

**CITY OF DEARBORN**  
**DEPARTMENT OF LIBRARIES**

**ANNUAL REPORT**  
**September 01, 2009**

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

**Maryanne Bartles, Library Director**



*Dearborn*  
Public Library

Henry Ford Centennial  
Bryant Branch  
Esper Branch  
Snow Branch

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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 55 part-time employees for a total of 63.34 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 870,252 items to patrons, a slight increase over the last fiscal year. Our next largest service is assisting patrons with reference or other questions either in person, by telephone or by e-mail. On average, staff addressed more than 110,000 patron inquiries each year. Our third major service is programming. During FY 2008-2009, library staff coordinated 626 programs with a total

attendance of 23,485 citizens, a 21% increase from the previous year. In addition, we provide an outreach service to the homebound and deposit collections at eight senior citizen housing units. We delivered 1,222 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 46 for a list of Library Commissioners). Each commissioner serves a three-year term and may be reappointed. The Library Commission deals with library 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 the purchase of books on audiocassette in order to direct more funds for the purchase of books on CD and in digital format (September 2008)
- Raised the fine threshold from \$5 to \$10 so patrons can continue to checkout and use other library services (September 2008)
- Revised the Public Computer Use Policies and Procedures to include patron use of personal devices through the library's wireless connectivity (October 2008)
- Changed the Library Commission By-Laws to reflect changes in the City Charter and to specify how many votes are necessary to adopt a resolution or take action (November 2008)
- Changed library hours so that summer hours begin on June 1 and end on Labor Day, rather than Memorial Day weekend through Labor Day (November 2008)

- Removed the restriction on personal use of an institutional library card (December 2008)
- Presented Library Commissioner Robert Taub with a citation by Mayor O'Reilly, celebrating Mr. Taub's 40 years as a Dearborn Public Library Commissioner. Cake and coffee were served. Mr. Taub was also given a new library book bag with the new library logo (December 2008)
- Approved the addition of video games to the children's and young adult collections, with a one week checkout, limit of two games and two holds per card until the collection is larger (December 2008; February 2009)
- Re-elected Marcel Pultorak as Commission Chair, Nancy Zakar as Vice-Chair and Jihan Jawad as Secretary-Treasurer (June 2009)
- Welcomed new library commissioner, Antonia Straley who is filling the vacancy created by Dr Alex Shami. Mrs. Straley's term will be July 1, 2009 through June 30, 2012 (June 2008)

Dr. Alex Shami's term as a library commissioner ended on June 30, 2008, after 15 years of service.

### Library Foundation

Fiscal Year 2008-2009 was another busy year for the Dearborn Library Foundation. Throughout the year, the Foundation's energies were devoted to the development of a direct mailing marketing/donation campaign. Foundation Board member Elizabeth Naito was instrumental in the creation of a tri-fold brochure which was delivered to about 10,000 homes in Dearborn. As of June 30, 2009, approximately \$3,000 was donated by the community as a direct result of the campaign.

New Board Members include Anina Bachrach and Pam Lovell in July 2008; Maggie O'Sullivan in August 2008 and Elizabeth Naito in September 2008. Unfortunately, board members Elizabeth Naito, Maria Dwyer, Aaron Sikora and Allison Fishwick resigned at the end of the fiscal year. Remaining board members are President Steve Roberts, Secretary Steve Schroeder, and directors Nancy Auffenberg, Anina Bachrach, Pam Lovell and Maggie O'Sullivan. Three new board members, Karl Beuckelaire, Henry Fradkin, and Sandra Lethbridge joined in June 2009.

#### Friends of the Library-Dearborn

Friends of the Library Dearborn (FOLD) received a Small Raffle License from State of Michigan Charitable Gaming Division. This enables them to conduct 50/50 raffles or other types of raffles at their monthly programs held at HFCL (Henry Ford Centennial Library). This license takes them through the 11-3-09 program and must be reapplied for any dates in 2010 and beyond.

While FOLD has always offered a modest selection of books for sale on the 2<sup>nd</sup> floor at HFCL, they purchased a larger book shelving unit and are offering approximately 50 books for sale on a regular basis.

#### Building Upgrades / Capital Projects

- Glen Michaels' tapestry at HFCL cleaned, repaired and re-hung by DIA textile conservator Howard Sutcliffe and mount maker Jim Storm (July 2008)
- HFCL Auditorium stage made deeper by City of Dearborn carpenter Steve Adams (July 2008)
- Flat roof at Bryant Branch Library repaired (August 2008)

- HFCL roof power-washed to remove dark spots which are deteriorating sealant (August 2008)
- Repaired water-damaged plaster on mezzanine at Bryant Branch Library repaired (October 2008)
- Repaired mortar and power-washed Bryant Branch Library (October 2008)
- Installed new security gates at Snow Branch Library (November 2008)
- Installed additional security cameras at Esper Branch Library (February 2009)
- Renovated computer training room at HFCL (April 2009)
- Began work on Welcome Center and Chamber of Commerce offices and conference room at Bryant Branch Library (April 2009)
- Re-carpeted Esper Branch Library (April 2009)
- Awarded contract for renovation of HFCL Children's boys and girls restrooms into a one-family ADA restroom (May 2009)
- Cleaned and restored USA mural map at HFCL, by artist Glen Michaels (May 2009)
- Began work on renovation of two restrooms on 2<sup>nd</sup> floor at Bryant Branch Library (May 2009)
- Cleaned and restored Punch and Judy sculpture, by artist Glen Michaels (June 2009)
- Completed painting project Phase I (November 2008 through June 2009)
- Completed design for conference rooms on HFCL Mezzanine (June 2009)
- Completed tuck point repair at Snow Branch Library (June 2009)

### Building - Physical Arrangement

- Re-arranged Young Adult area at Henry Ford Centennial Library to accommodate additional shelving for upcoming new graphic novel and video game collections and to create a true "Teen Zone" with seating, giving teens a sense of privacy and ownership at the library (June 2009)

### Cost Savings or Revenue Producing

- Began sale of "green bags" (recycled cotton/soda bottle totes) as a step in the elimination of library purchase of plastic bags (December 2008)
- Sold 16mm collection on EBay as an entire "as-is" lot for an astonishing \$6,677.00 (May 2009)
- Reviewed standing order reference material and eliminated titles no longer used due to reliance on online databases. Cost savings approximately \$4200 (June 2009)
- Increased revenue trend: internet user fees up 6% above projection; copier/printer fees up 29% above projection; library fines and fees 2% above projection.

### Customer Service

- Installed new SARA machine at Henry Ford Centennial Library, allowing patrons with limited/no vision to have documents (books, mail, newspapers etc) read aloud (August 2008)
- Added initial collection of MP3 audio books to the shared digital media collection. The opening collection consists of 300 titles that can be transferred to a wide range of devices including iPods (August 2008)

- Added four databases, all with remote patron access: Gale LCO (includes both Children's Literature Review and Contemporary Literary Criticism - paper copies back file and ongoing), Proquest Culturegrams; Ebsco Small Engine Repair and Ebsco Home Improvement Center (October 2008)
- Increased maximum fine threshold from \$5.00 to \$10.00 to allow patrons with balances additional opportunity to pay off charges while continuing to use the library (October 2008)
- Began offering "green bags" (recycled cotton/soda pop bottle totes) for sale (December 2008)
- Installed wireless computer access through Envisionware at Henry Ford Centennial Library, Esper Branch Library and Snow Branch Library (Bryant installed Open Dearborn Wireless last year) (December 2008)
- Completed the International Cinema Collection project (December 2008)
- Began accepting MasterCard and Visa for fines payments (HFCL- October 2008, branches-January 2009)
- Upgraded TeleCirc, our automated telephone response system, due to end of life of previous version (April 2009)
- Continued for year two, Museum Adventure Pass program allow patrons to check out free passes to local museums (October 2008)

### Programs

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

- Bryant Library participated in the Fall into Dearborn 2008 festivities with scarecrow drop-off and judging (October 2008)
- Classics Revisited program debuted at Henry Ford Centennial Library with a discussion of *Wuthering Heights* (January 2009)
- State of the City Address, delivered by Mayor John B O'Reilly Jr., at the HFCL Auditorium (February 2009)
- Dearborn Public Library partnered with Arab American National Museum on their Big Read program, hosting two programs – one at Henry Ford Centennial Library and one at Esper Branch Library - which tied in with the setting of the book *The Thief and the Dog*. In addition, library received multiple copies of the book for the collection (February 2009)
- Dearborn Everyone's Reading 2009 - Community wide reading program to promote community dialogue through the shared experience of reading and discussing the same book. Various programs related to issues and topics in the selected book, *Finding My Voice* by Diane Rehm, were offered to enhance the reading experience (February – April 2009)
- Bookmarks and other items given to dog owners walking past Bryant Library during the annual Mutt Strut (May 2009)
- Library services presentation given to Dearborn Rotary and Dearborn Kiwanis (May-June 2009)
- Partnered with Henry Ford Community College Fine Arts Department to present two weekend performances of one act plays in the Henry Ford Centennial Library auditorium (June 2009)

- Farmers' and Artisans' Market moved to Bryant Library area (June 2009-October 2010)

#### Staff Efficiencies/Training/Communication Initiatives

- Purchased and installed utilities from Alpha G Consulting to better manage Horizon system (e.g. purge patron database and zero circulation reports)
- Staff attended a variety of workshops and training sessions, including: *Michigan PR Group Meeting, Art of Giving Great Service, a ZingTrain workshop, Online Reference Database training, Joomla training* and various customer service training sessions

#### Technology

- Installed headphone cable extenders at all Internet computers (January and February 2009)
- Merged library Altiris server into city Altiris server, resulting in a more streamlined setup for the City, and benefit for the library by our use of the most up-to-date versions of the software, support, and most importantly the help-desk feature which did not work on our older version of the software (November 2008)

#### Volunteers

- Volunteers processed 6,541 paperback books
- Friends of the Library-Dearborn (FOLD), through their monthly used book sale and sale of products such as totes and flash drives, raised \$25,189 for the library

#### Other Significant Activities

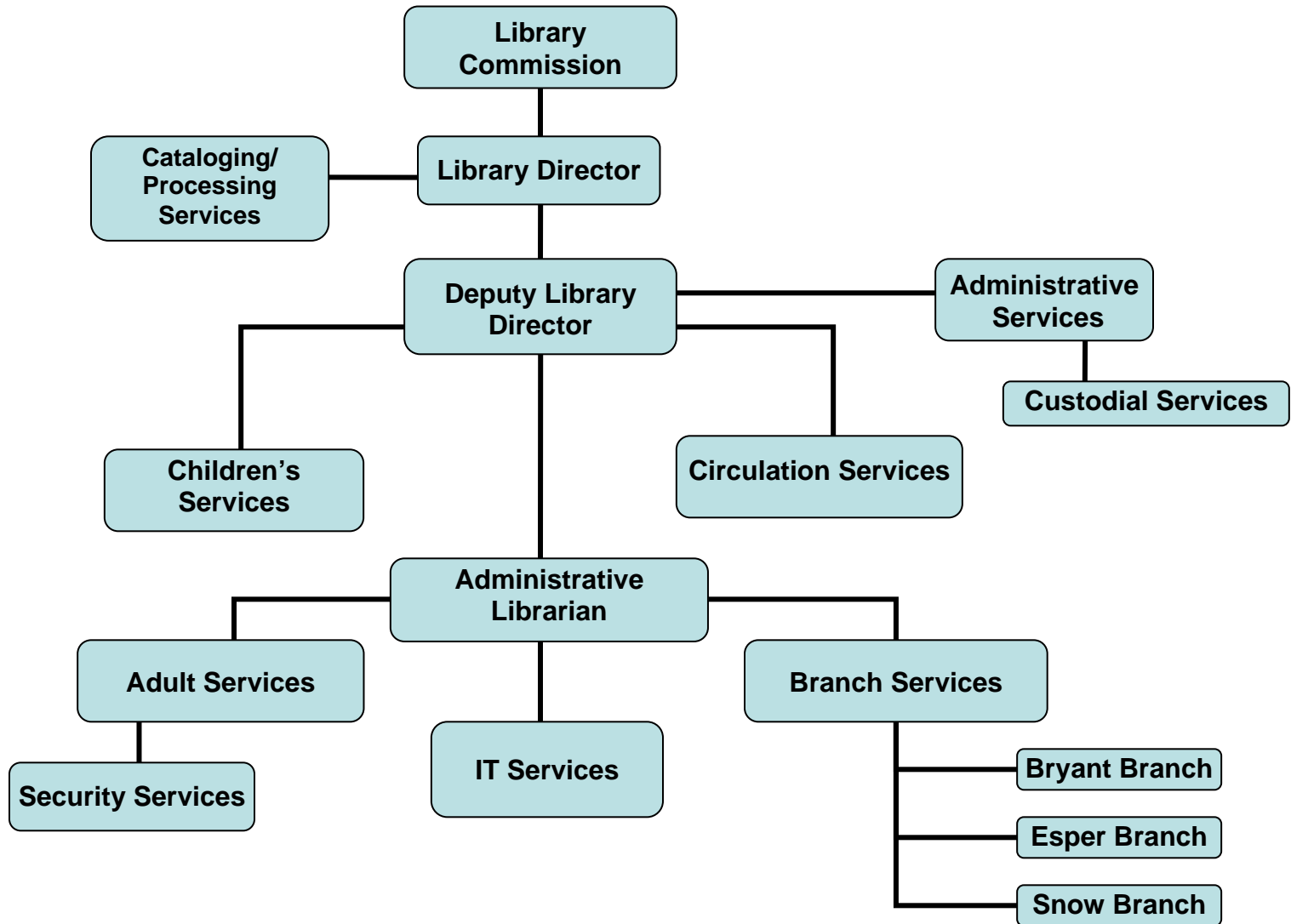
- JCI Design created library logo for the Dearborn Public Library (August 2008)

- Rebecca Hermen, Librarian I, promoted to Librarian II, supervisor of Children's services at Henry Ford Centennial Library (August 2008)
- Output measures, a public library benchmarking tool, conducted (Fall 2008 and Spring 2009)
- Susan LeBeau, Assistant Librarian, promoted to Librarian I in Children's-Henry Ford Centennial Library (December 2008)
- Snow received 2008 Business Standard of Excellence Award from the City Beautiful Commission for outstanding year-around exterior beautification and maintenance (May 2009)
- Dennis Jameson, Assistant Librarian, promoted to Library Systems Specialist (May 2009)
- Garden Club's Blue Star Memorial Marker dedicated near Bryant Branch Library (June 2009)

### **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 26% of our total program attendance.

## **MAJOR FUNDING SOURCES**

### ***General Fund***

The library system receives 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 2008-2009 Monies Received on page 45.

### **MAJOR EXPENDITURE CATEGORIES**

***Personnel Services:*** 78%

***Operating Expenses:*** 6%

***Supplies:*** 2%

***Capital Outlay (Materials and Equipment):*** 14%

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

**Goal 1: Complete phase two of the surveillance camera project by adding additional cameras to Esper Branch Library if HUD funding becomes available.**

This goal is complete. HUD funding of \$9,992 was made available. (February 2009)

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

This project is 75% complete. In-person credit card payments are offered at all libraries (October 2008-February 2009). Next fiscal year we will complete online credit card acceptance.

**Goal 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.**

This goal did not receive funding from the Dearborn Library Foundation. The Foundation focused their energies on a fund-raising campaign.

**Goal 4: Complete Phase Two of the signage project.**

This project is complete (October 2008).

**Goal 5: Complete upgrade (stage and equipment) in the Henry Ford Centennial Library auditorium**

The Henry Ford Centennial Library stage was enlarged in July 2008. The contract to upgrade the audio-visual equipment was awarded in June 2009 and work will begin in late July 2009.

**Goal 6: Complete the development of the Library logo.**

This goal is complete. The design of the new library logo was delivered by JCI Design in August 2008.

**Goal 7: Complete the cleaning, repair and re-hang of the tapestry at the Henry Ford Centennial Library.**

This goal is complete. Howard Sutcliffe, curator of textiles at the DIA, completed the project in July 2008. Jim Storm, mount maker at the DIA, fashioned a more appropriate hanging system. Tom DeLage and the Building Services crew re-worked the lighting above the tapestry.

**Goal 8: Continue work on repair or other solution for the penthouse panels at HFCL.**

This goal is not complete. It appears that the panels can be repaired at a lesser cost than the bids from 2006. This capital project was deferred until 2010-2011.

**Goal 9: Restore cornices at Bryant Branch Library.**

The contract to repair the cornices has been awarded but work will not begin until mid July 2009.

**Goal 10: Begin work on the HFCL wallpaper replacement project.**

This goal is not yet started.

**Goal 11: Begin work on the HFCL mezzanine renovation project.**

The design of the mezzanine renovation project has been completed. The architect at AEW has begun work on the bid package.

**Goal 12: Begin work on the library re-lamping project.**

Due to limited funding, this project has been scaled back and will focus on the Bryant Branch Library. We have met with the lighting expert at URS and have received preliminary information regarding Bryant.

**Goal 13: Begin work on the Esper Branch Library carpet replacement project.**

The goal is complete. (April 2009)

**Goal 14: Begin work on the wall repair and ceiling tile repair/replacement project.**

This goal is ongoing. Wall and ceiling repairs were completed at Bryant Branch Library (mezzanine) and at the Henry Ford Centennial Library (1<sup>st</sup> floor public training room)

**Goal 15: Continue working with the Dearborn Library Foundation to develop a donation / grant program for library enhancements.**

This past fiscal year, library staff assisted the Foundation in preparing and mailing a tri-fold brochure to 10,000 Dearborn households.

**Goal 16: Adapt our service mix to reduce staffing and funding.**

The vacant Microcomputer Specialist position has been re-evaluated and a new position of Library Systems Specialist created. This position requires a bachelor's degree as well as computer skills and is at a salary grade one step below the Microcomputer Specialist position. The position was filled by the promotion of an Assistant Librarian and we are working with City Administration regarding the vacant Assistant Librarian 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 2,725 new items processed each month. Approximately 32,705 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 20 days, a 73% decrease over the previous year. On average, there are approximately 9 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 2008-2009, 39,516 items were deleted. The collection totaled 299,265 items at the end of the fiscal year. Total value of the collection is \$5,965,842. The library online databases continue to grow in popularity. The library subscribes to a total of 55 databases (eleven are paid subscriptions and 46 are without charge subscriptions provided through the Michigan Electronic Library).

### **Circulation Services**

Check out of material by patrons increased by 1% this fiscal year and traffic increased by 4%. The library has 39,764 active card holders (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). In Fiscal Year 2008-2009, 117,953 holds were placed, which is a 4% increase. E-mail notification of holds and overdues continues in popularity, with over 9,107 signed up for this service, which is a 21% increase.

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 2008-2009, Unique generated \$13,606.95 more cash than they billed in fees. In addition, they recovered \$16,142.78 in materials. This translates into over a \$4.50 return for each \$1.00 we invest.

In April 2008 we contracted with Unique to send out overdue mailers. Fiscal Year 2008-2009 was the first full year with this service. Outsourcing overdue mailers eliminates

staff time preparing and printing the mailers as well supplies and postage associated with sending out the mailers. Also eliminated is the time spent by staff in the City Mail Room. The new notices are much easier to read (letter rather than carbon crash mailer) and patrons receive them in the same timely manner as when the library staff was responsible for this task. In Fiscal Year 2008-2009, Unique invoiced the library \$6,459 for the overdue mailer service. In the past, when library staff processed the overdue mailers, our annual costs were \$5,200 for postage for the mailers and \$2,096 for supplies (crash mailers and some envelopes). Additionally, we reduced part-time staff hours by ten hours per week for a savings of \$4,500. Total annual savings is approximately \$5,300.

### **Programming Services**

The library continues to offer a wide range of activities for people of all ages. For families and children, our Youth Services 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 Youth Services staff offers a Summer Reading Program for children age birth through 12. Participation in the 2008 Children's Summer Reading Program was comparable to the previous fiscal year with 1,390 children registered. Children read a combined total of 7,505 books over the summer months, translating into a whole lot of pages!

The Annual Children's Bookmark Contest elicited over 1100 entries. Ten winners were chosen and a reception was held for the first time in May since Children's Book Week was moved nationally to this month. There was a nice event with 82 people in

attendance. Library Director Maryanne Bartles 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 2008 Teen Read Summer Program with 180 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 220 teens subscribing to the two teen *BookLetters*<sup>™</sup> service. Additionally, we currently have 169 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 2008 Adult Summer Reading Program attracted 222 adult readers. Adult programming also included the ever-popular Blockbuster Movie Series which is sponsored by the Friends of the Library-Dearborn (FOLD). Forty-six films were shown during the 2008-09 season with total attendance of 3,133. In addition, FOLD offers monthly programs for adult audiences that are very well-attended. During Fiscal Year 2008-2009, these programs attracted over 900 patrons. Of note, (pun intended) the final program in May, which featured an entertaining jazz trio, filled the auditorium with over 208 people.

In August 2008, the library held its fourth Annual Reading Wrap-Up Party. Participants from all Summer Reading programs were invited and 280 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 child, teen and adult grand prize winners. Patrons had fun with karaoke, Dance Dance Revolution, Cold Cash (digging coins out of a frozen block of water), face painting and other activities. Cookies, popcorn, and punch were available to feed the crowd.

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 about the library and its resources.

### **Adult Services**

Shut-In Services - HFCL Adult Services provides shut-in service for Dearborn residents. During Fiscal Year 2008-2009, 348 items were delivered to thirteen residents. Thirty-eight 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 \$1,000 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 2008-2009, 874 books were delivered. 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 44 book groups from all corners of the community. During 2008-2009, 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 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 allows patrons to 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 2008-2009 are as follows: Fiction-358, Mystery-296, Science Fiction-96, Romance-184 and Teen-169, with 135 people subscribed for various other lists for a grand total of 1,238 subscribers.

Interlibrary Loan - During Fiscal Year 2008-2009, 38 requests were submitted.

Other developments in Adult Services -

- An "International Cinema" collection, combining all videos and DVDs whose original language is not English, was established and shelved separately
- The 2009 Everyone's Reading program was a community-wide reading program to promote community dialogue through the shared experience of reading and discussing the same book. Various programs related to issues and topics in the selected book, *Finding My Voice* by Diane Rehm, were offered to enhance the

reading experience. The program ran from February through mid April 2009

- Young Adult Summer Reading Kickoff utilized a new Wii gaming system with patrons playing Mario Kart, Sing It, and Dance Dance Revolution on the auditorium stage. The Summer Reading Program was promoted and many were excited to join
- The Young Adult area was re-arranged to accommodate additional shelving for the new upcoming new graphic novel and video game collections. Additionally, the arrangement was made to create a true "Teen Zone" with seating, giving teens a sense of privacy and ownership of their area at the library

### **Automation Services**

Automation became fully staffed in May of 2009 when Dennis Jameson was promoted to the newly created Library System Specialist position.

#### Automation Highlights -

- E-commerce, a system that allows patrons to pay fines by credit cards, premiered at Henry Ford Centennial Library in September of 2008. Branches followed in January of 2009
- Automation staff met with MIS staff and a representative from ITS to begin merge of Library Altiris server with the City Altiris server. This will ultimately result in a more streamlined setup for the City, and will benefit the Library by our use of the most up-to-date versions of the software, support, and, most importantly, the help-desk feature which did not work on our older version of the software (November 2008)
- Wireless Internet access implemented throughout the Dearborn Public Library

and was met with immediate success (December 2008)

- A new (correct) IP address scheme was implemented at all of the libraries. This system is consistent with the rest of the city and should result in less IP address errors (January - March 2009)
- TeleMessaging replaced TeleCirc II as the new automated telephone renewal system for Horizon (March 2009)
- Help Desk Portal launched. Portal is shared with MIS and Police, who have been using this for some time. This will be an adjustment for library staff, but will help Automation track incidents and stay on top of issues (June 2009)

### **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 focused its energies on updating the manual called Selector's Guide to Selection and Ordering. This manual is necessary to document and explain how we order materials, especially useful for training new staff or for older staff to refer to for policy and procedures. The committee hopes to have this manual updated sometime in the next fiscal year.

#### **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.

The ADA Committee was largely inactive during the Fiscal Year 2008-2009. It was felt that the push to ensure ADA compliance throughout the libraries has been largely met, and that equipment for meeting the needs of the Dearborn Library's ADA community was more than sufficient. A review of our standing will take place in the new fiscal year. Capital ADA projects, however, did continue with a contract awarded for a family ADA compliant restroom in the Youth Services area at the Henry Ford Centennial Library and the creation of ADA compliant restrooms on the second floor of Bryant Branch Library.

#### **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 a variety of 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, patrons can sign up to receive *Library Matters*, the official newsletter of the Dearborn Public Library, as well as other newsletters listing the many activities scheduled at the Dearborn Public Library. At fiscal year end, the service boasted 2,544 subscribers, an 18% increase over last fiscal year.

#### **Youth Services Committee**

The purpose of the Youth Services 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 2008-2009, 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 three summer reading programs (one for school-age children, one for children of preschool age, and one for babies) 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 (Winter 2009)
- Held Third Annual Bookmark Winners Reception in the Rotunda at HFCL (May 2009)
- Attended several workshops and conferences centering around programming and service to children
- Recommended and developed, along with the Young Adult Committee, the addition of two new collections for circulation – video games and graphic novels
- Examined existing booklists and then eliminated, revised, and standardized remaining lists so that they are easier to maintain and more useful for the public
- Worked on Youth Services card for upcoming new library services brochure

- Continue to support and administer the Museum Adventure Pass program at all agencies – in partnership with Macy’s and the Cultural Alliance of Michigan as it renewed for a second year

### **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 2008-2009, the Committee:

- Reviewed and developed solutions for circulation issues
- Researched maximum checkout amounts and recommended the threshold be raised from \$5 to \$10
- Worked closely with library Automation to bring about a new popular service – the ability of patrons to pay fines and fees with a credit card
- Adjusted hold time for all materials in order to decrease waiting time on items with long hold lists
- Developed a new eligibility bookmark that can be given to anyone inquiring how to obtain a library card in Dearborn

### **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 2008-2009, the Committee:

- Updated Subject Summary sheets for all packages
- Recommended the discontinuing of purchasing audiocassette format
- Implemented standing order plans for romance genre paperbacks and piloted the program
- Facilitated a new collection of foreign language movies called the International Cinema Collection
- Conducted a very successful contest to generate interest in the downloadable service
- Participated in Metronet's library program *Everyone's Reading* for the second year

### **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. The following was accomplished during the Fiscal Year 2008-2009:

- Completed the Bryant Branch Emergency manual. This manual will be used as a template around which all other branch manuals will be based
- Conducted fire and tornado drills at all Dearborn Libraries

- Evaluated and made a recommendation to secure the north-east corridor door at the Henry Ford Centennial Library using magnetic card swipe security, which was installed in June 2009
- Evaluated the contents of the agency Emergency kits, made recommendations for improvements, and saw these improvements implemented

### **Marketing Committee**

The purpose of the Marketing Committee is to market the library to the community. This Committee also has responsibility for creating and updating general brochures with information about the library system. In FY 2008-2009, the Committee:

- Continued publication 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
- Developed the first draft of the Library Services brochure. The Committee is working with JCI Design to find a sponsor to help cover the printing costs of the brochure
- Developed a Power Point presentation about library services for community groups. Presented at Rotary (May 2009) and Kiwanis (June 2009)

### **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 2008-2009, the Committee:

- Investigated the upgrade of the library's current website using Joomla technology
- Submitted the Five Year Technology Plan to the State of Michigan for approval

- Discussed and investigated problems and opportunities presented by the federal government's E-rate program

### **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 2008-2009, the Committee:

- Added a new electronic subscription database service from Gale called Literature Criticism Online allowing electronic access to products previously received in print form
- Evaluated and reviewed numerous database products with the assistance of staff through the trials link on StaffNet
- Added two new databases that appeal to non-academic users; Small Engine Repair and Home Improvement Reference Center
- 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
- Provided staff training on use of all Gale products
- Participated in Output Measures Surveys
- Evaluated and tested instant messaging plan
- Began highlighting database products on the home page and developed a plan for the scheduling of these database promotions year-round

### **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. The Serials Committee did not meet in FY 2008-2009. However, the serials librarian has begun work on a Serials Manual which will provide detailed information regarding each subscription. The serials contract was bid in fall 2008 and awarded to Ebsco for one year, with three one year renewals.

### **StaffNet Committee**

The StaffNet received a few enhancements during the Fiscal Year 2008-2009

- Added more scheduling calendars for meeting rooms and equipment
- Implemented an internal events calendar, using Google Calendar, to track all library activities across all agencies

### **Video Committee**

The Video Committee has combined with the Marketing Committee and the joint committee works closely with the staff at CDTV supplying them ideas for video spots about the library. In FY 2008-2009, CDTV produced twelve Dearborn Libraries Check 'em out segments.

### **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. Volunteers assist with collection maintenance, shelving materials, labeling materials, programming and fundraising. During Fiscal Year 2008-2009, 84 volunteers contributed 4,538 hours of service. Volunteers at Bryant Branch processed 6,426 paperback books and the Friends of the Library-Dearborn raised over \$21,000 at their monthly used book sale.

In FY 2008-2009, the Volunteer Committee:

- Initiated the revision of policies and procedures for inclusion in the updated Volunteer Manual
- Created a new volunteer application designed to streamline the recruiting and placement of volunteers
- Conducted two 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 2009 was very well received by all attendees. PowerPoint presentations created by the committee displayed photographs of our volunteers “in action.” The luncheon began with a tribute to recently deceased, long time FOLD volunteer Opal Ziemer. Special recognition was also given to the Bryant Branch volunteers on the fifth anniversary of the Bryant volunteer program. In the past five years, Bryant volunteers logged 3,500 hours of service and processed over 25,000 paperback books for the library system. As a token of our appreciation, all volunteers were presented with a Dearborn Public Library logo pen. Mayor John B. O’Reilly addressed the crowd of over ninety. Council members Nancy Hubbard, Suzanne Sareini, Robert Abraham, Library Commissioners Robert Taub, Marcel Pultorak and Police Chief Ronald Haddad were also in attendance.
- Continued the service award program in which volunteers are awarded recognition badges based on their number of years of service. Nineteen new service awards were presented to volunteers who advanced to a higher service level this year. There are currently twenty-nine volunteers with gold badge status, volunteers who have given 10 or more years of service to the Dearborn Public Library.

#### 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 as its 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 2,573 hours of volunteer time
- Planned and sponsored eight programs in their popular lecture series which averaged over 95 people in attendance per event. Highlights of the year included two different musical popular musical programs – each program had over well over 150 attendees

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. During Fiscal Year 2008-2009, the Foundation:

- Developed and delivered to approximately 10,000 Dearborn homes, a tri-fold brochure informing residents about the Foundation and asking for financial support. Approximately \$3,000 was raised by Fiscal Year end
- Welcomed new board members Anina Bachrach, Karl Beuckelaire, Henry Fradkin and Sandra Lethdridge
- Said goodbye to board members Maria Dwyer, Allison Fishwick, Elizabeth Naito, and Aaron Sikora

### **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 2008-2009, the Committee:

- Planned and collaborated, with Marketing Committee, the 2008 Summer Read Program
- Revitalized teen Bookletters and developed a schedule for staff to participate in sending them out on a monthly basis
- Held the Fourth Annual Reading Wrap Up event in August 2008 with karaoke, Dance, Dance Revolution, various children's activities

- Recommended along with Children’s Committee the addition of two new collections, video games and graphic novels
- Welcomed a new Young Adult librarian to the Committee who will work out of the Youth Area rather than Adult Services as had been the previous practice

**DEARBORN PUBLIC LIBRARY - STATISTICAL INFORMATION**

	<b>2008-2009</b>	<b>2007-2008</b>	<b>Percent Change</b>
Circulation (Transactions)	870,252	860,642	1%
Traffic (Individual Visits)	511,809	491,259	4%
Collection (Items)	299,265	306,916	-2%
Collection (Titles)	167,735	170,176	-1%
Registration (Borrowers)*	39,764	40,831**	-3%

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

**Detailed Collection Statistics**

<b>Items</b>	<b>2008-2009</b>	<b>2007-2008</b>	<b>Percent Change</b>
Books, Adult	113,582	120,727	-6%
Books, Juvenile	102,123	100,178	2%
Periodicals	18,623	19,224	-3%
Videocassettes	14,658	16,778	-13%
DVD's	21,788	18,921	15%
Compact Discs, Music	14,314	13,529	6%
Books on Audiocassette	4,147	4,683	-11%
Books on CD	4,631	3,835	21%
CD-ROM (Ref & Circ)	273	273	0%
Media Kits	N/A	N/A	N/A
Books, Reference	4,519	7905	-43%

### Programs

Agency	2008-2009 Number of Program	2008-2009 Attendance	2007-2008 Number of Programs	2007-2008 Attendance	Percent Change	
					Programs	Attendance
HFCL	228	11,082	245	8621	-7%	29%
Bryant	196	5,710	190	5,401	3%	6%
Esper	88	2,276	96	1,893	-8%	20%
Snow	114	4,417	86	3,770	33%	17%
<b>TOTAL</b>	<b>626</b>	<b>23,485</b>	<b>617</b>	<b>19,685</b>	<b>1%</b>	<b>19%</b>

### Contests

Agency	2008- 2009 Contests	2008-2009 Number of Contest Participants	2007-2008 Contests	2007-2008 Number of Contest Participants	Percent Change	
					Contests	Participants
HFCL	26	3,469	11	4,255	136%	-18%
Bryant	20	1,760	20	2,182	0%	-19%
Esper	29	3,447	18	3,780	61%	-9%
Snow	17	1,309	18	1,255	-6%	4%
<b>TOTAL</b>	<b>92</b>	<b>9,985</b>	<b>67</b>	<b>11,472</b>	<b>37%</b>	<b>-13%</b>



Summer Reading Wrap Up Party – August 2008



Hello Truck – Snow Branch Library - June 2009

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

### **2009-2010**

1. Complete credit card payment project for library fines and fees to allow for online payment.
2. Complete equipment upgrade in the Henry Ford Centennial Library auditorium.
3. Complete cornice restoration at Bryant Branch Library.
4. Complete restoration of restrooms at Bryant Branch Library, 2<sup>nd</sup> floor.
5. Continue work on the HFCL mezzanine renovation project.
6. Continue work on the library re-lamping project.
7. Continue work on the wall repair and ceiling tile repair/replacement project.
8. Continue working with the Dearborn Library Foundation to develop fundraising programs.
9. Continue to adapt our service mix to reduce staffing and funding.
10. Continue marketing the library and our services.
11. Install additional security cameras.
12. If funding from the Dearborn Library Foundation is available, begin renovation of the Children's Activity Room at Henry Ford Centennial Library.
13. Resurface Bryant Branch parking lot.
14. Begin work on the HFCL wallpaper replacement project.
15. Begin work on Bryant Branch and Snow Branch door hardware replacement for ADA compatibility.
16. Begin work on renovation of 10 study booths at Henry Ford Centennial Library.

17. Working with the Library Commission and building on the goals developed by City of Dearborn Administration, develop strategic goals for the Dearborn Public Libraries.

**CITY OF DEARBORN DEPARTMENT OF LIBRARIES**

**2008-2009 BUDGET**

	<b>Adopted 2008-2009</b>	<b>Budget 2007-2008</b>	<b>Percent Change</b>
PERSONNEL SERVICES	\$3,685,910	\$3,649,586	+1%
OPERATING EXPENSE	\$ 286,805	\$ 313,639	-8.5%
SUPPLIES	\$ 89,600	\$ 123,908	-28%
OTHER SERVICES & CHARGES	\$ 5,825	\$ 5,350	+10%
CAPITAL OUTLAY	\$ 650,500	\$ 710,807	-8%
UNDISTRIBUTED APPROPRIATIONS		\$ 4,655	
<b>TOTAL LIBRARIES</b>	<b>\$4,716,640</b>	<b>\$4,807,945</b>	<b>-2%</b>

Source: *City of Dearborn, Michigan Annual Budget for the Year Ending June 30, 2009*, page 171

**MONIES RECEIVED  
2008-2009**

Library Aid Grant	\$63,950.26	
Penal Fines	\$81,834.15	\$145,784.41
<b>Gifts</b>		
James and Joan Lesinski	\$400.00	
Anthony and Margaret Wade	\$500.00	
	\$900.00	\$900.00
Used 35MM films sale	\$6,677.00	
Copier, Printer, Microfilm receipts	\$31,127.96	
Library Fines	\$104,497.10	
Internet User Cards	\$17,955.00	
Miscellaneous	\$398.30	
	\$160,655.36	\$160,655.36
<b>Friends of the Library-Dearborn</b>		
Used Book Sales	\$21,519.04	
Donations	\$845.00	
Other Revenue (USB and floppy disk drive sales, green bag sales, computer classes)	\$2825.13	
	\$25,189.17	\$25,189.17
<b>GRAND TOTAL</b>		<b><u>\$332,528.94</u></b>

## DEARBORN LIBRARY COMMISSION

**Marcel Pultorak**, Chairperson

Term of Office: 09/01/02- 06/30/2011

**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 - 06/30/2012

**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 - 06/30/2012

**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 (June 1 - Labor Day Weekend)

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

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**BRANCH LIBRARIES**

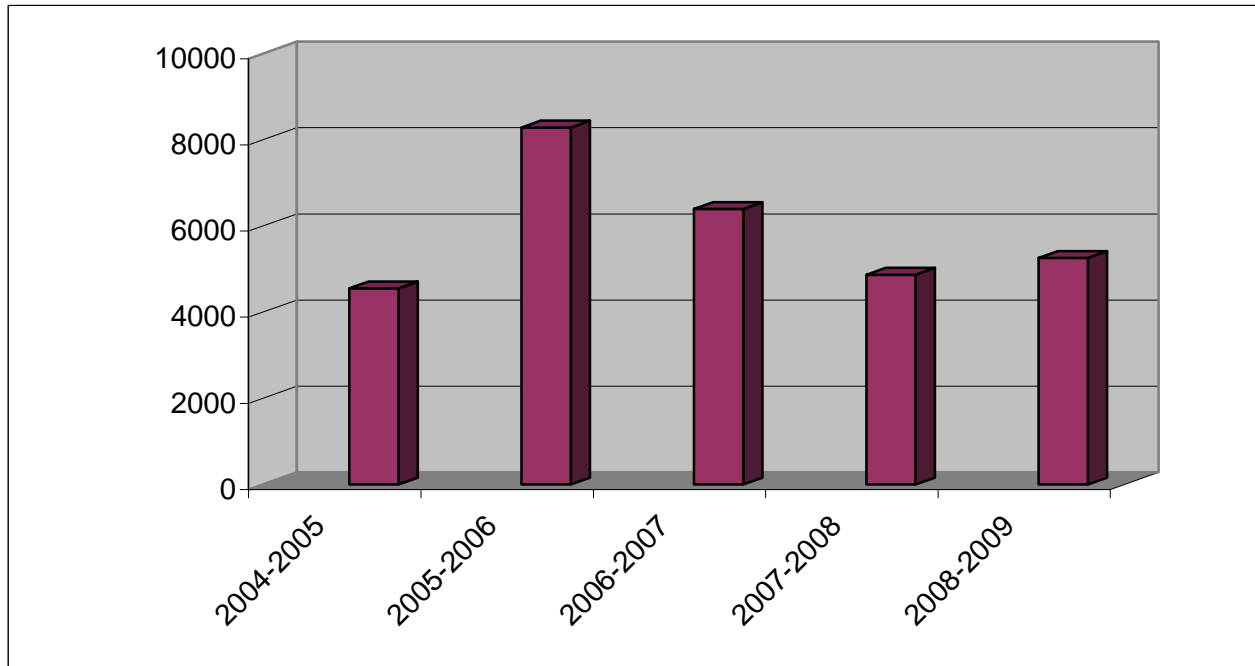
Monday – Tuesday	12:30 p.m. - 8:30 p.m.
Wednesday	10:30 a.m. - 5:30 p.m.
Thursday	12:30 p.m. - 5:30 p.m.
Friday	12:30 p.m. - 5:30 p.m. (June – August)
Saturday	12:30 p.m. - 5:30 p.m. (Sept – May)

VISUAL REPRESENTATION OF MANAGEMENT INFORMATION  
(LIBRARY STATISTICS)

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### Patrons Added to System for First Time

	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
First Time Registrants	4,551	8,284	6,392	4,868	5,256

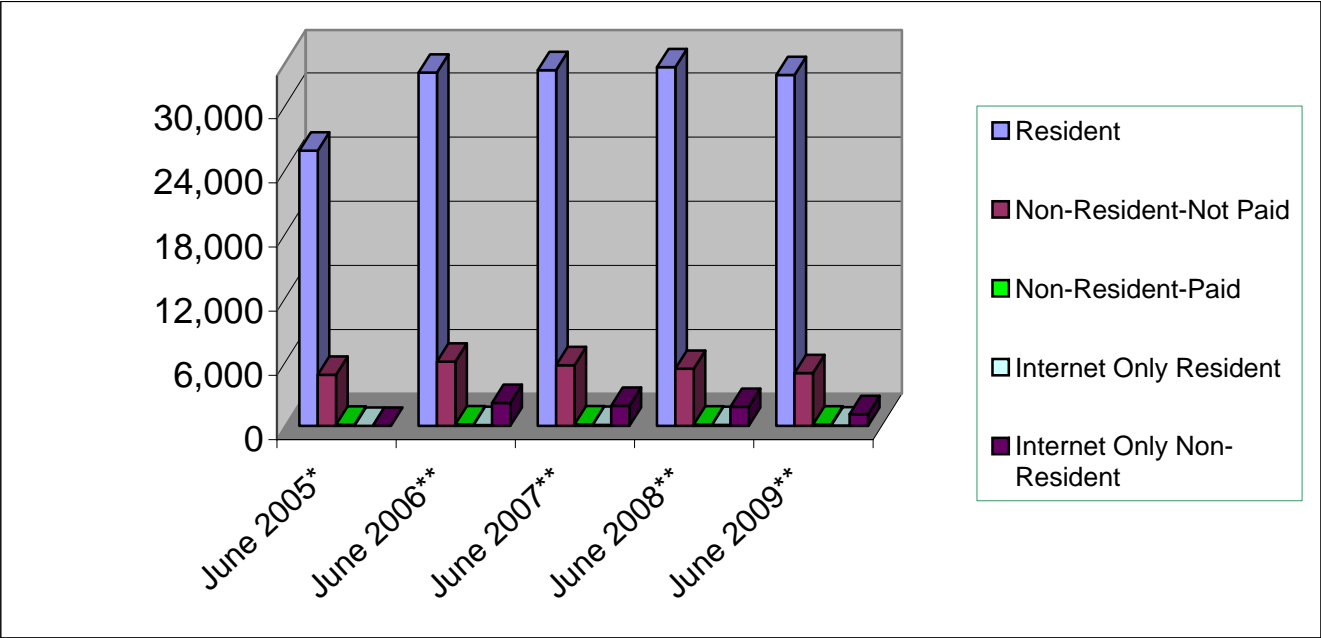


**Active Library Card Holders At  
End of Each Fiscal Year**

	June 2005*	June 2006**	June 2007**	June 2008**	June 2009**
Resident	25,735	33,023	33,259	33,533	32,800
Non-Resident-Not Paid	4,772	5,998	5,666	5,331	4,927
Non-Resident-Paid	103	138	132	120	116
Internet Only Resident	0	71	84	77	30
Internet Only Non-Resident	0	2,132	1,862	1,770	1,089
<b>TOTAL</b>	<b>30,610</b>	<b>41,362</b>	<b>41,003</b>	<b>40,831</b>	<b>38,962</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)



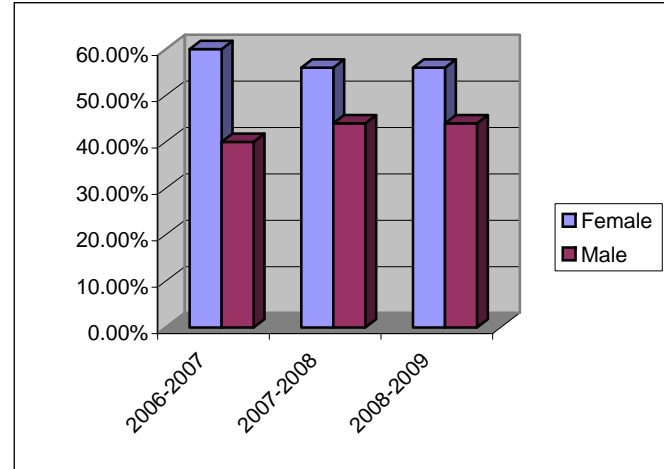
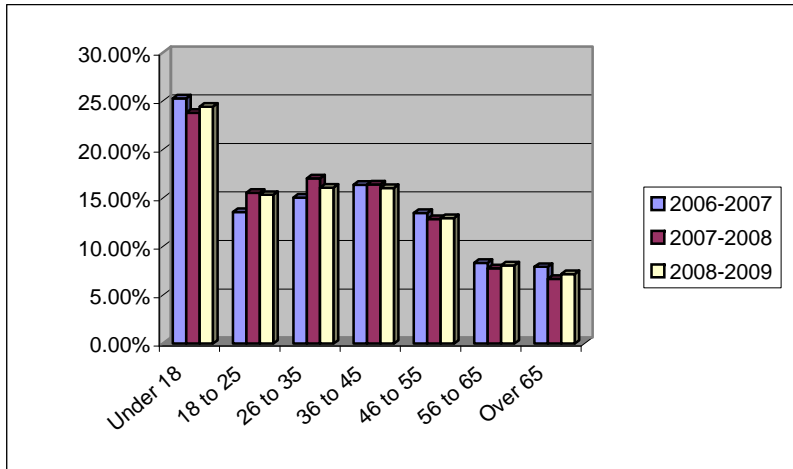
## Active Borrowers by Age and Gender\*

By age:

	2006-2007	2007-2008	2008-2009
Under 18	25.28%	23.78%	24.40%
18 to 25	13.58%	15.55%	15.33%
26 to 35	15.06%	17.02%	16.06%
36 to 45	16.38%	16.40%	16.04%
46 to 55	13.46%	12.83%	12.95%
56 to 65	8.32%	7.76%	8.06%
Over 65	7.91%	6.67%	7.16%

By gender:

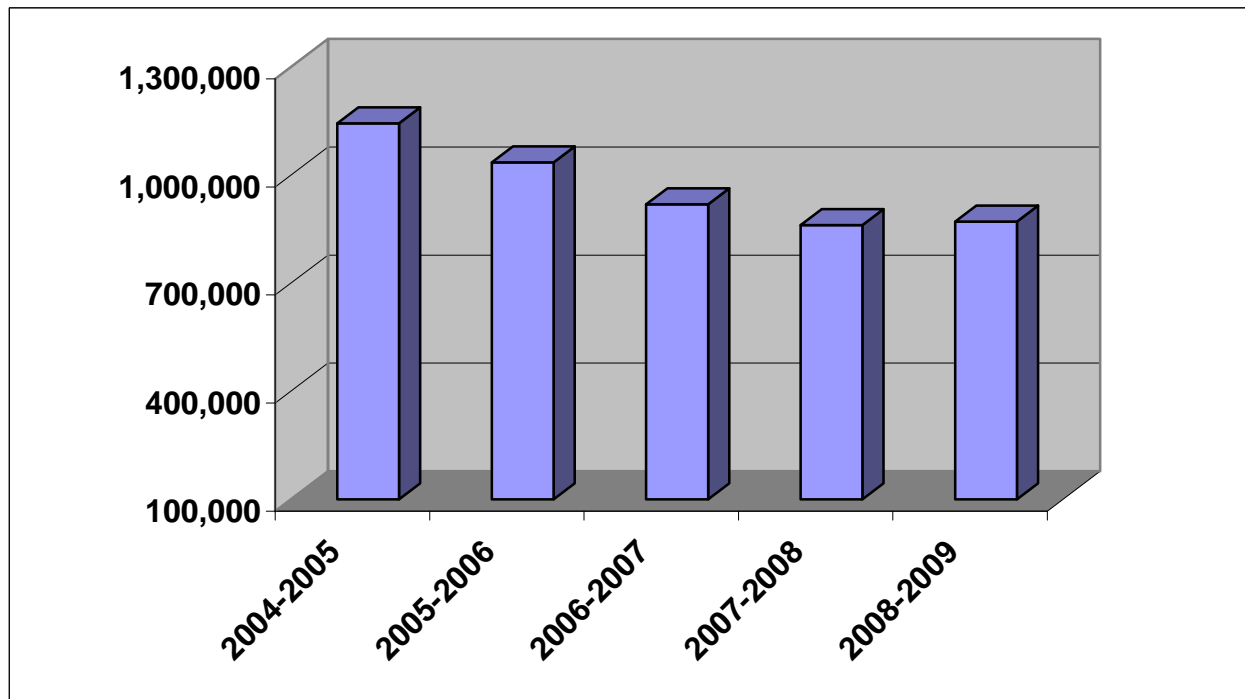
	2006-2007	2007-2008	2008-2009
Female	60.00%	56.00%	56.00%
Male	40.00%	44.00%	44.00%



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

## Total Circulation

Total Circulation	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
	1,143,446	1,034,882	918,886	860,642	870,252

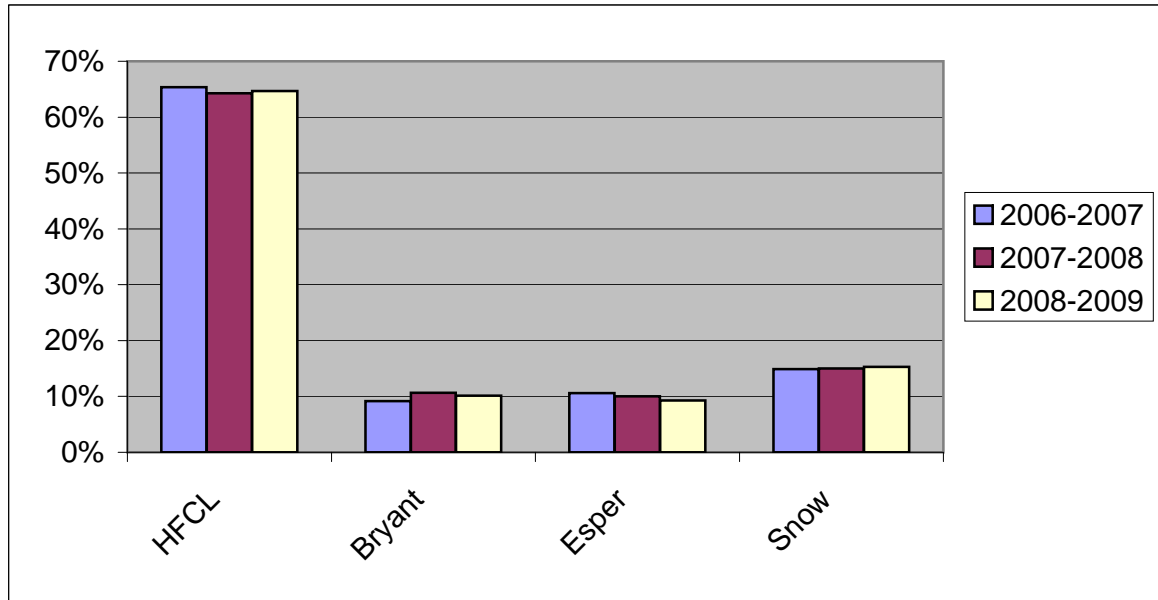


**Factors Contributing to Reductions in Circulation statistics**

- July 2003: Branch Library hours reduced from 46.5/week to 33/week - resulting in 40.5 hrs less service hrs/week
- December 2004: Renewal Limit changed from 6 to 2; Maximum checkout limited to 100
- December 2006: DVD loan period changed from 2 days to 1 week; CD music loan period changed from 7 days to 14 days

### Branch Percentage of Circulation

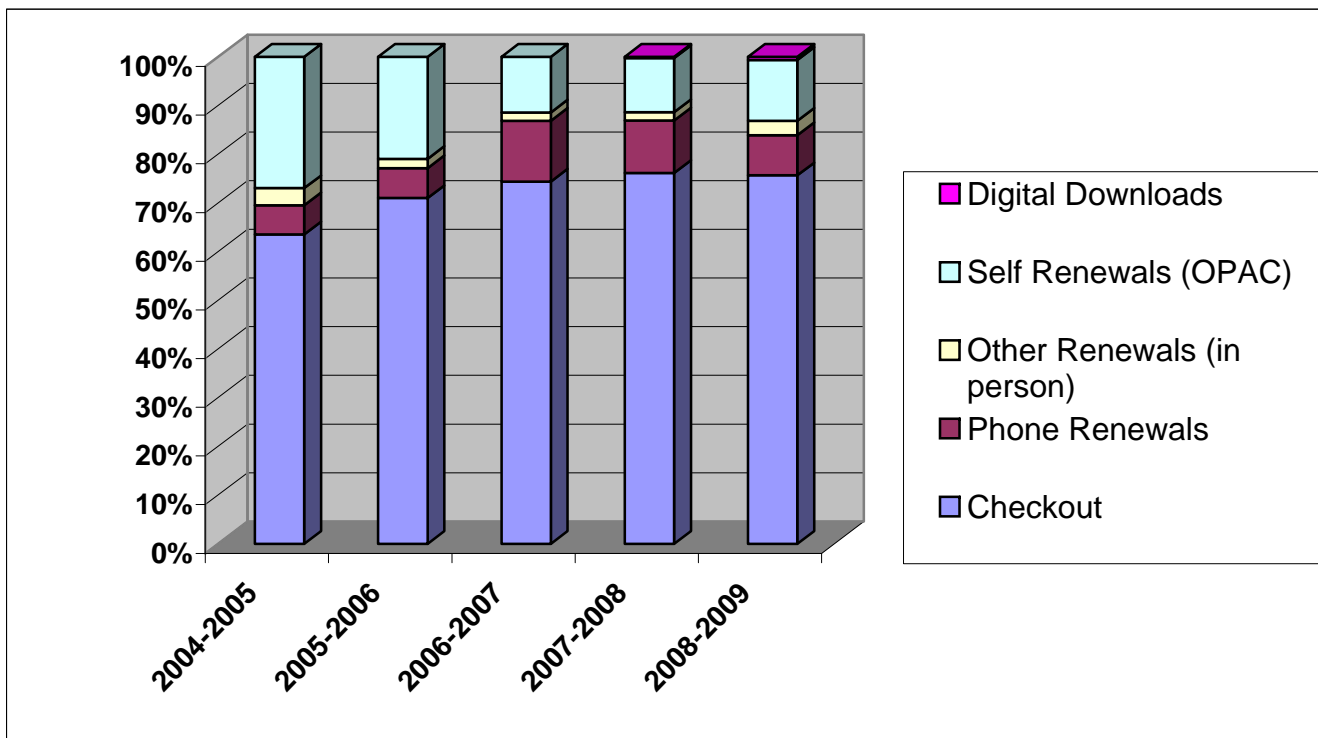
	2006-2007	2007-2008	2008-2009
HFCL	65.34%	64.26%	64.66%
Bryant	9.17%	10.67%	10.12%
Esper	10.60%	10.00%	9.30%
Snow	14.89%	15.00%	15.30%



### Type of Circulation Checkout / Renewal

	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
Checkout	726,282	734,797	683,626	657,161	658,553
Phone Renewals	68,687	63,703	114,711	92,598	71,952
Other Renewals (in person)	40,211	19,893	15,732	15,121	25,664
Self Renewals (OPAC)	308,266	216,489	104,917	95,762	108,767
Digital Downloads				1,964	5,316
<b>TOTAL CIRCULATION</b>	<b>1,143,446</b>	<b>1,034,882</b>	<b>918,886</b>	<b>862,606</b>	<b>870,252</b>

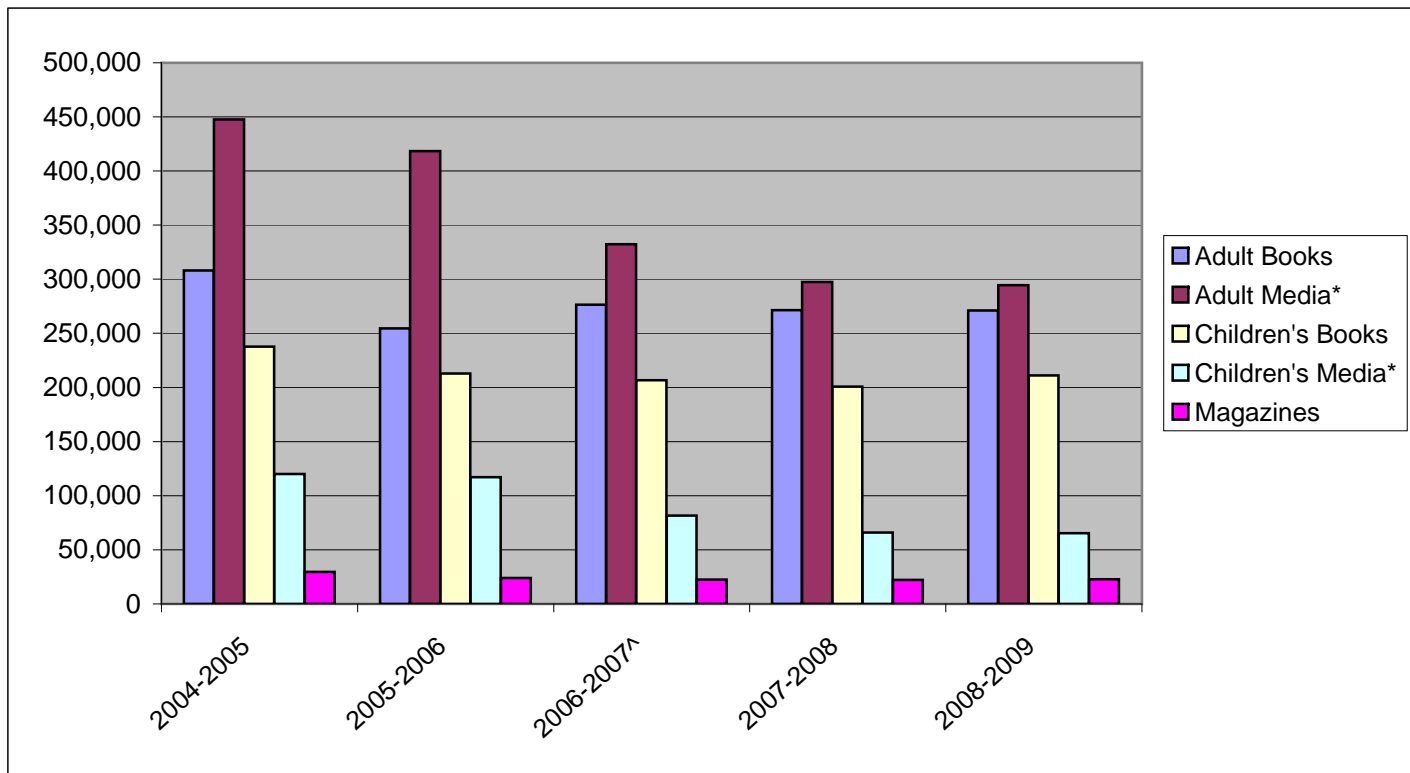
Renewal Limit changed from 6 to 2 in 2004



## Circulation by Format

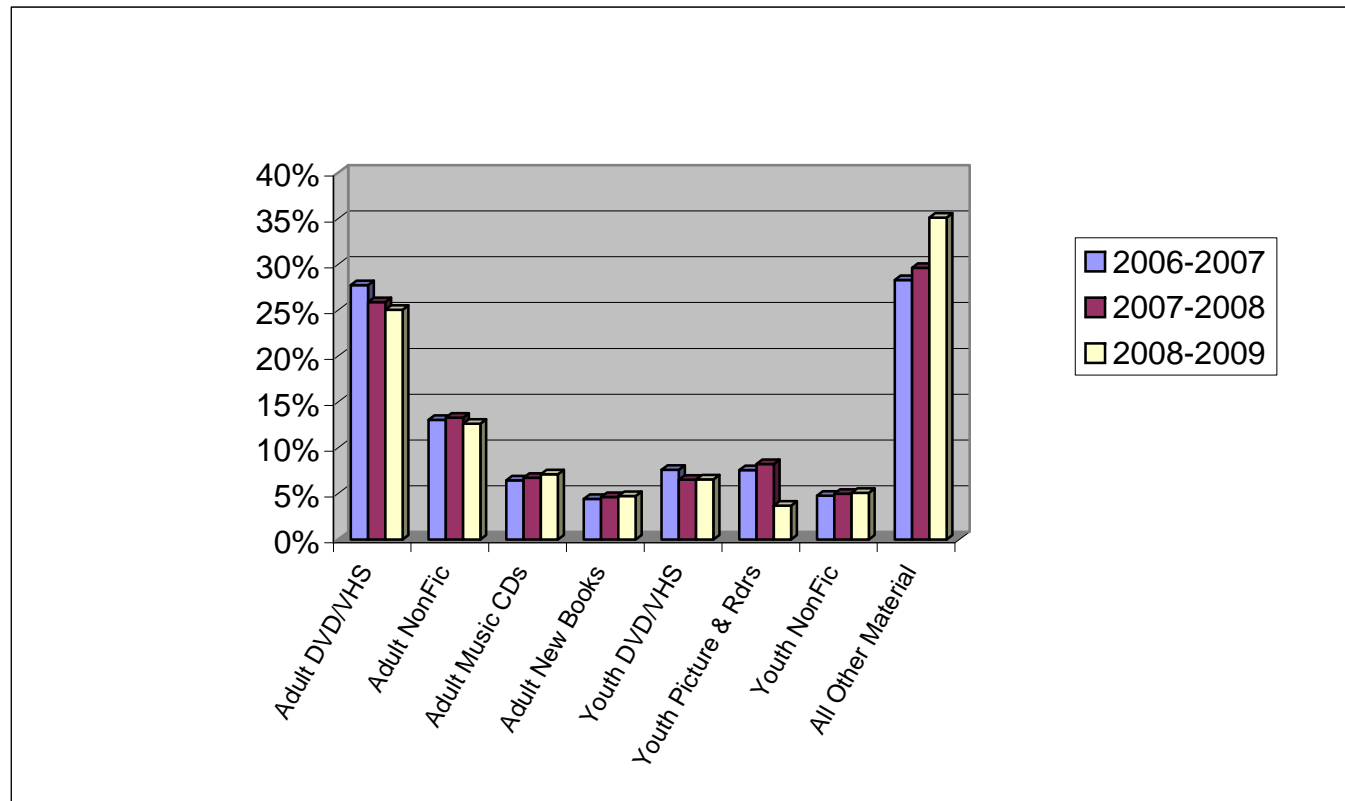
	2004-2005	2005-2006	2006-2007 <sup>^</sup>	2007-2008	2008-2009
Adult Books	308,249	254,679	276,588	271,397	271,220
Adult Media*	447,583	418,386	332,351	297,394	294,482
Children's Books	237,815	212,901	206,626	200,768	211,120
Children's Media*	120,159	117,055	81,470	66,071	65,330
Magazines	29,570	24,013	22,358	22,082	22,888

\* Media = Audio (CD, cassette, kits), Video/DVD, CD-Rom  
<sup>^</sup>Loan period for video/DVD and CD increased



## Most Popular Circulating Items

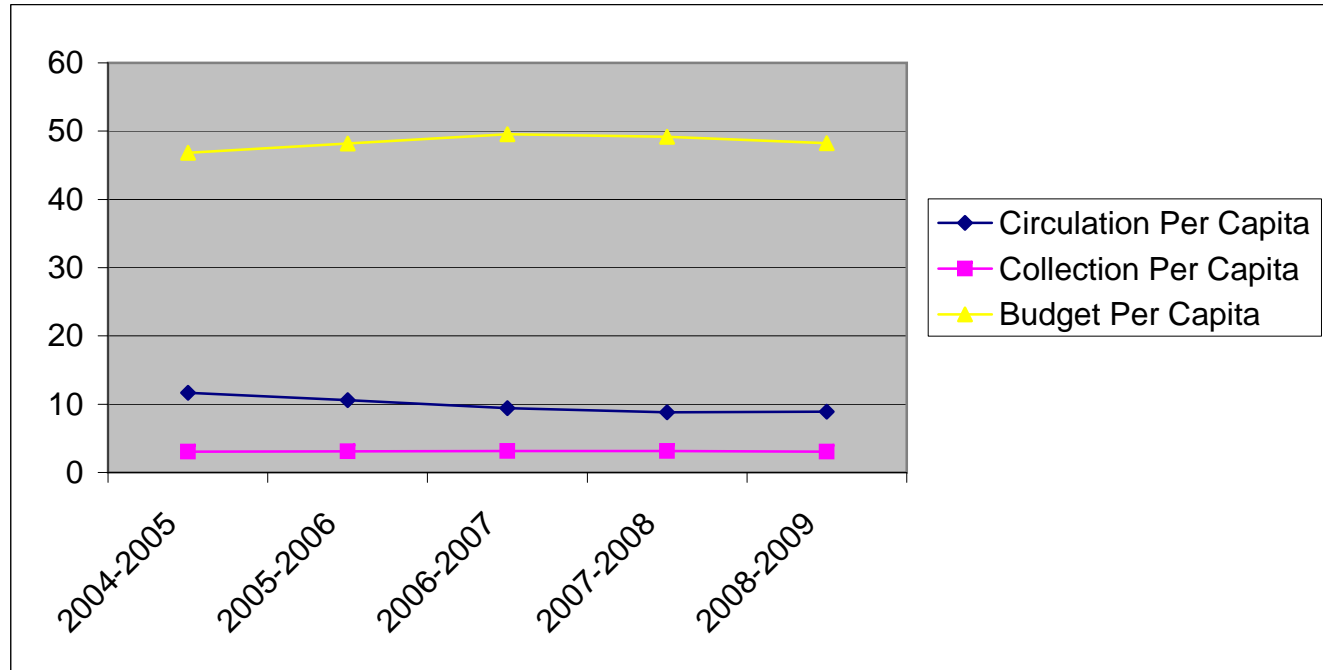
	2006-2007	2007-2008	2008-2009
Adult DVD/VHS	27.76%	25.91%	25.06%
Adult NonFic	13.05%	13.30%	12.63%
Adult Music CDs	6.45%	6.74%	7.12%
Adult New Books	4.43%	4.64%	4.75%
Youth DVD/VHS	7.62%	6.54%	6.55%
Youth Picture & Rdrs	7.59%	8.24%	3.69%
Youth NonFic	4.79%	5.00%	5.11%
All Other Material	28.32%	29.63%	35.10%



## Per Capita Data

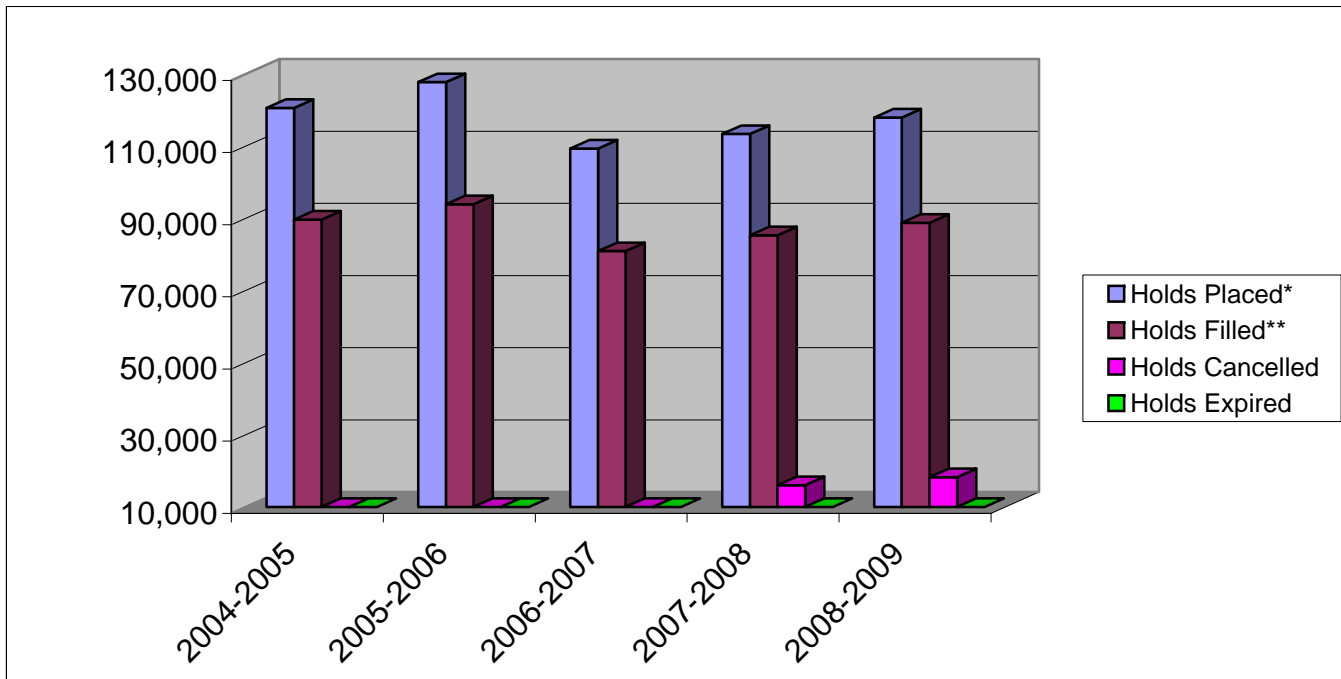
	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
Circulation Per Capita	11.69	10.58	9.4	8.8	8.9
Collection Per Capita	3.07	3.09	3.16	3.14	3.06
Budget Per Capita	46.84	48.19	49.57	49.17	48.24

Based on Population of 97,775



### Holds Placed/Filled/Cancelled

	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	
Holds Placed*	120,615	127,720	109,325	113,358	117,953	Patron requests an item
Holds Filled**	89,669	93,875	80,900	85,312	88,746	Patron picks up item
Holds Cancelled	N/A	N/A	N/A	16,048	18,268	Patron cancels or does not pick up
Holds Expired	N/A	N/A	N/A	277	192	Library unable to find item
<b>% Library Could Not Fill</b>	N/A	N/A	N/A	<b>0.24%</b>	<b>0.16%</b>	
<b>% Patron-Did Not Pick Up</b>	N/A	N/A	N/A	<b>14.16%</b>	<b>15.49%</b>	



## Computers

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
Public Internet PCs*	84	90	104	104	104	104*
Public PCs**	57	46	49	54	54	54
Service Desk PCs	23	21	21	21	21	21
Staff PCs	65	62	54	56	56	56
Servers/Imagers	11	13	19	18	18	18

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

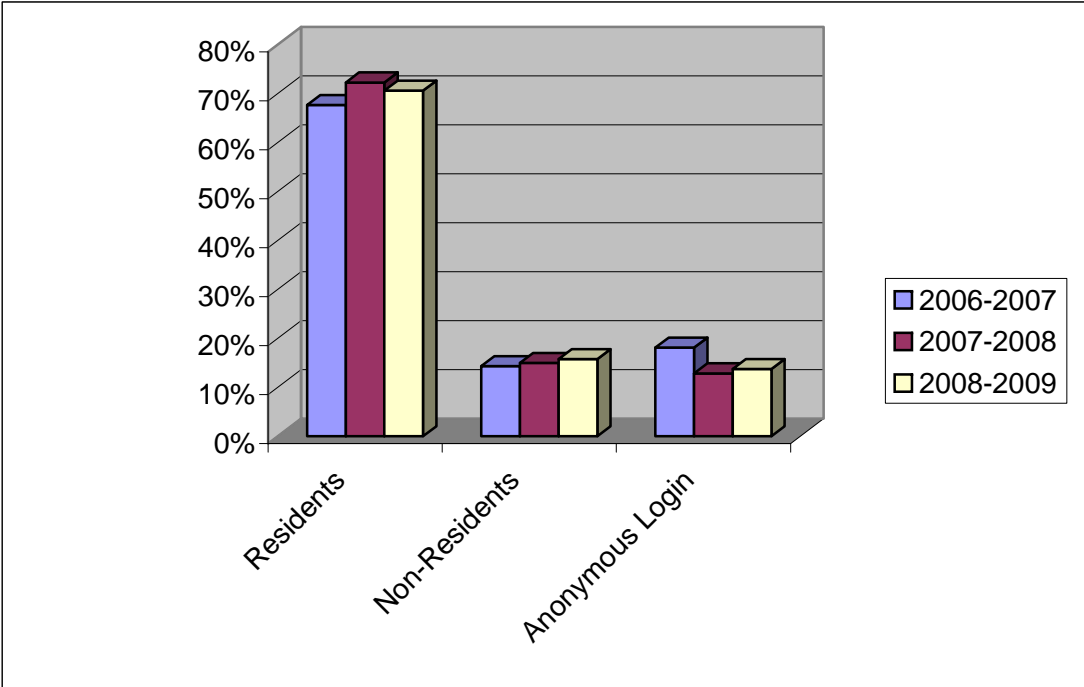
\*\*Public PCs do not access the Internet; These include library catalog PCs, database PCs, Self-Check, Print Servers, and Training PCs

\* July 2009

104 total: 7 BBL, 26 EBL, 61 HFCL (this includes the ADA machine), 10 SBL

### In Library Public Computer Use by Residency

	2006-2007	2007-2008	2008-2009
Residents	67.60%	72.21%	70.53%
Non-Residents	14.32%	14.97%	15.75%
Anonymous Login	18.08%	12.82%	13.72%



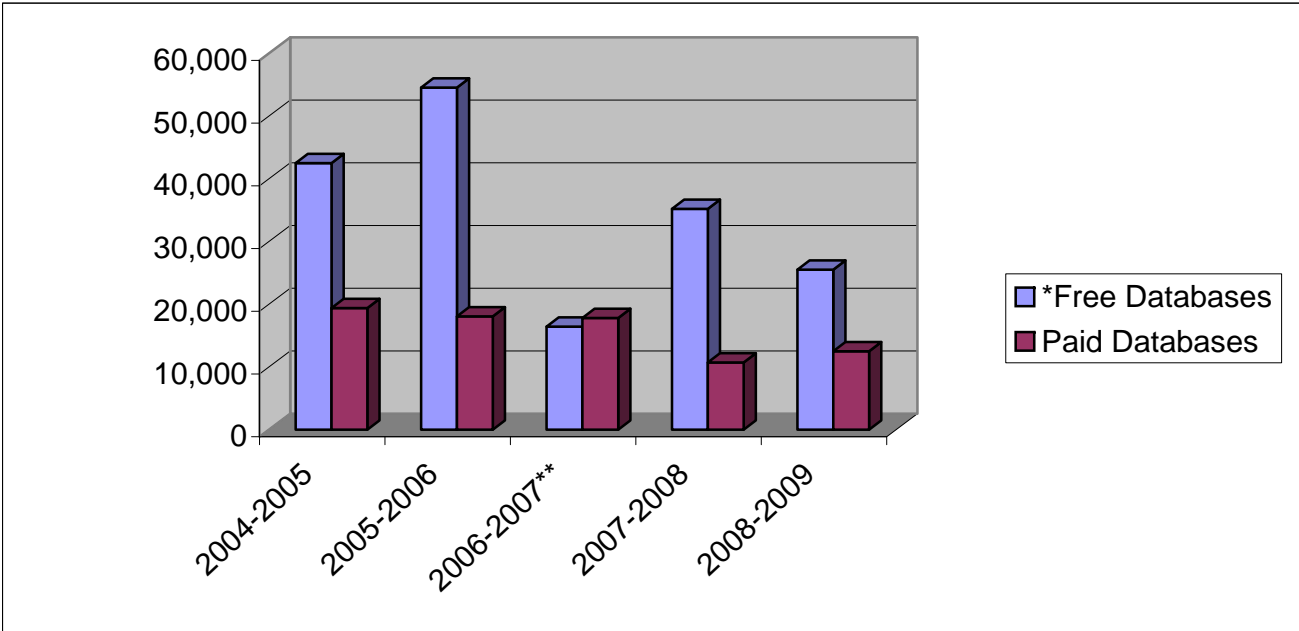
### Online Database Usage

	2004-2005	2005-2006	2006-2007**	2007-2008	2008-2009
*Free Databases	42,527	54,572	16,472	35,224	25,509
Paid Databases	19,426	18,085	17,838	10,709	12,498

\*Free from State of Michigan

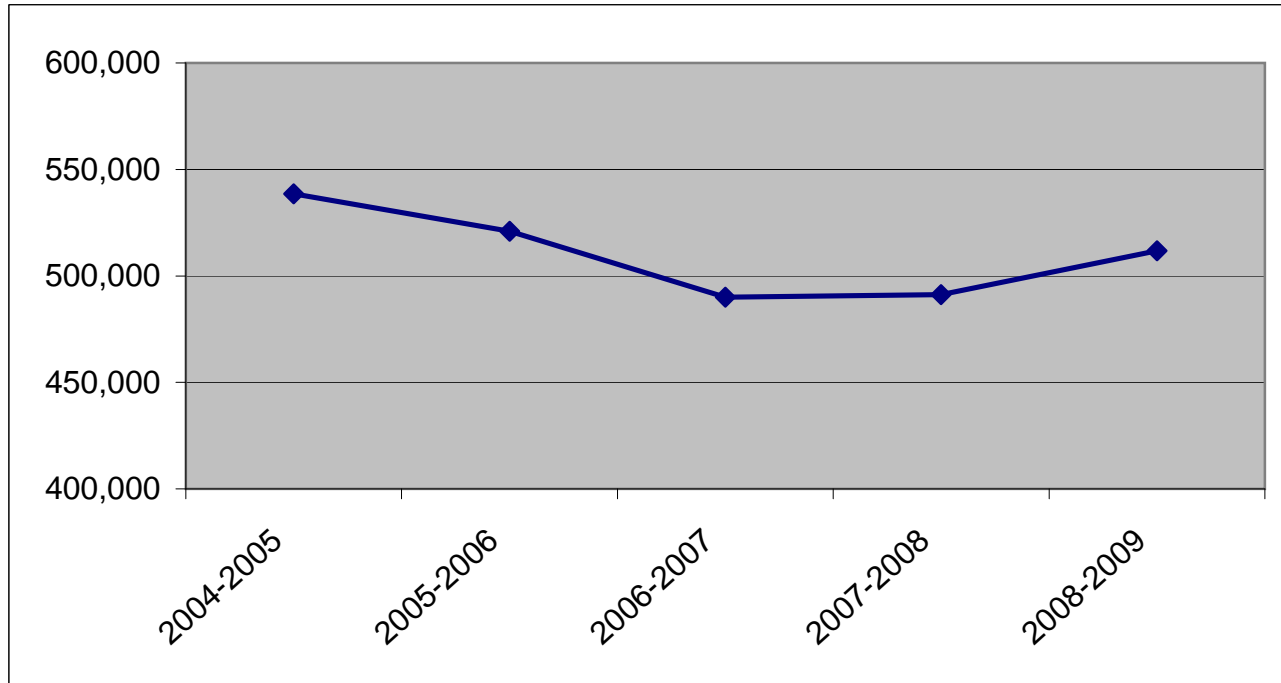
\*\*Gale Corp has changed their counting mechanism

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



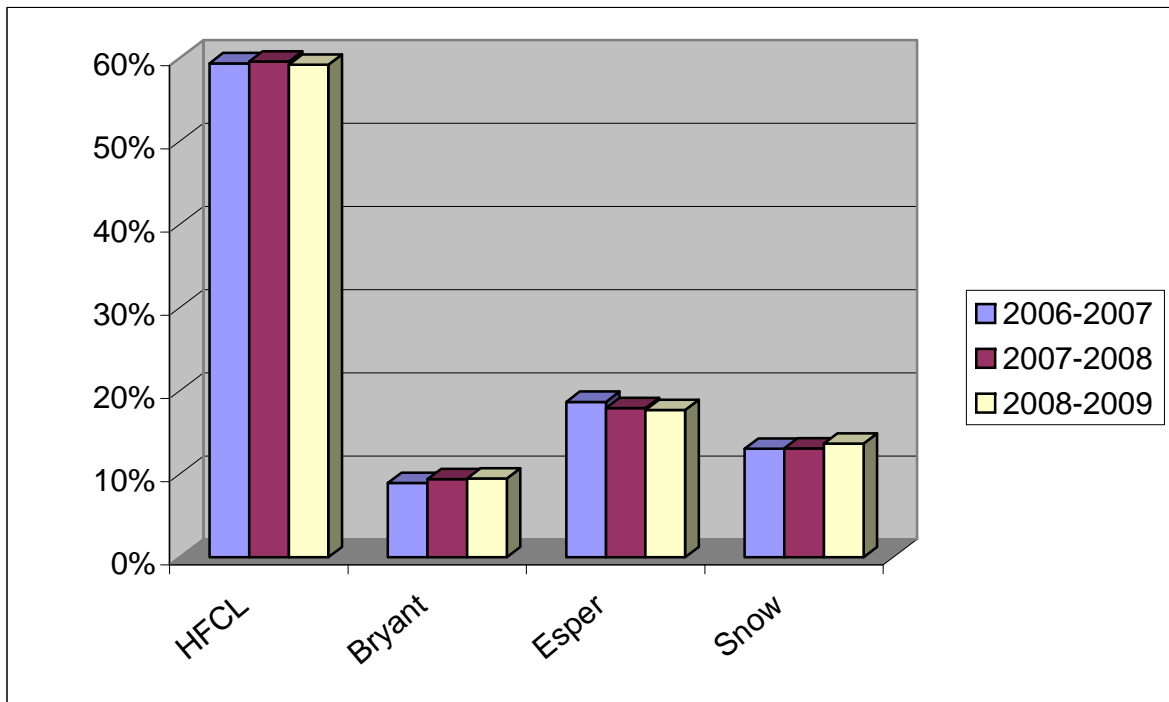
# Library Visits

	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
Library Visits	538,527	520,973	489,984	491,259	511,809



## Library Visits by Branch

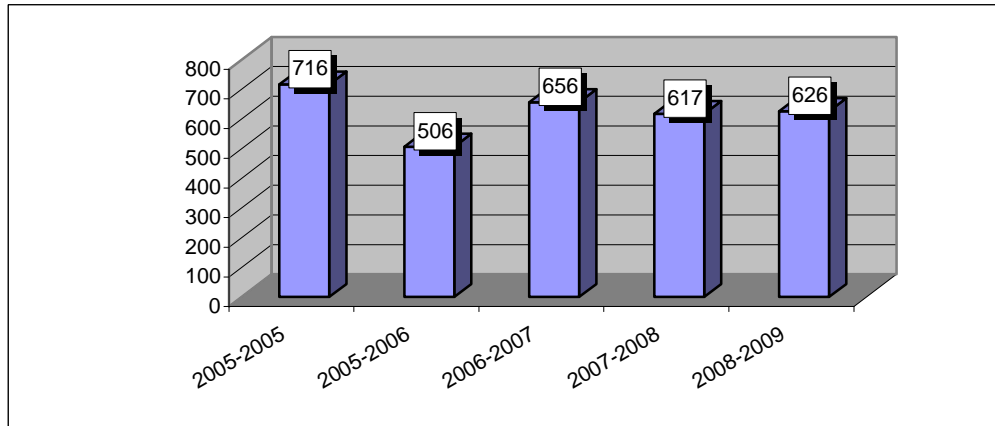
	2006-2007	2007-2008	2008-2009
HFCL	59.35%	59.57%	59.17%
Bryant	8.93%	9.40%	9.46%
Esper	18.68%	17.93%	17.70%
Snow	13.04%	13.10%	13.67%



## Library Programs

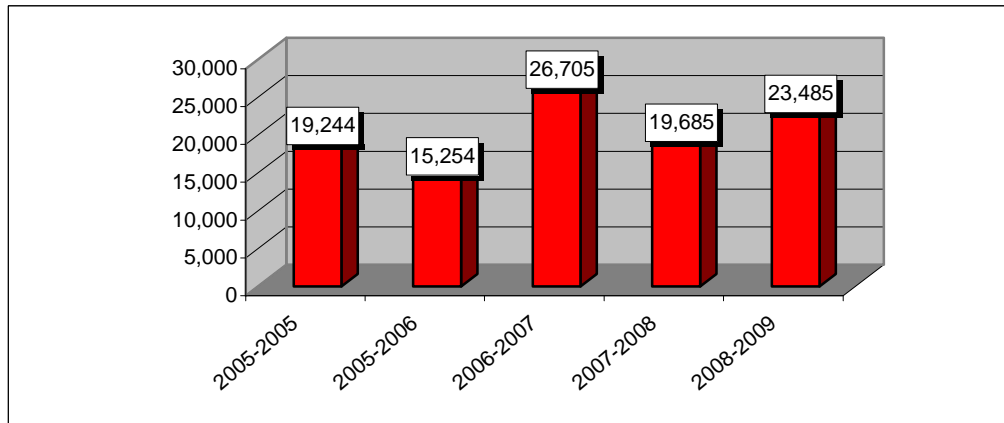
### Number of Library Programs

2005-2005	2005-2006	2006-2007	2007-2008	2008-2009
716	506	656	617	626



### Number of Participants

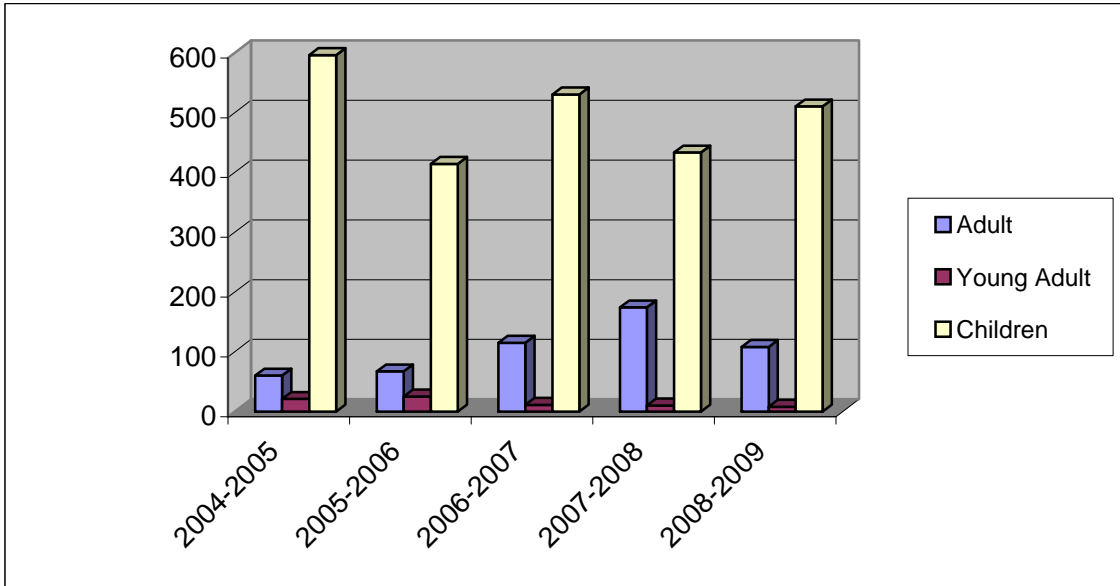
2005-2005	2005-2006	2006-2007	2007-2008	2008-2009
19,244	15,254	26,705	19,685	23,485



## Library Programs by Age Group

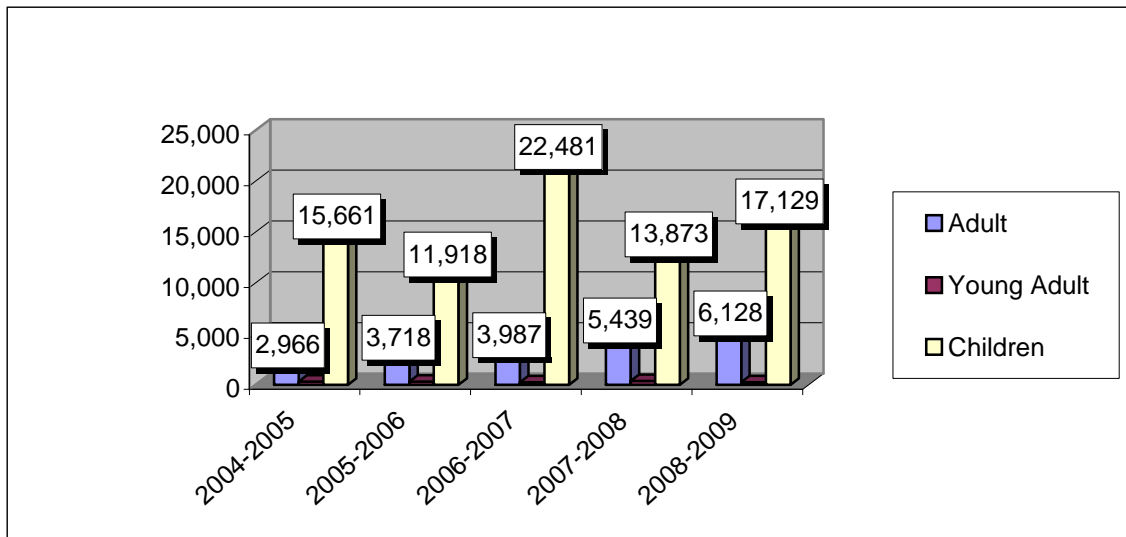
### Number of Programs

	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
Adult	60	67	115	174	108
Young Adult	21	25	11	10	8
Children	596	414	530	433	510



### Number of Participants

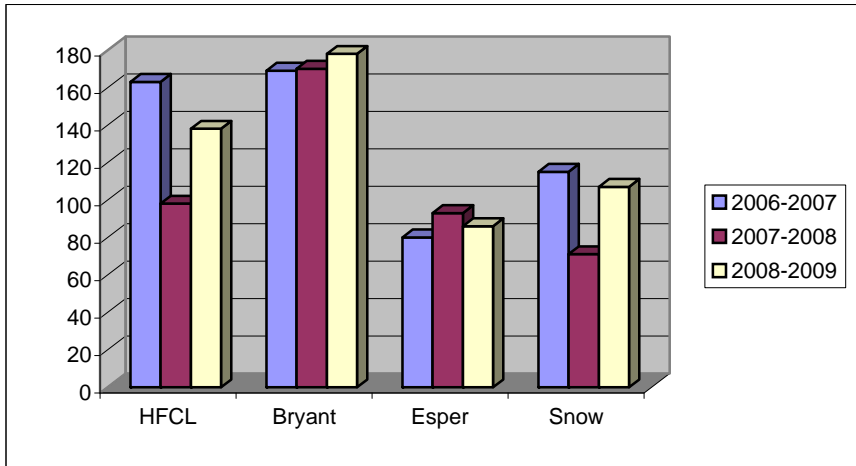
	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
Adult	2,966	3,718	3,987	5,439	6,128
Young Adult	312	311	237	373	228
Children	15,661	11,918	22,481	13,873	17,129



## Children's Programs By Branch

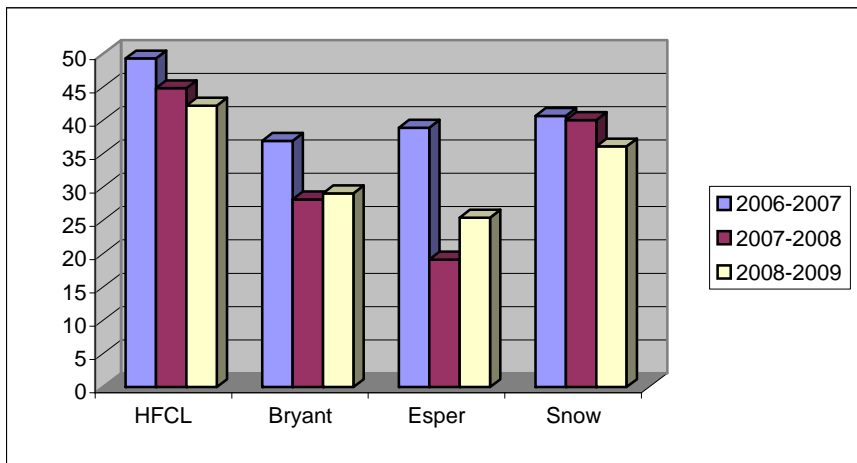
### By Branch

	2006-2007	2007-2008	2008-2009
HFCL	163	98	138
Bryant	169	170	178
Esper	80	93	86
Snow	115	71	107



### Average Participation

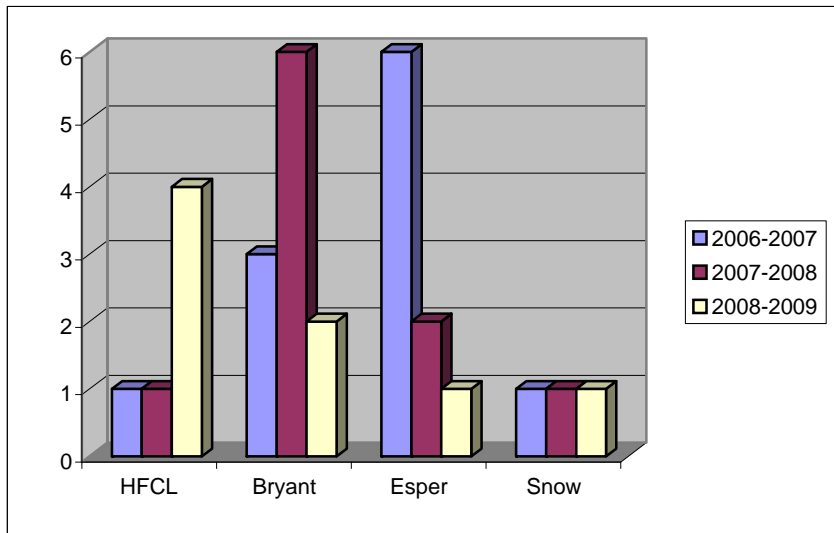
	2006-2007	2007-2008	2008-2009
HFCL	49.29	44.83	42.22
Bryant	36.92	28.14	29.06
Esper	38.90	19.12	25.42
Snow	40.68	40.06	36.09



## Young Adult Programs by Branch

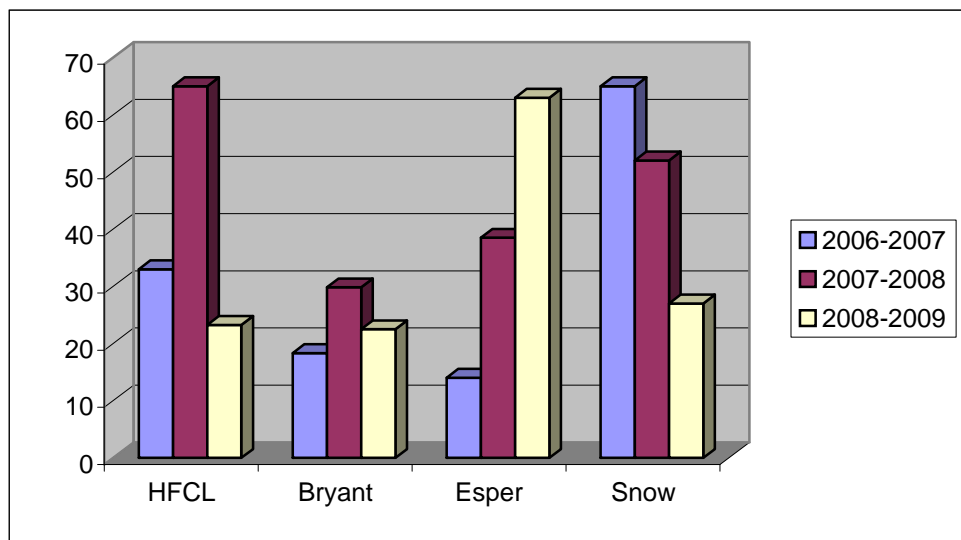
### By Branch

	2006-2007	2007-2008	2008-2009
HFCL	1	1	4
Bryant	3	6	2
Esper	6	2	1
Snow	1	1	1



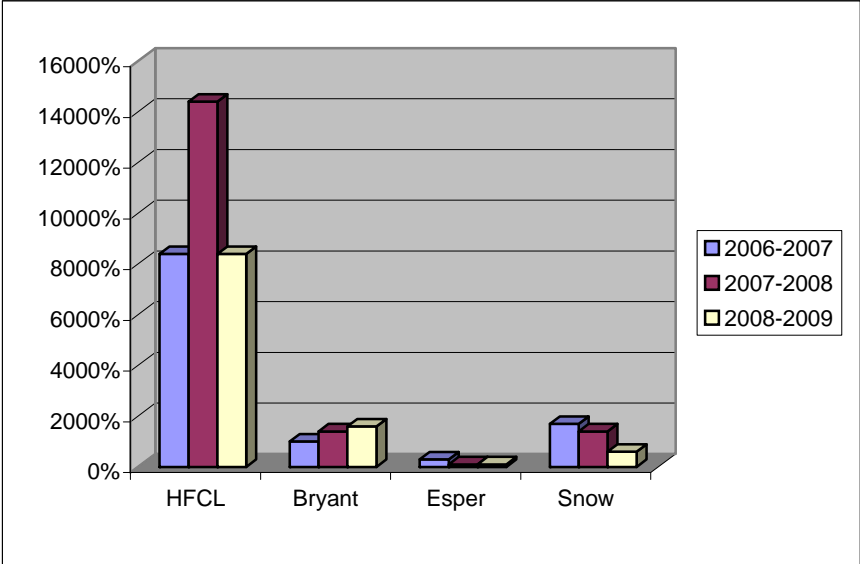
### Average Participation

	2006-2007	2007-2008	2008-2009
HFCL	33.00	65.00	23.25
Bryant	18.33	29.83	22.50
Esper	14.00	38.50	63.00
Snow	65.00	52.00	27.00



By Branch

	2006-2007	2007-2008	2008-2009
HFCL	84	144	84
Bryant	10	14	16
Esper	3	1	1
Snow	17	14	6



Average Participation

	2006-2007	2007-2008	2008-2009
HFCL	34.10	26.79	57.15
Bryant	27.90	31.36	30.75
Esper	20.00	38.00	27.00
Snow	25.53	62.43	88.00

