp has changed their counting mechanism

While these statistics reflect usage, each year may reflect different online databases



# Library Visits

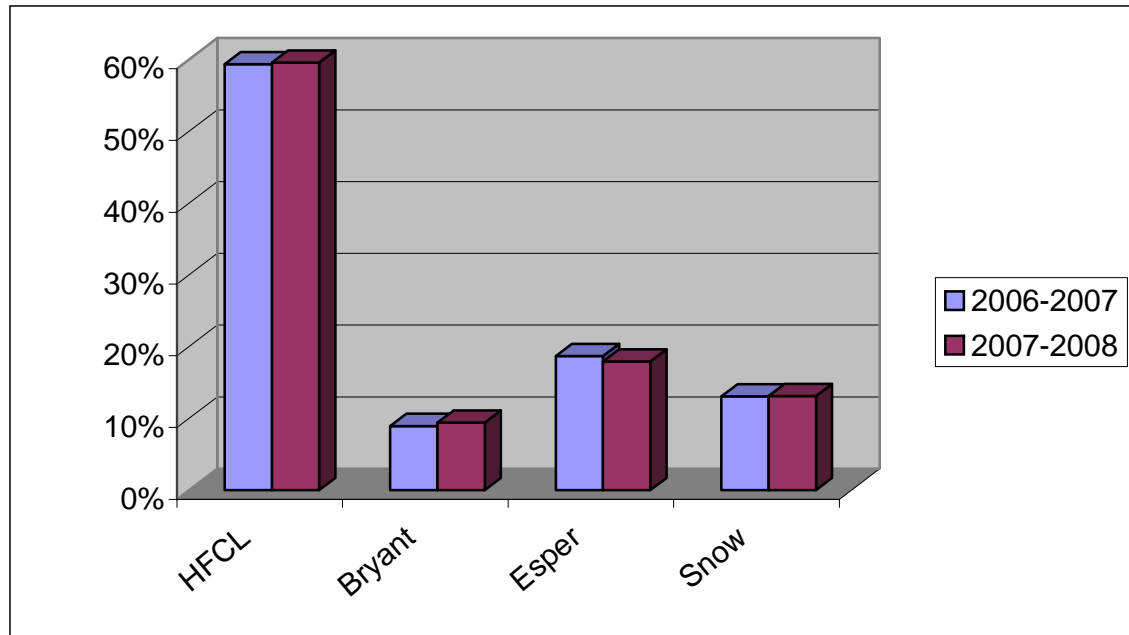
	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008
Library Visits	594,316	538,527	520,973	489,984	491,259



## Library Visits by Branch

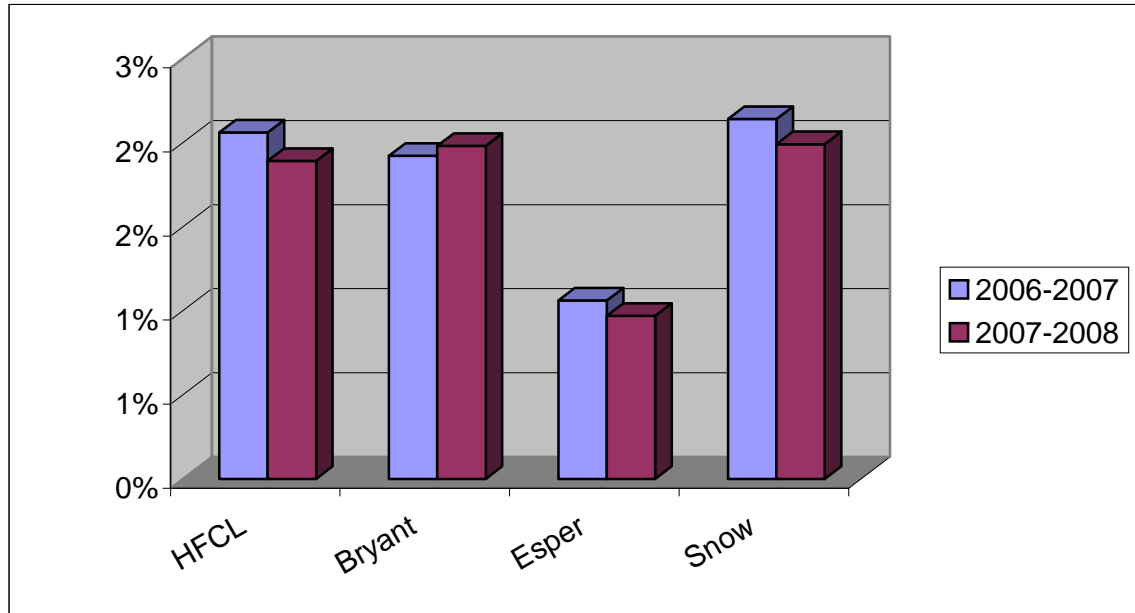
Attachment 7a

	2006-2007	2007-2008
HFCL	59.35%	59.57%
Bryant	8.93%	9.40%
Esper	18.68%	17.93%
Snow	13.04%	13.10%



# Library Visits to Circulation Ratio

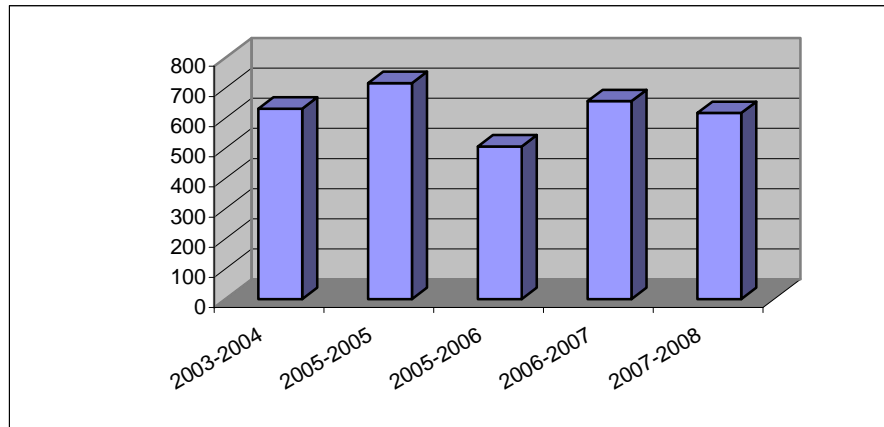
	2006-2007	2007-2008
HFCL	2.06%	1.89%
Bryant	1.92%	1.98%
Esper	1.06%	0.97%
Snow	2.14%	1.99%



## Library Programs

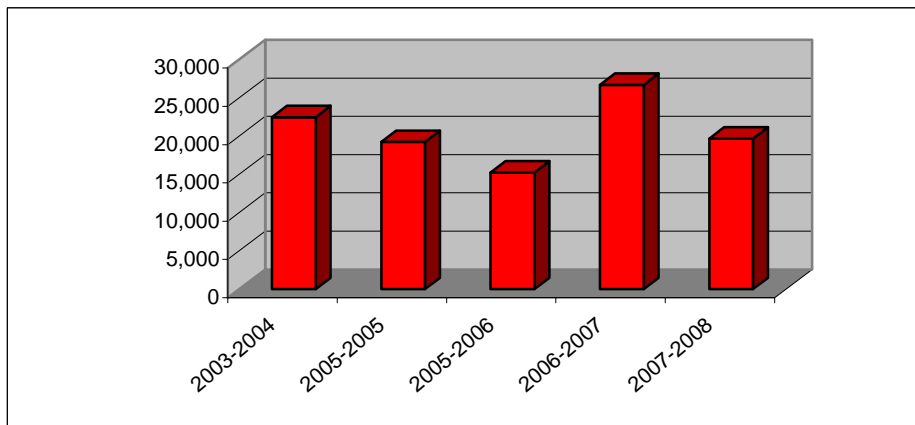
### Number of Library Programs

2003-2004	2005-2005	2005-2006	2006-2007	2007-2008
631	716	506	656	617



### Number of Participants

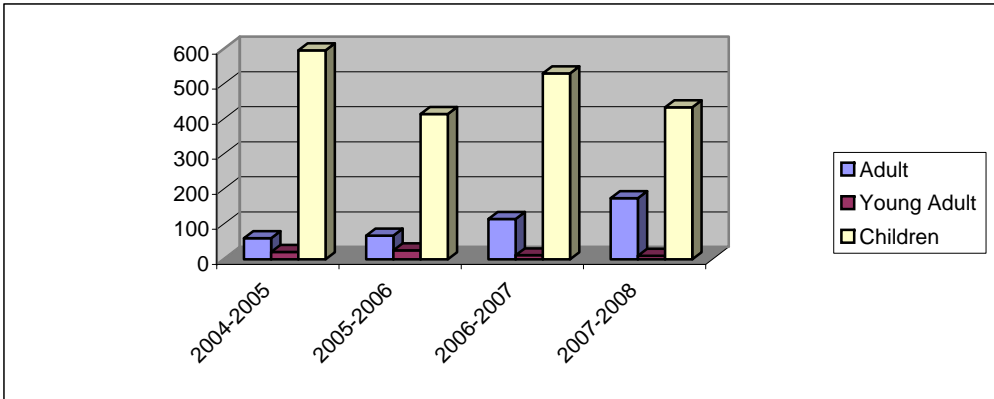
2003-2004	2005-2005	2005-2006	2006-2007	2007-2008
22,491	19,244	15,254	26,705	19,685



## Library Programs by Age Group

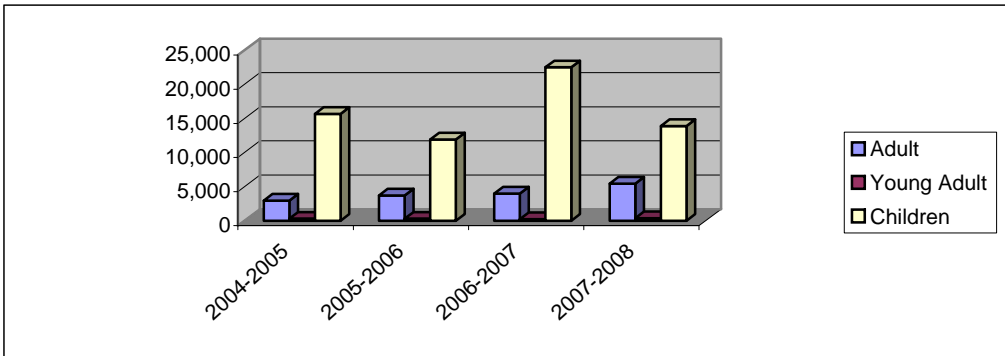
### Number of Programs

	2004-2005	2005-2006	2006-2007	2007-2008
Adult	60	67	115	174
Young Adult	21	25	11	10
Children	596	414	530	433



### Number of Participants

	2004-2005	2005-2006	2006-2007	2007-2008
Adult	2,966	3,718	3,987	5,439
Young Adult	312	311	237	373
Children	15,661	11,918	22,481	13,873



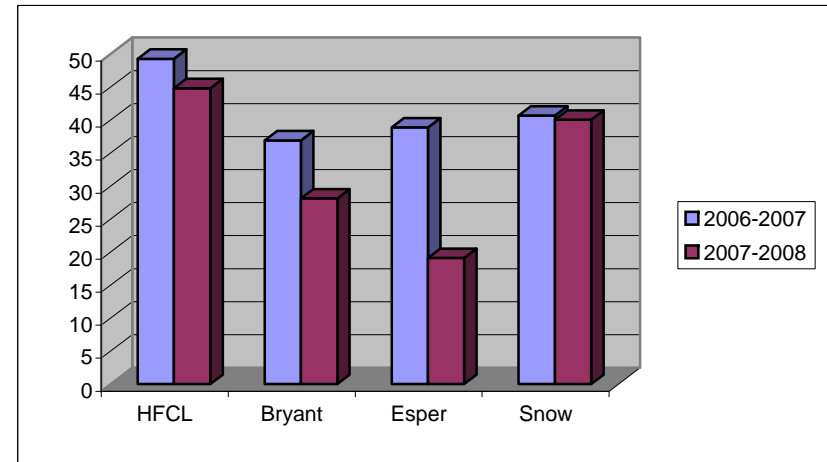
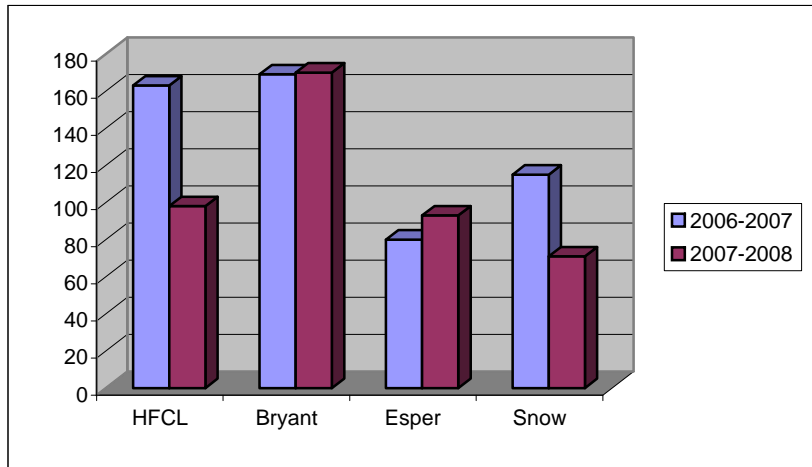
## Children's Programs By Branch

### By Branch

	2006-2007	2007-2008
HFCL	163	98
Bryant	169	170
Esper	80	93
Snow	115	71

### Average Participation

	2006-2007	2007-2008
HFCL	49.29	44.83
Bryant	36.92	28.14
Esper	38.90	19.12
Snow	40.68	40.06



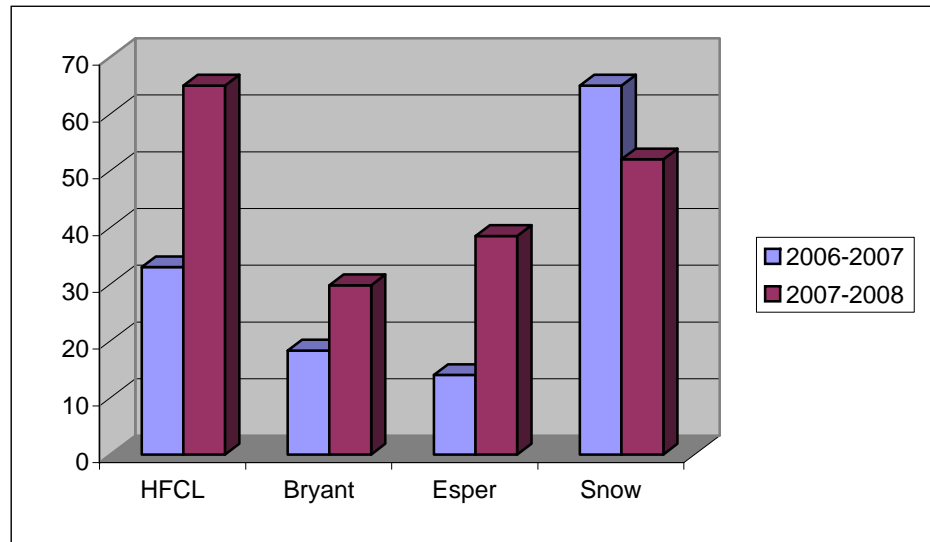
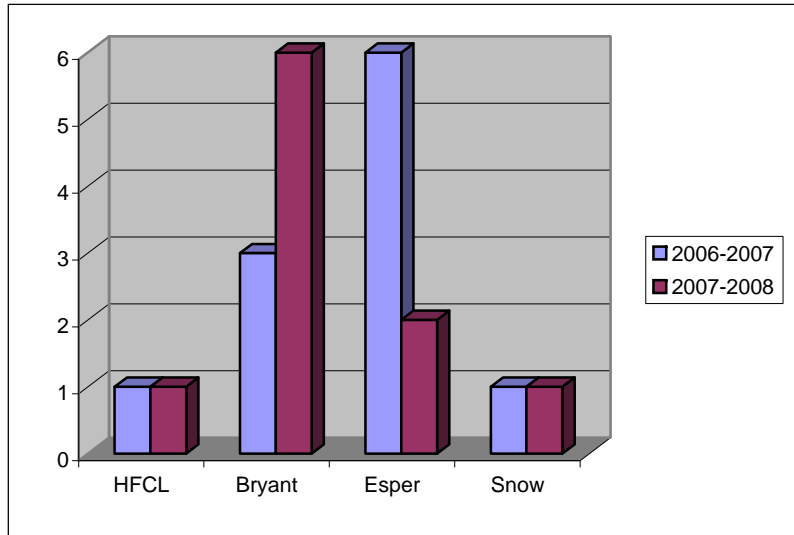
# Young Adult Programs by Branch

## By Branch

	2006-2007	2007-2008
HFCL	1	1
Bryant	3	6
Esper	6	2
Snow	1	1

## Average Participation

	2006-2007	2007-2008
HFCL	33.00	65.00
Bryant	18.33	29.83
Esper	14.00	38.50
Snow	65.00	52.00



# Adult Programs By Branch

## By Branch

	2006-2007	2007-2008
HFCL	84	144
Bryant	10	14
Esper	3	1
Snow	17	14

## Average Participation

	2006-2007	2007-2008
HFCL	34.10	26.79
Bryant	27.90	31.36
Esper	20.00	38.00
Snow	25.53	62.43

