

CITY OF DEARBORN
DEPARTMENT OF LIBRARIES

ANNUAL REPORT
September 1, 2010

MARCEL J. PULTORAK, CHAIR
DEARBORN LIBRARY COMMISSION

Maryanne Bartles, Library Director



Dearborn
Public Library

Henry Ford Centennial
Bryant Branch
Esper Branch
Snow Branch

TABLE OF CONTENTS

Vision, Mission, Value Statements/Library Roles Statement.....	2-3
Introduction to Department/Highlights of the Year.....	3-12
Major Departmental Functions	12
Organizational Chart	13
Prioritized Services and Related Customer Profiles.....	14-16
Major Funding Sources	16-17
Major Expenditure Categories.....	17
Accomplishments and Progress Made Toward Accomplishing Goals for the Report Year	17-20
Other Significant Efforts During the Year/Library Committees	20-39
Statistical Information Reflecting Everyday Activities	40-41
Goals and Plans for the Next Fiscal Year 2010-2011	43
2009-2010 Budget.....	44
2009-2010 Monies Received.....	45
Library Commission.....	46
Directory.....	47
Attachments:	
Visual Representations of Management Information.....	48-69

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 58 part-time employees for a total of 62.89 full-time equivalents (FTEs). The library's total operating budget is approximately \$5.65 million, which includes indirect costs such as insurance, utilities, and building services. Our primary service is lending materials for home use. This year we lent 907,385 items to patrons, a 4% 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 addresses more than 110,000 patron inquiries each year. Our third major service is

programming. During FY 2009-2010, library staff coordinated 736 programs with a total attendance of 26,314, a 30% increase from the previous year. In addition, we provide an outreach service to the homebound and deposit collections at five senior citizen housing units. We delivered 978 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 Dearborn Public Library Foundation and the Friends of the Library-Dearborn (FOLD)
- 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 (July 2009)
- Welcomed new library commissioner Rachel Fawaz. Ms. Fawaz's term will run through June 30, 2011 (August 2009)
- Approved changes to the Library Code of Conduct, adding the wording to the no weapons policy to include the phrase, as permitted by law and added language to alert patrons that their belongings may be searched (September 2009)
- Approved the acquisition and circulation of foreign language USB drives (September 2009)

- Welcomed new library commissioner Sally A. Smith. Ms. Smith's term will run through June 30, 2010 (October 2009)
- Approved the purge of library accounts that have been inactive for ten years or more and have a fee balance of \$25 or less (October 2009)
- Approved a new policy for the distribution of free material and community information (December 2009)
- Approved the changes to the 2010 TLN (The Library Network) plan of service which included changes to the shared automation system (not applicable to Dearborn) and changes to what would happen if TLN were to dissolve (December 2009)
- Approved the deletion of claims returned block from patron records if they are ten years or older, allowing the clean up of both the patron and the collection database (January 2010)
- Approved our participation in Online Computer Library Center (OCLC) (April 2010)
- Approved raising the daily Internet pass fee from \$1 to \$2 per day, the annual Internet Use card from \$10 to \$20 and the fee for overdue charges from 20 cents per day to 25 cents per day (April 2010)
- Approved the social networking policy (June 2010)
- Approved providing a public fax service at Henry Ford Centennial Library (HFCL)
- Approved the Food for Fines program for the first two weeks in July, reducing fines by \$1 for each non-perishable food item donated (June 2010)

- Re-elected Marcel Pultorak as Commission Chair, Nancy Zakar as Vice-Chair and Jihan Jawad as Secretary-Treasurer (June 2010)

Library Foundation

Fiscal Year 2009-2010 was another busy year for the Dearborn Library Foundation. Throughout the year, the Foundation's energies were devoted to their second direct-mailing marketing/donation campaign. Foundation Board members Steve Schroeder and Barbara Lukasiewicz, with the assistance of Deputy Library Director Julie Schaefer, were instrumental in the creation of a tri-fold brochure which was delivered to about 10,000 homes in Dearborn. As of June 30, 2010, approximately \$5,030 was donated by the community as a direct result of the campaign, an increase of 68% over last year's donations.

New Board Members include Ryan Lazar, Barbara Lukasiewicz, Joe Walsh and Sonja Wilcox-Berriel. Unfortunately, board members Anina Bachrach and Henry Fradkin resigned during this fiscal year. Remaining board members are President Steve Roberts, Vice President Steve Schroeder, Secretary Nancy Auffenberg, Treasurer Pam Lovell, and directors Karl Beuckelaere and Sandi Lethbridge.

Friends of the Library-Dearborn

Friends of the Library Dearborn (FOLD) continue to hold popular monthly programs on a variety of subjects. These programs are free and open to the general public. The Friends have been conducting 50/50 raffles at these programs which is allowable through the Small Raffle License FOLD receives through the State of Michigan Charitable Gaming Division. This raffle benefits the fundraising efforts of FOLD. The greatest fundraising effort of FOLD continues to be their well-received monthly book

sales held at HFCL on the second Wednesday of most months. FOLD has made excellent efforts to expand these sales with offerings in bookcases at HFCL on the first and second floors and with a sale cart at the Farmer's Market held on the grounds of Bryant Library in the spring, summer and early fall.

Building Upgrades / Capital Projects

- Repaired and painted cornices at Bryant Branch Library (July 2009)
- Repaired exterior stairs in the small parking lot on east side of HFCL (August 2009)
- Completed work on Welcome Center and Chamber of Commerce offices and conference room at Bryant Branch Library (September 2009)
- Resurfaced Bryant Branch Library parking lot (September 2009)
- Restored and polished marble staircase at Bryant Branch Library (September 2009)
- Installed time-lock security on northeast corridor door at HFCL (November 2009)
- Installed shorter book case at Bryant Branch Library reading room entrance to provide unobstructed view of front entrance and murals (February 2010)
- Completed family restroom project at HFCL, Youth Services (February 2010)

Building - Physical Arrangement

- Moved or removed maps, index table and Dearborn File at HFCL-Adult Services (July 2009 – October 2009)
- Moved new material from HFCL south side of staircase, second floor to north side, near the front windows for better lighting (April 2010)

- Removed Dearborn Genealogical Society material from HFCL-Mezzanine area for placement on the second floor, in the reference area (June 2010)

Cost Savings or Revenue Producing

- Eliminated Dear Reader service due to low usage (August 2009)
- Discontinued distributing plastic bags at checkout, asking patrons to either purchase a bag (\$2.50 or \$5.00) or to bring their own bag (Earth Day, April 22, 2010)
- Continued our review of reference material and eliminated titles no longer used due to reliance on online databases. Cost savings approximately \$9,000 over the past two years.
- Increased revenue trend: copier/printer revenue up 28% above projection

Customer Service

- Installed Overdrive download station (for download of audio books) at HFCL (July 2009)
- Added initial collection of video games to the collection at HFCL. Because of the limited size of the collection, we do not allow holds and the check out limit is two (August 2009)
- Participated in grand opening of Welcome Center and Chamber of Commerce offices, first floor Bryant Branch Library (October 2009)
- Masked from patron view those items in the library catalog with statuses of lost or claimed return (December 2009)
- Allowed patrons to register for any Youth Services program by calling or going in person to any library location (January 2010)

- Began sending out e-mail courtesy notification, letting patrons know an item is due three days prior to its due date (January 2010)
- Continued to provide federal, state and City of Detroit tax forms (February 2010)
- No longer input patron's entire social security number into patron record in an effort to provide a secure data environment. We will input only last four digits and staff will remove all but last four digits when library cards are renewed (February 2010)
- Added Transparent Language flash drives (pre-loaded with educational language software compatible with PCs or Macs) to the collection
- Installed two early literacy stations, purchased by the Dearborn Public Library Foundation, at Esper Branch (April 2010)

Programs

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

- Participated at the Dearborn Farmers' Market by distributing library information, talking to the public and selling Friends of the Library-Dearborn (FOLD) donated books (Summer/Fall 2009)
- Participated in the first annual Park & Read program which allowed library cardholders the ability to check-out a one day pass to any Michigan state park or recreation area in lieu of the \$6 resident daily motor vehicle permit (Summer 2009)
- Partnered with Michigan Radio and Detroit Public TV to present *Facing the Mortgage Crisis* program (July 2009)

- Partnered with the Henry Ford Community College Fine Arts Department to present two weekend performances of the play *Playboy of the Western World* in the HFCL auditorium (August 2009)
- Participated in Everyone's Reading 2010, 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, *Presumed Innocent* by Scott Turow, were offered to enhance the reading experience (February – April 2010)
- Partnered with Henry Ford Community College Fine Arts Department to present two weekend performances of one act plays in the HFCL auditorium (June 2010)

Staff Efficiencies/Training/Communication Initiatives

- Improved catalog ordering process for both Young Adult and Youth Services purchases by going paperless (February 2010)
- Attended a variety of workshops and training sessions, including: meetings at the Michigan Library Association conference, DISC training, workshop on working with patrons with autism and other special needs, VMWare Boot Camp, Adapting to Organizational Change, Emotional Labor of Delivering Great Customer Service

Technology

- Virtualized several of the library's servers. The Webserver, Processing, and LibPubServer servers are now running on specialized "blades" at Police. Additionally, a new virtual machine called LIBFS01 has been created to eventually take the place of the library's domain server's file sharing duties

- Broke networks at the branches into separate VLANS for added security
- Converted one circulation desk computer at each branch to wireless for ongoing testing
- Introduced voice over IP phones at Snow and Bryant (January 2010)
- Launched EZProxy, replacing Remote Patron Authentication (RPA) for remote user authentication of the electronic databases (February 2010)
- Routed Internet at the branches through Comcast lines, improving connection speeds and lessening the traffic back to HFCL
- Re-imaged all public computers at HFCL (May 2010)

Volunteers

- Processed 8,184 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 \$21,731 for the library. In addition, FOLD raised \$1,559 in donations

Other Significant Activities

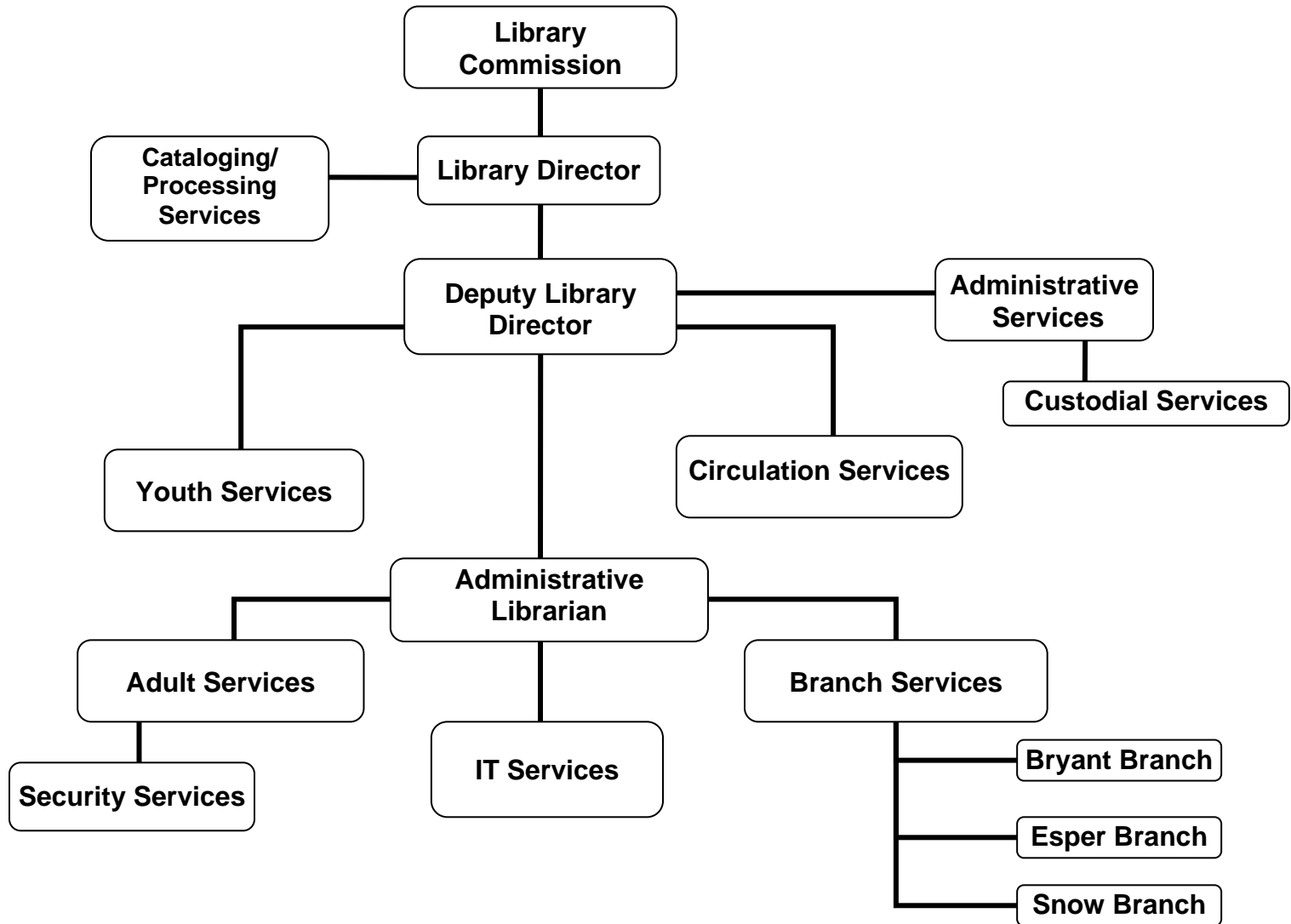
- Started using in-house statistics to track the use of reference material (July 2009)
- Overdrive Digital Bookmobile visits Dearborn Public Library. The Digital Bookmobile is a community outreach vehicle (74 foot, 18 wheel tractor-trailer) for public libraries to promote downloadable eBooks, audio books and video (July 2009)
- Received a donation of Arabic material from the Arab Children's Books Publishers Forum. The gift was organized by Sheika Boudoor, the daughter of the Sheik of Sharjah. The donation included over 500 individual items including

- Received the Nordstrom sponsored Books for Babies Matching Grant Award, which provided 200 “new baby” kits to distribute to the community (October 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, 27% of users are under 18 years, 13% are between 18 to 25 years, 14% are between 26 to 35 years, 16% are between 36 and 45 years, 13% are between 46 and 55 years, 9% are between 56-65 and 8% 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. *Assistant Librarian*
- 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 33% of our total program attendance.

MAJOR FUNDING SOURCES

General Fund

The library system receives 95% 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 are eligible to receive revenues in the spring of each 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 2009-2010 Monies Received on page 45.

MAJOR EXPENDITURE CATEGORIES

Personnel Services: 66%

Operating Expenses: 23%

Supplies: 2%

Capital Outlay (Materials and Equipment): 9%

ACCOMPLISHMENTS AND PROGRESS MADE TOWARD ACCOMPLISHING GOALS

Goal 1: Complete credit card payment project for library fines and fees to allow for online payment.

Due to staffing limitations, little progress was made on this goal.

Goal 2: Complete equipment upgrade in the HFCL auditorium.

This goal is complete. However, we would like to add additional equipment to the auditorium as soon as funds are available.

Goal 3: Complete cornice restoration at Bryant Branch Library.

This goal is complete.

Goal 4: Complete restoration of restrooms at Bryant Branch Library, second floor.

This goal is 85% complete. While the restrooms are fully functional, we are currently waiting to have new trim and doors installed to replace the “service” trim and doors.

Goal 5: Continue work on the HFCL mezzanine renovation project.

Due to budget concerns, this project was delayed. However, we anticipate it will re-start in early FY11

Goal 6: Continue work on the library re-lamping project.

Little progress was made on this goal. Staff time and consideration of branch viability caused the delay.

Goal 7: Continue work on the wall repair and ceiling tile repair/replacement project.

This is an ongoing project.

Goal 8: Continue working with the Dearborn Library Foundation to develop fundraising programs.

This is an ongoing project. Library staff assisted the Foundation in their second annual direct marketing campaign and with their first annual fundraising event, a Children’s Author Luncheon.

Goal 9: Continue to adapt our service mix to reduce staffing and funding.

This is an ongoing goal. We continue to review our processes and move away from paper to online record keeping.

Goal 10: Continue marketing the library and our services.

This is an ongoing goal. The Marketing Committee continues to look for new avenues to market library services. The Marketing and Brand Manual is near

completion and we are developing a presence on Facebook. We anticipate printing of the service brochure to occur in the early fall 2010.

Goal 11: Install additional security cameras.

We have identified the new security camera locations and the purchase order has been issued; implementation pending the new city-wide Security Committee's review of the plans.

Goal 12: If funding from the Dearborn Public Library Foundation is available, begin renovation of the Youth Services Activity Room at HFCL.

Funding for the renovation of the Youth Services Activity Room at HFCL was approved by the Dearborn Public Library Foundation in June 2010. We anticipate work will start in the late summer/early fall 2010.

Goal 13: Resurface Bryant Branch parking lot.

This goal was completed in the summer of 2009.

Goal 14: Begin work on the HFCL wallpaper replacement project.

We are in the processes of choosing the wallpaper for this goal.

Goal 15: Begin work on Bryant Branch and Snow Branch door hardware replacement for ADA compatibility.

We have delayed this goal pending a decision about branch viability.

Goal 16: Begin work on renovation of ten study booths at HFCL.

We have agreement from Building Services staff that they will do the renovation. However, we must get the rooms abated (asbestos) before work begins.

Goal 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.

The Library Commission began an initial discussion of strategic planning but has postponed further discussion until the fall 2010, waiting to review any decisions made by the City's Community Task Force.

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 2,607 new items processed each month. Approximately 31,283 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 26 days, a slight increase over the previous year. On average, there are approximately four 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 2009-2010, 40,064 items were deleted. The collection totaled

293,888 items at the end of the fiscal year. Total value of the collection is \$5,874,235. The library online databases continue to grow in popularity. The library subscribes to a total of 55 databases (thirteen are paid subscriptions and 42 are without charge subscriptions provided through the Michigan Electronic Library).

Circulation Services

Check out of material by patrons increased by 4% this fiscal year. Traffic remained the same as last year. The library has 39,290 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 2009-2010, 125,503 holds were placed, which is a 6% increase. E-mail notification of holds and overdues continues in popularity, with over 10,869 signed up for this service, which is a 19% 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 under 50% of outstanding materials and/or fees with the help of Unique. During Fiscal Year 2009-2010, Unique generated \$11,192 more cash than they billed in fees. In addition, they recovered \$12,087.22 in materials. This translates into over a \$4.00 return for each \$1.00 we invest.

In April 2008 we contracted with Unique to send out overdue mailers. Fiscal Year 2009-2010 was the second 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 2009-2010, Unique invoiced the library \$10,627 for the overdue mailer service.

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 2009 Youth Services Summer Reading Program was comparable to the previous fiscal year with 1,426 children registered. Children read a combined total of 9,328 books over the summer months, translating into a whole lot of pages!

The Annual Youth Services Bookmark Contest elicited over 1,136 entries. Ten winners were chosen and a reception was held in May for Children's Book Week. There was a nice event with 65 people in attendance. Deputy Library Director Julie Schaefer 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 2009 Teen Read Summer Program with 454 teens signed up to participate, an amazing 152% increase over last year. Additionally, to keep teens informed about new young adult titles and programs, they can sign up to

receive *BookLetters*[™] emails from the library. We have 328 teens subscribing to the two teen *BookLetters*[™] service.

The 2009 Adult Summer Reading Program attracted 331 adult readers, an increase of 49%. Adult programming also included the ever-popular Blockbuster Movie Series which is sponsored by the Friends of the Library-Dearborn (FOLD). Forty-eight films were shown during the 2009-10 season with total attendance of 3,432. In addition, FOLD offers monthly programs for adult audiences that are very well-attended. During Fiscal Year 2009-2010, these programs attracted over 1,000 patrons. History programs proved to be particularly of interest to the library audience. A program on the history of JL Hudson's in Downtown Detroit had an audience numbering close to 200 people.

In August 2009, the library held its fifth Annual Reading Wrap-Up Party. Participants from all Summer Reading programs were invited and 400, an all-time record, 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 for the crowd's enjoyment.

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 2009-2010, 314 items were delivered to nine residents. Thirty-two deliveries were made.

Senior Citizen Housing - The library delivers a rotating collection of paperback books to five 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. For Fiscal Year 2009-2010, 664 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 59 book groups from all corners of the community. During 2009-2010, 252 book club kits were scheduled for distribution. Given the average of ten books per kit, approximately 2,520 books were shared and discussed by our book club groups. Currently, clubs can choose from 165 kits. We spend just over \$3,000 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 was discontinued as our survey of participants indicated that while many people were signed up, only a few were using the service.

Interlibrary Loan - During Fiscal Year 2009-2010, 13 requests were submitted. In December 2009 the library's cooperative, The Library Network (TLN), suspended

interlibrary loan. We are currently in the process of re-establishing that service either independently or through a revised TLN service model.

Other developments in Adult Services -

- Removed the map filing cabinet, two topographical map cabinets and an index table from the second floor
- Repositioned the Dearborn File to allow a newspaper database computer to be placed near the microfilm readers (October 2009)
- Installed a window in the south door of the Adult Services workroom as a safety precaution to prevent the door from being accidentally opened on someone (January 2010)
- Moved six bookshelves holding new materials to a location on the north side of the building where the light is better (May 2010)
- Described and photographed the topographical maps and lake charts and this information was emailed to the Purchasing Division for possible sale of the material (May 2010)
- Removed the book stack containing material for the Dearborn Genealogical Society from the Mezzanine. The material now resides on the 2nd floor near Adult Reference (June 2010)

Automation Services

Automation Highlights -

- Installed, throughout the year, new routers at each branch, being part of an overall plan to improve network performance
- Installed a physical station for the public to download audio materials at HFCL

- Virtualized several of the library's servers. The Webserver, Processing, and LibPubServer servers are now running on specialized "blades" at Police. Additionally, a new virtual machine called LIBFS01 has been created to eventually take the place of the library's domain server's file sharing duties
- Upgraded Horizon from 7.3 to 7.4.2 (August 2009)
- Broke networks at the branches into separate VLANs for added security
- Converted one circulation desk computer at each branch to wireless for ongoing testing
- Purged borrowers expired for ten years or more and owing less than \$25.00 in fines in October. This did not include any of those with claims returned and/or lost items. Total number of borrowers deleted: 4,320; total of all block amounts waived: \$24,089.15
- Launched Pre-Overdue e-mail notices (January 2010).
- Introduced voice over IP phones at Snow and Bryant (January 2010)
- Set up a computer in Adult Services for Dearborn newspaper digital access (January 2010)
- Launched EZProxy, replacing Remote Patron Authentication for remote user authentication of the electronic databases (February 2010)
- Routed Internet at the branches through Comcast lines in March, improving connection speeds and lessening the traffic back to HFCL
- Programmed Horizon to ignore inactive requests when calculating total requests for determining check-out loan period

- Re-imaged all public computers at HFCL (May 2010)

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 was overjoyed to complete the update of this manual during this 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 2009-2010. 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,

with a possible push to greater publicity and greater cooperation with local community organizations. Capital ADA projects, however, did move forward with the completion of a family ADA compliant restroom in the Youth Services area at the HFCL and of ADA compliant restrooms on the second floor of Bryant Branch Library.

Bookletters Committee

The Bookletters Committee is responsible for managing the *Bookletters*[™] 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, and 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. During early 2010, a Bookletters marketing campaign was started to encourage patrons to sign up for *Bookletters*[™] service. Bookmarks were distributed and patrons could check off as many Bookletters subscriptions as they wanted, return the bookmark and staff would sign them up. At fiscal year end, the service boasted 3,009 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 2009-2010, the Committee:

- Offered numerous Youth Services programs throughout the year at all locations including the very popular Mother Goose Storytime series for babies six months-24 months old
- Conducted a variety of very popular programs at branch libraries such as Esper's Haunted Library, and Carnival Game Day, and Snow's Hello Truck, Lego Challenges, and Gingerbread University
- 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 ten 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 (Spring 2010)
- Held the Fourth Annual Bookmark Winners Reception in the Rotunda at HFCL (May 2010)
- Hosted Kids Read Comics 2010 in partnership with Kids Read Comics attended by over 550 people from the Metro Detroit area and beyond
- Attended several workshops and conferences centering around programming and service to children
- Continued work on the booklist project – standardizing and updating relevant lists of materials to be used directly by the public and as an aid for staff in working with the public

- Continued 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 third year and added Park and Read program in partnership with Michigan DNR
- Received 200 kits from the Nordstrom sponsored Books for Babies Matching Grant Award program to distribute to the community as an outreach program and library promotion

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 2009-2010, the Committee:

- Reviewed and developed solutions for circulation issues including improving report procedures
- Launched a new well-received library service – pre-overdue courtesy notices via email
- Tightened the security on our receipt and storage of confidential patron information both electronically and on paper

- Recommended the deletion of claim returned blocks on patron records unused for over ten years – this further assists in the cleanup of our patron and materials databases
- Continued to assist with marketing and publicity for all library events and programs using “Word of Mouth” strategy and direct-handing of promotional pieces

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 2009-2010, the Committee:

- Implemented the addition of a new format for materials – USB flash drives, pre-loaded with software for patron checkout and use on a home computer
- Added humor compact discs to the variety of CDs available for checkout
- Expanded the standing order paperback plans to include Western and Science Fiction
- Discussed and finessed collection reports and frequency of output for optimal use by staff to better serve the public
- Added a downloadable station to aid in use of transferring files while in the building. Usage of downloadable collection continues to grow with an increase of over 60% from last year.
- Participated in Metronet’s library program *Everyone’s Reading* for the third 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 2009-2010:

- Completed emergency manuals for all agencies. These manuals were approved by the city's fire inspector
- Conducted fire and tornado drills at all Dearborn Public Libraries
- Purchased megaphones for better communication during emergency situations
- Purchased backpacks for better and better transportation of emergency supplies

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 2009-2010, the Committee:

- Continued publication of *Library Matters*, now a bi-monthly online publication providing news and information on library services and events as well as essays, commentary and photos by staff members
- Completed the library services brochure, hoping for a sponsor to assist in the printing costs. We anticipate that we will have to pay for the printing to be done in late summer 2010
- Created, in place of the *Publicity Manual*, a new document called the *Marketing and Brand Manual*. The manual is to serve as a guide to the understanding of the Dearborn Public Library brand and to provide staff with the tools to help them with their marketing projects and programs

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 2009-2010, the Committee:

- Investigated multiple solutions for replacing the current outdated kiosks. A plan was submitted with the help of CDTV. A new large screen television was purchased and implementation of the new display system will take place in the new fiscal year
- Made suggestions for the new image which was implemented by Automation
- Attended training for Joomla and began plans to lay out a replacement for our current, somewhat outdated, website
- Investigated E-Rate and decided that it was not possible to pursue given the payment structure of our T1 lines
- Updated the *Five Year Technology Plan*
- Attended Facebook training and discussed its implementation
- Investigated a public faxing solution, which should be implemented sometime in the new fiscal year

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 2009-2010, the Committee:

- Worked with Gale database products as more and more are transitioned from print to online products
- Evaluated and reviewed numerous database products with the assistance of staff through the trials link on StaffNet – decisions were made to eliminate some and to consider adding new ones for next fiscal year
- Worked on the promotion of online products
- 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
- Tracked in-house use of print reference materials as an aid in decision-making for cost savings
- Launched EZ Proxy, an easier way to login from home for online reference products and Power search, which allows for one search box for many products

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 worked on the following issues:

- Updated Library Code of Conduct (September 2009)
- Planned and conducted a joint meeting with the Supervisors in Charge (SIC) of the building to update and review policies and procedures
- Implemented identity theft procedures for a safer, secure environment
- Completed details of banning notification for minors

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 2009-2010. However, the serials librarian has begun work on a *Serials Manual* which will provide detailed information regarding each subscription. In FY2010, the serials contract with Ebsco is in the first renewal with two one-year renewals allowed.

StaffNet Committee

The StaffNet received a few enhancements during the Fiscal Year 2009-2010

- Added more scheduling calendars for meeting rooms and equipment
- Repaired some broken links to maintain StaffNet's usability and functionality

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 2009-2010, CDTV produced 12 *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 2009-2010, 60 volunteers contributed 5,285 hours of service. Volunteers at Bryant Branch processed 8,184 paperback books and the Friends of the Library-Dearborn raised over \$23,000 through their used book sale and donations.

In FY 2009-2010, the Volunteer Committee:

- Completed the revision of policies, and continued work on the revision of procedures, for inclusion in the updated Volunteer Manual
- Created a new online volunteer application and orientation process which includes an online video orientation, designed to streamline the recruiting and placement of volunteers
- Organized the annual volunteer recognition luncheon. The family-style luncheon at Park Place in June 2010 was very well received by over ninety attendees, including Council members and Library Commissioners. A PowerPoint presentation created by the committee displayed photographs of our volunteers “in action.” As a token of our appreciation, all volunteers were presented with a Dearborn Public Library logo tote bag.
- Continued the service award program in which volunteers are awarded recognition badges based on their number of years of service. Twenty-six new service awards were presented to volunteers who advanced to a higher service level this year. There are currently twenty-three volunteers with gold badge status, volunteers who have given ten 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 HFCL. Proceeds from the book sale subsidize the following programs:

- Blockbuster Film Series, which includes the yearly renewal of the Public Performance Site license
- *Book Page* publication.
- Canvas and "green bags" for sale at all agencies
- *Everyone's Reading* community wide reading program
- Summer Reading Club programs
- Staff training workshops
- Computer workshops for the public

In addition, FOLD:

- Contributed approximately 3,076 hours of volunteer time
- Planned and sponsored six programs in their popular lecture series which averaged over 120 people in attendance per event. Highlights of the year included two different history programs – each program had about 200 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 2009-2010, the Foundation:

- Delivered, to approximately 10,000 Dearborn homes, a tri-fold brochure informing residents about the Foundation and asking for financial support. Approximately \$5,030 was raised by fiscal year end, a 68% increase over last year's campaign
- Welcomed new board members Ryan Lazar, Barbara Lukasiewicz, Joe Walsh and Sonja Wilcox-Berriel
- Said goodbye to board members Anina Bachrach and Henry Fradkin

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 2009-2010, the Committee:

- Planned and collaborated, with Adult SRP Coordinator, the 2009 Summer Read Program
- Began using paperless methods for catalog ordering and also for joint SRP registrations

- Held the Fifth Annual Reading Wrap Up event in August 2009 with karaoke, Dance, Dance Revolution, various Youth Services activities
- Launched new collections – video games and graphic novels in cooperation with Youth Services Committee
- Began process of creating and filing booklists pertaining to Young Adult literature
- Held various programs such as Kaplan, Wii and Financial Aid

DEARBORN PUBLIC LIBRARY - STATISTICAL INFORMATION

	2009-2010	2008-2009	Percent Change
Circulation (Transactions)	907,385	870,252	4.2%
Traffic (Individual Visits)	511,737	511,809	0%
Collection (Items)	293,888	299,265	-2%
Collection (Titles)	170,723	167,735	1.7%
Registration (Borrowers)*	39,169	39,764	-1.5%

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

Detailed Collection Statistics

Items	2009-2010	2008-2009	Percent Change
Books, Adult	109,723	113,582	-3.3%
Books, Juvenile	99,709	102,123	-2.4%
Books, Reference	4,463	4,519	-1.2%
Periodicals	17,891	18,623	-4%
Videocassettes	12,509	14,658	-14.6%
DVD's	24,151	21,788	11%
Compact Discs, Music	14,818	14,314	3.5%
Books on Audiocassette	3,094	4,147	-25%
Books on CD	5,063	4,631	9%
CD-ROM (Ref & Circ)	271	273	0%
Video Games	260	N/A	--
USB Language Kits	11	N/A	--

Programs

Agency	2009-2010 Number of Program	2009-2010 Attendance	2008-2009 Number of Program	2008-2009 Attendance	Percent Change	
					Programs	Attendance
HFCL	342	14,380	228	11,082	51%	30%
Bryant	204	6,051	196	5,710	4%	6%
Esper	84	1,909	88	2,276	-5%	-16%
Snow	106	3,974	114	4,417	-7%	-10%
TOTAL	736	26,314	626	23,485	18%	12%

Contests

Agency	2009-2010 Contests	2009-2010 Number of Contest Participants	2008-2009 Contests	2008-2009 Number of Contest Participants	Percent Change	
					Contests	Participants
HFCL	29	7,310	26	3,469	11%	110%
Bryant	33	2,291	20	1,760	65%	30%
Esper	25	5,179	29	3,447	-14%	50%
Snow	35	2,795	17	1,309	105%	113%
TOTAL	122	17,575	92	9,985	33%	76%



Kids Read Comics – June 2010



Storytime at Snow Branch



Renovated ADA Compliant Family Restroom
HFCL – Youth Services

GOALS AND PLANS FOR THE NEXT FISCAL YEAR

2010-2011

1. Complete credit card payment project for library fines and fees to allow for online payment.
2. Complete restoration of restrooms at Bryant Branch Library, second floor.
3. Continue work on the HFCL mezzanine renovation project.
4. Continue work on the library re-lamping project.
5. Continue work on the wall repair and ceiling tile repair/replacement project.
6. Continue working with the Dearborn Library Foundation to develop fundraising programs.
7. Continue to adapt our service mix to reduce staffing and funding.
8. Continue marketing the library and our services.
9. Complete Installation of additional security cameras.
10. Complete renovation of the Youth Services Activity Room at HFCL.
11. Continue work on the HFCL wallpaper replacement project.
12. Begin work on Bryant Branch and Snow Branch door hardware replacement for ADA compatibility.
13. Continue work on renovation of ten study booths at HFCL.
14. Working with the Library Commission and building on the goals developed by City of Dearborn Administration and the Community Task Force, develop strategic goals for the Dearborn Public Libraries.

CITY OF DEARBORN DEPARTMENT OF LIBRARIES
2009-2010 BUDGET

	Adopted 2009-2010	Budget 2008-2009	Percent Change
PERSONNEL SERVICES	\$3,733,078	\$3,685,910	+1%
OPERATING EXPENSE	\$1,318,129	\$ 338,223	289%*
SUPPLIES	\$ 85,855	\$ 98,950	-13%
OTHER SERVICES & CHARGES	\$ 6,325	\$ 5,825	+9%
CAPITAL OUTLAY	\$ 562,800	\$ 712,512	-21%**
TOTAL LIBRARIES	\$5,658,235	\$4,839,420	17%*

Source: *City of Dearborn, Michigan Annual Budget for the Year Ending June 30, 2010*, page 173

Explanation per library:

* Increase attributed to indirect costs such as insurance, building services charges, power house charges, utilities and MIS charges being added to library budget

**Reflects significant reduction in library materials budget

**MONIES RECEIVED
2009-2010**

Library Aid Grant	\$19,203.02	
Penal Fines	\$70,802.64	\$101,037.17
Gifts		
Anthony and Margaret Wade	\$500.00	
Miscellaneous donations	\$86.00	
		\$586.00
Copier, Printer, Microfilm receipts	\$32,015.80	
Library Fines	\$97,947.41	
Internet User Cards	\$16,581.50	
Miscellaneous	\$269.99	
		\$146,814.70
Friends of the Library-Dearborn		
Used Book Sales	\$18,848.49	
Donations	\$1,559.00	
Other Revenue (USB drives, floppy disks, earbuds, headphones and bag sales)	\$2,882.37	
Computer classes	\$715.00	
		\$24,004.86
GRAND TOTAL		<u>\$272,442.73</u>

DEARBORN LIBRARY COMMISSION

Marcel Pultorak, Chair

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

Nancy Zakar, Vice-Chair

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

Jihan A. Jawad, Secretary

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

Candyce Abbatt

Term of Office: 11/19/1997 - 06/30/2012

Rachel Fawaz

Term of Office: 08/04/2009 – 06/30/2011

David Schlaff

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

Sally A. Smith

Term of Office: 10/07/2009– 06/30/2010

Antonia Straley

Term of Office: 05/26/2009 – 06/30/2012

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)

BRANCH LIBRARIES

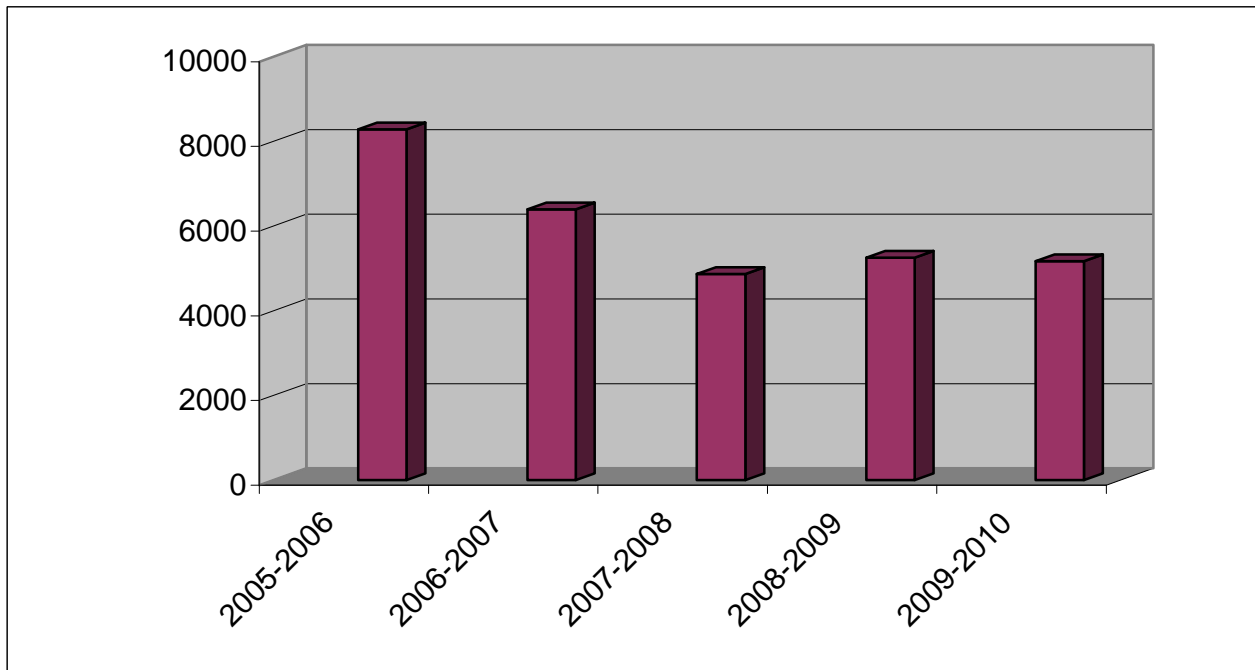
Monday – Tuesday	12:30 p.m. - 8:30 p.m.
Wednesday	10:30 a.m. - 5:30 p.m.
Thursday	12:30 p.m. - 5:30 p.m.
Friday	12:30 p.m. - 5:30 p.m. (June – August)
Saturday	12:30 p.m. - 5:30 p.m. (Sept – May)

VISUAL REPRESENTATION OF MANAGEMENT INFORMATION
(LIBRARY STATISTICS)

	<u>Page</u>
Patrons Added to System for First-Time	49
Active Library Card Holders, End of Each Fiscal Year	50
Active Borrowers by Age and Gender	51
Total Circulation	52
Branch Percentage of Circulation.....	53
Type of Circulation, Checkout/Renewal	54
Circulation by Format	55
Most Popular Circulating Items	56
Circulation – Digital Downloads.....	57
Per Capita Data.....	58
Holds Placed/Filled/Cancelled.....	59
Computers.....	60
In Library Public Computer Use by Residency	61
Online Database Usage	62
Library Visits.....	63
Library Visits by Branch.....	64
Library Programs.....	65
Library Programs by Age Group.....	66
Youth Services Programs by Branch.....	67
Young Adult Programs by Branch	68
Adult Programs by Branch	69

Patrons Added to System for First Time

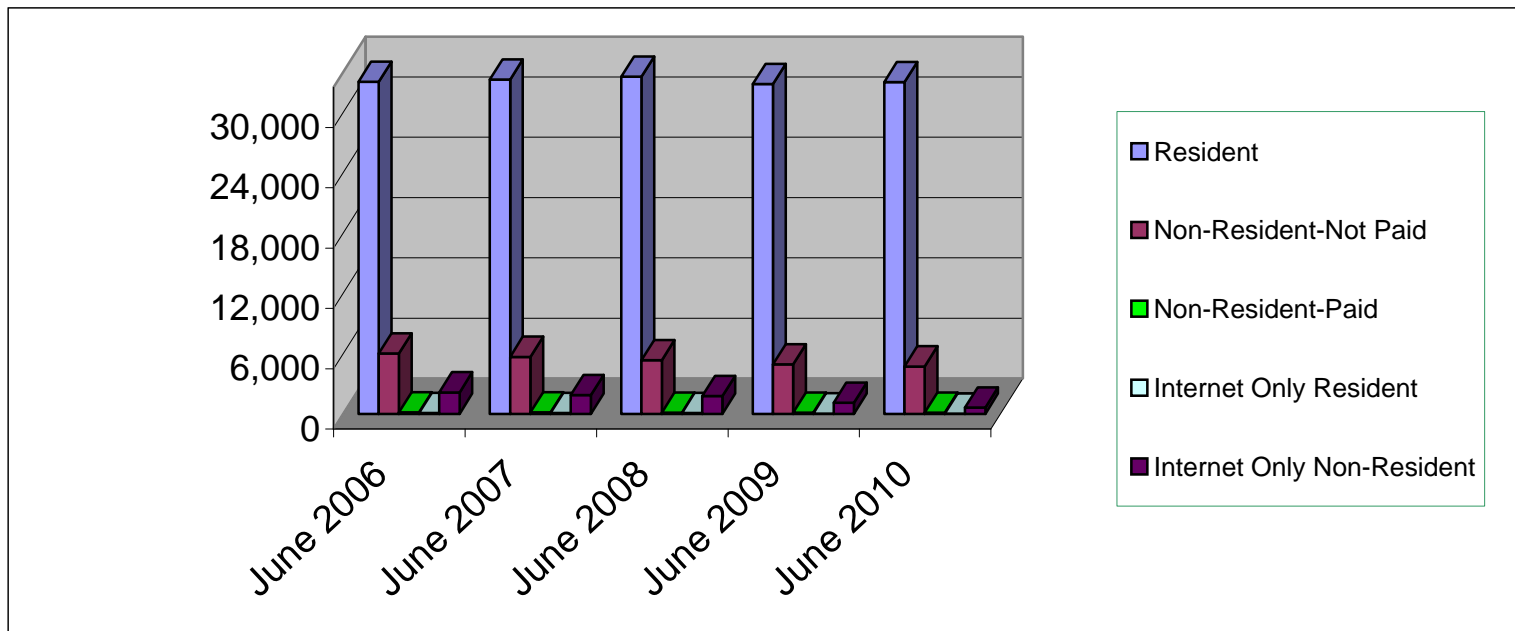
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
First Time Registrants	8,284	6,392	4,868	5,256	5,171



Active Library Card Holders At End of Each Fiscal Year

	June 2006	June 2007	June 2008	June 2009	June 2010
Resident	33,023	33,259	33,533	32,800	33,002
Non-Resident-Not Paid	5,998	5,666	5,331	4,927	4,713
Non-Resident-Paid	138	132	120	116	109
Internet Only Resident	71	84	77	30	11
Internet Only Non-Reside	2,132	1,862	1,770	1,089	628
TOTAL	41,362	41,003	40,831	38,962	38,463

Active Library Card Holder is defined as a patron who has renewed their card within the last three years
(State standard)



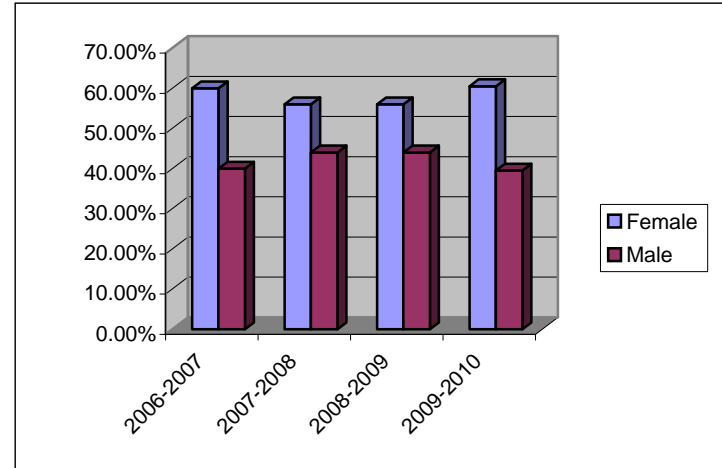
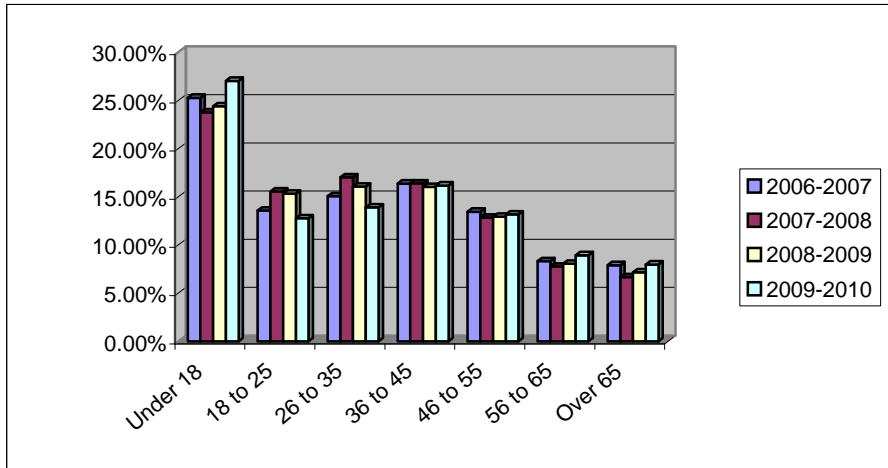
Active Borrowers by Age and Gender*

By age:

	2006-2007	2007-2008	2008-2009	2009-2010
Under 18	25.28%	23.78%	24.40%	27.04%
18 to 25	13.58%	15.55%	15.33%	12.78%
26 to 35	15.06%	17.02%	16.06%	13.91%
36 to 45	16.38%	16.40%	16.04%	16.18%
46 to 55	13.46%	12.83%	12.95%	13.17%
56 to 65	8.32%	7.76%	8.06%	8.94%
Over 65	7.91%	6.67%	7.16%	7.98%

By gender:

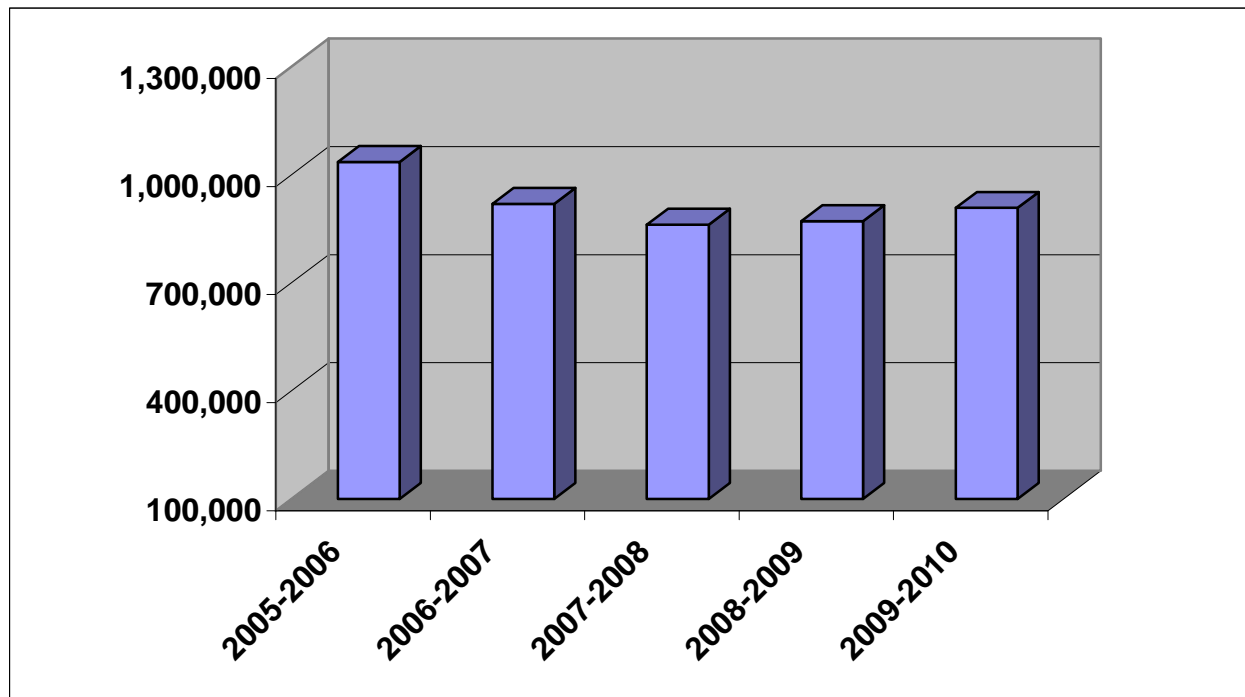
	2006-2007	2007-2008	2008-2009	2009-2010
Female	60.00%	56.00%	56.00%	60.49%
Male	40.00%	44.00%	44.00%	39.51%



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

Total Circulation

	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
Total Circulation	1,034,882	918,886	860,642	870,252	907,385

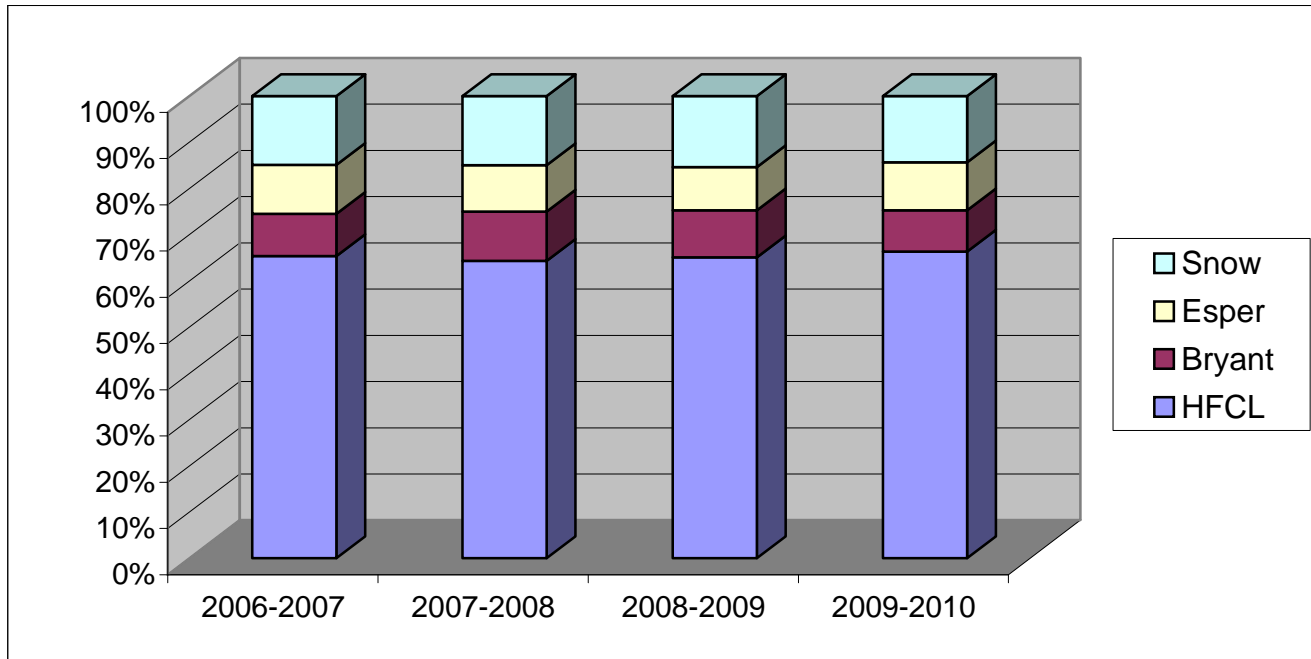


Factors Contributing to Reductions in Circulation statistics

- 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	2009-2010
HFCL	65.34%	64.26%	64.66%	66.35%
Bryant	9.17%	10.67%	10.12%	8.91%
Esper	10.60%	10.00%	9.30%	10.35%
Snow	14.89%	15.00%	15.30%	14.39%



Type of Circulation Checkout / Renewal / Download

	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010*
Checkout	734,797	683,626	657,161	658,553	686,120
Phone Renewals	63,703	114,711	92,598	71,952	32,096
Regular Renewals	19,893	15,732	15,121	25,664	63,769
Self Renewals (OPAC)	216,489	104,917	95,762	108,767	116,868
Digital Downloads			1,964	5,316	8,532
TOTAL CIRCULATION	1,034,882	918,886	862,606	870,252	907,385

Renewal Limit changed from 6 to 2 in 2004

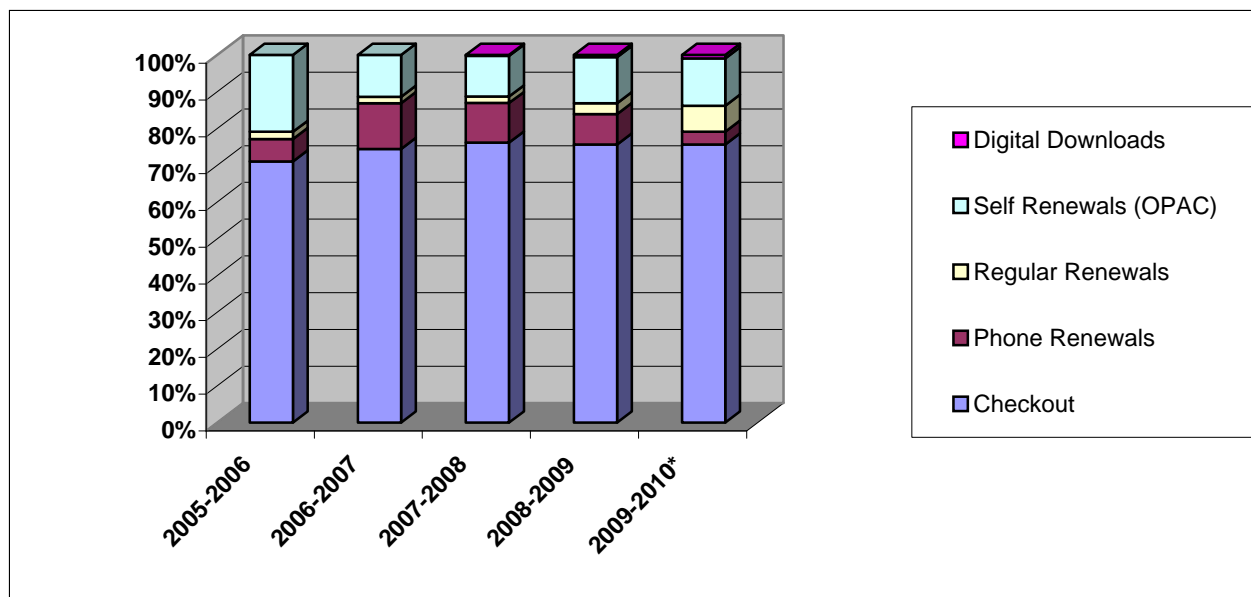
***With installation of Telemessaging 3 (TM3) in March 2009 - renewals are counted differently:**

Phone renewals Staff member renews and selects the option that material is not present

Regular Renewals Staff renew when material IS present OR renewed by patron through TM3

Self-renewal Patron renews through OPAC, from home or in the library

Prior to 2009-2010, Telecirc renewals were counted in phone renewals, not regular renewals

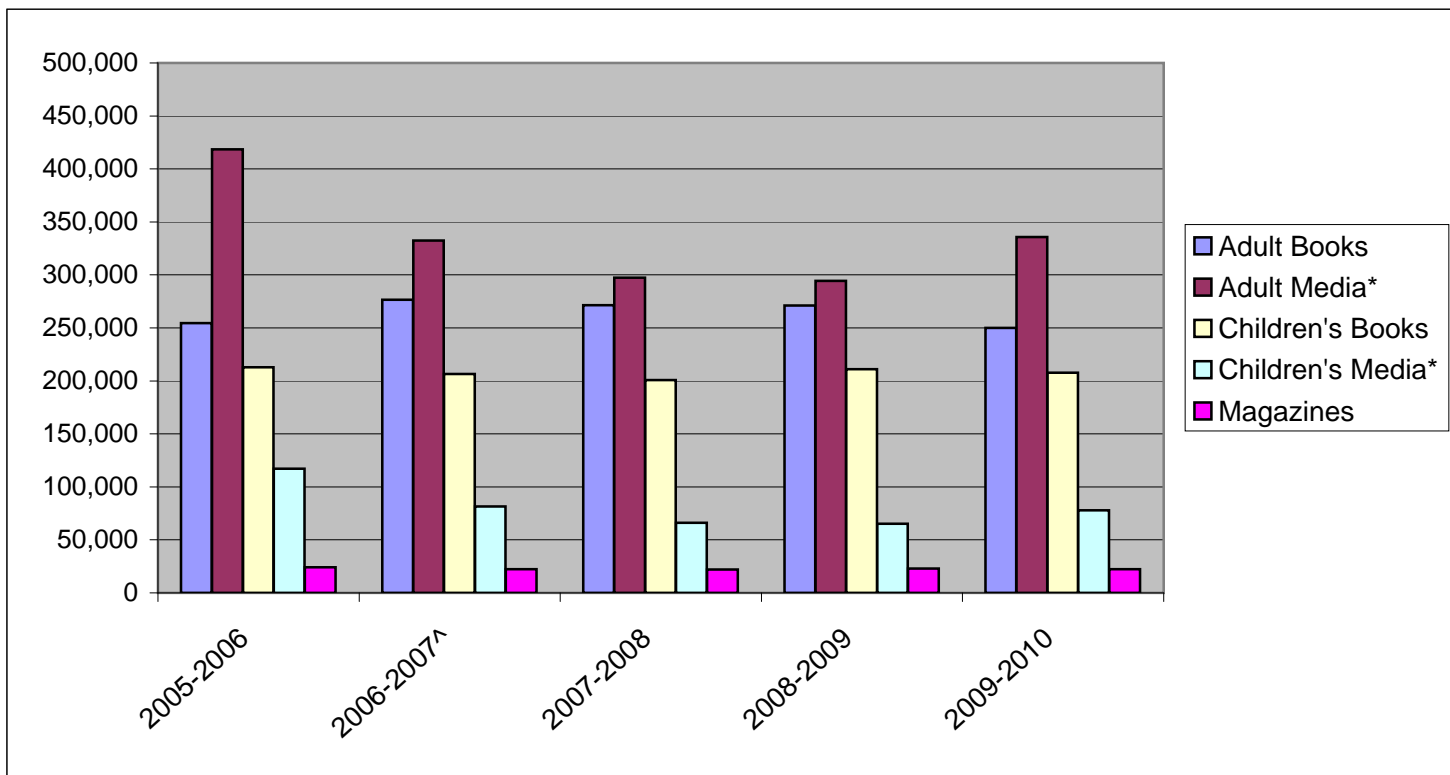


Circulation by Format

	2005-2006	2006-2007 [^]	2007-2008	2008-2009	2009-2010
Adult Books	254,679	276,588	271,397	271,220	250,007
Adult Media*	418,386	332,351	297,394	294,482	335,755
Children's Books	212,901	206,626	200,768	211,120	207,629
Children's Media*	117,055	81,470	66,071	65,330	77,944
Magazines	24,013	22,358	22,082	22,888	22,277

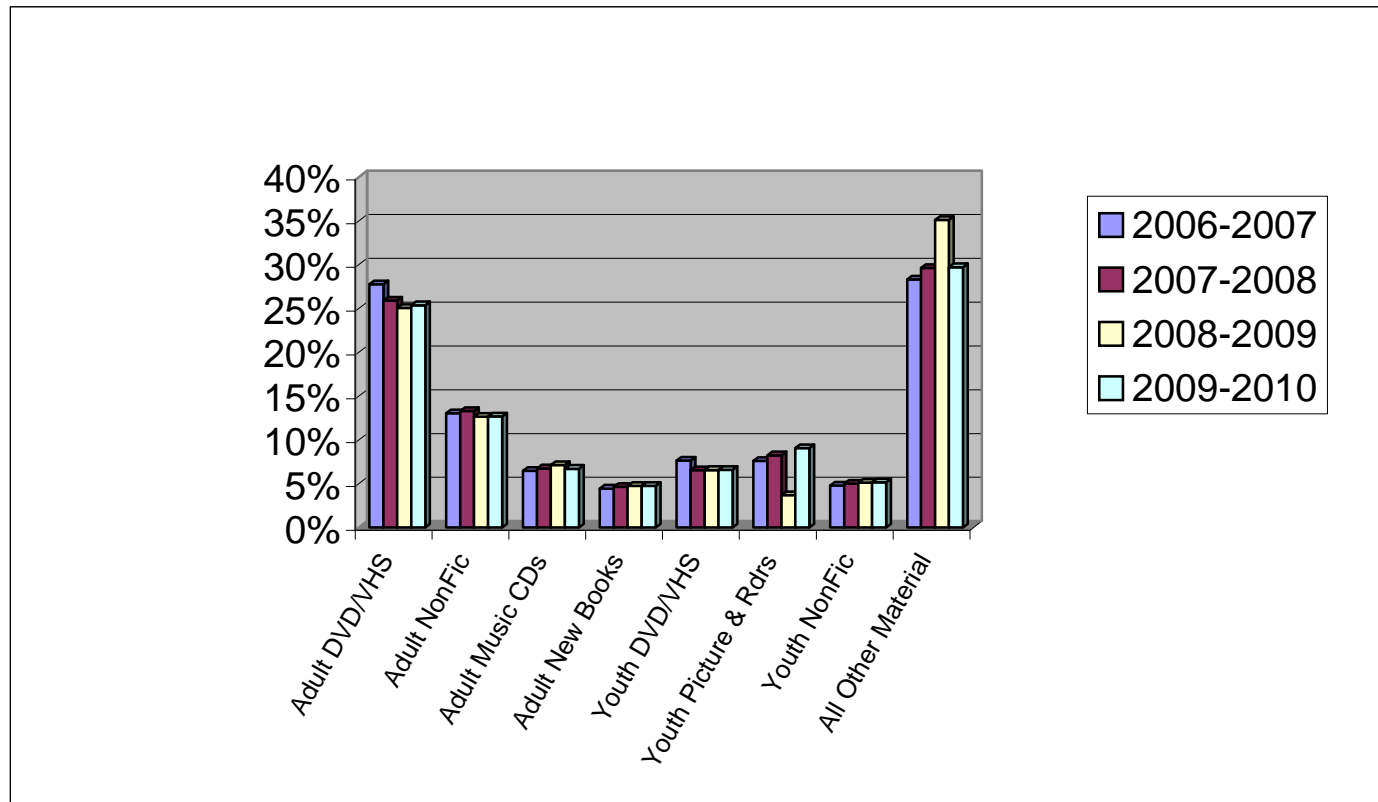
* Media = Audio (CD, cassette, kits), Video/DVD, CD-Rom

[^]Loan period for video/DVD and CD increased



Most Popular Circulating Items

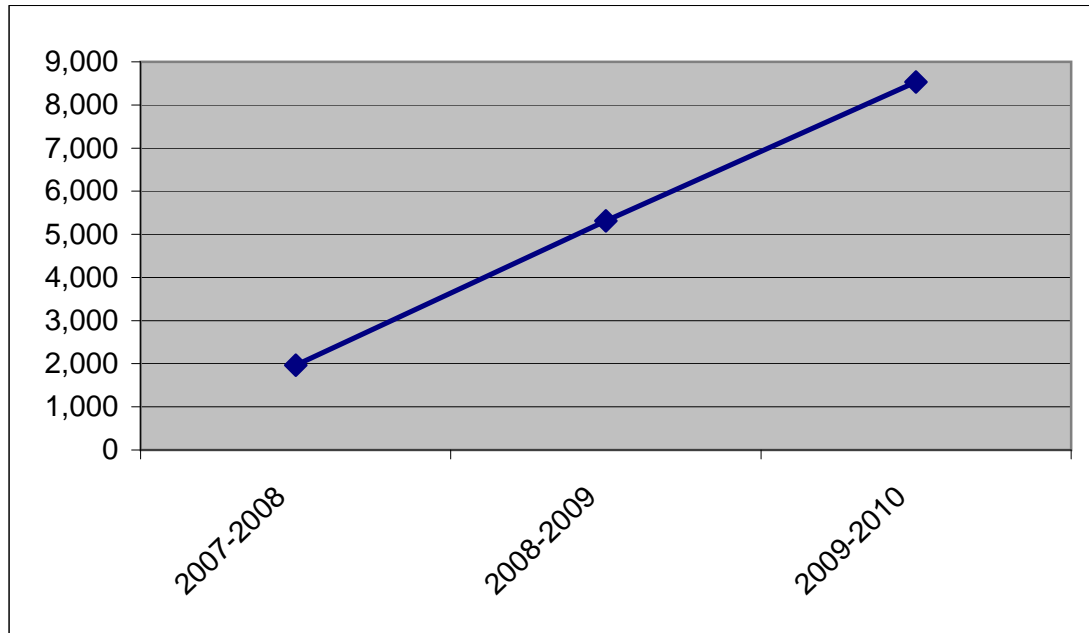
	2006-2007	2007-2008	2008-2009	2009-2010
Adult DVD/VHS	27.76%	25.91%	25.06%	25.37%
Adult NonFic	13.05%	13.30%	12.63%	12.67%
Adult Music CDs	6.45%	6.74%	7.12%	6.70%
Adult New Books	4.43%	4.64%	4.75%	4.74%
Youth DVD/VHS	7.62%	6.54%	6.55%	6.58%
Youth Picture & Rdrs	7.59%	8.24%	3.69%	9.06%
Youth NonFic	4.79%	5.00%	5.11%	5.16%
All Other Material	28.32%	29.63%	35.10%	29.72%



Circulation - Digital Download

2007-2008	2008-2009	2009-2010
1,964	5,316	8,532

Digital Download Service begins September 2007

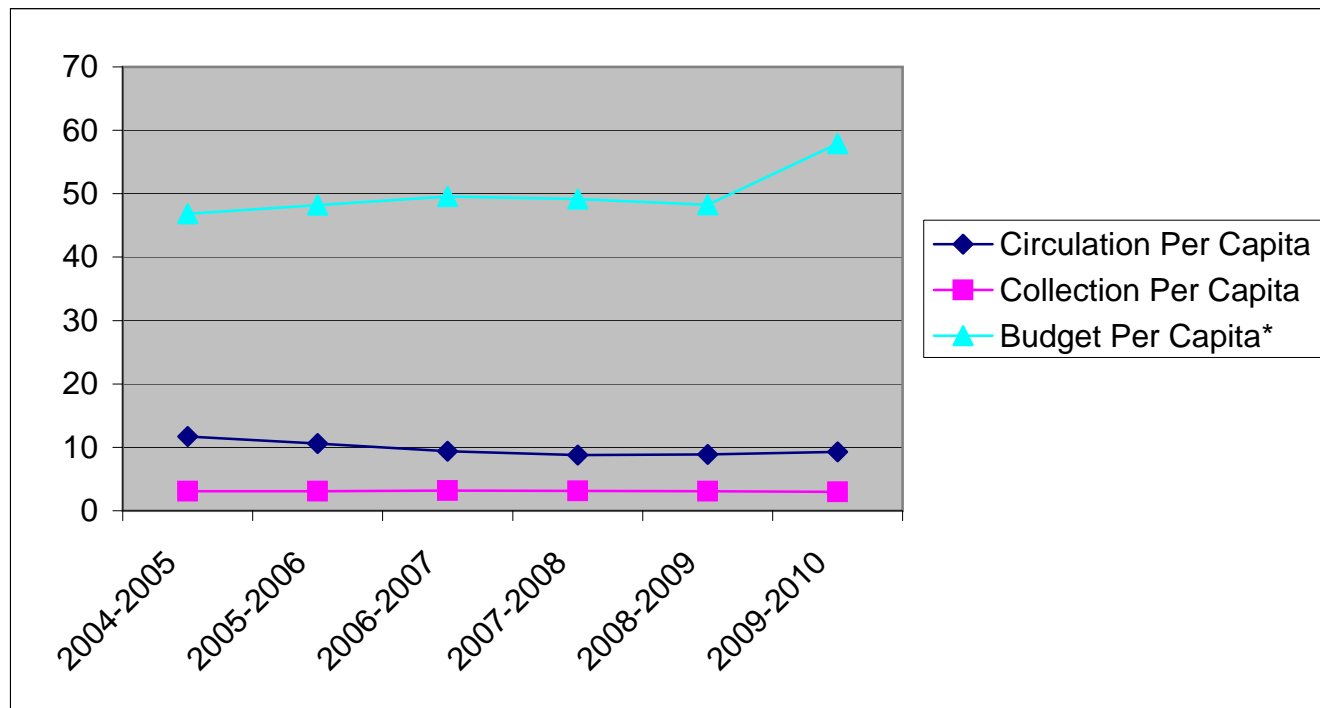


Per Capita Data

	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
Circulation Per Capita	11.69	10.58	9.4	8.8	8.9	9.28
Collection Per Capita	3.07	3.09	3.16	3.14	3.06	3
Budget Per Capita*	46.84	48.19	49.57	49.17	48.24	57.87

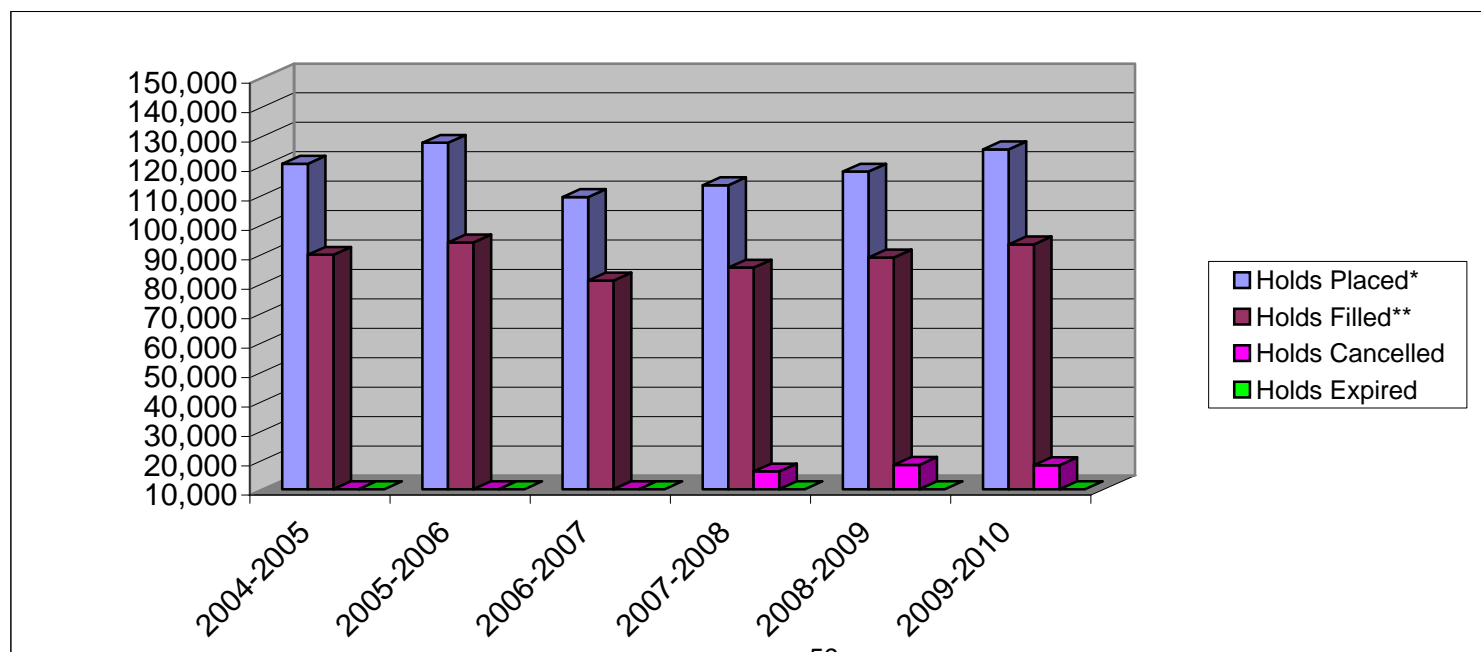
Based on Population of 97,775

*Budget for FY2009-2010 includes indirect costs such as insurance, utilities, building services, power house, MIS services



Holds Placed/Filled/Cancelled

	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	
Holds Placed*	120,615	127,720	109,325	113,358	117,953	125,503	Patron requests an item
Holds Filled**	89,669	93,875	80,900	85,312	88,746	93,207	Patron picks up item
Holds Cancelled	N/A	N/A	N/A	16,048	18,268	18,170	Patron cancels or does not pick up
Holds Expired	N/A	N/A	N/A	277	192	115	Library unable to find item
% Library Could Not Fill	N/A	N/A	N/A	0.24%	0.16%	0.09%	
% Patron-Did Not Pick Up	N/A	N/A	N/A	14.16%	15.49%	14.48%	



**"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

	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
Public Internet PCs*	104	104	104	104	104
Public PCs**	49	54	54	57	61
Service Desk PCs	21	21	21	21	21
Staff PCs	54	56	56	56	56
Servers/Imagers	19	18	18	18	17

Public Internet PC's by Location

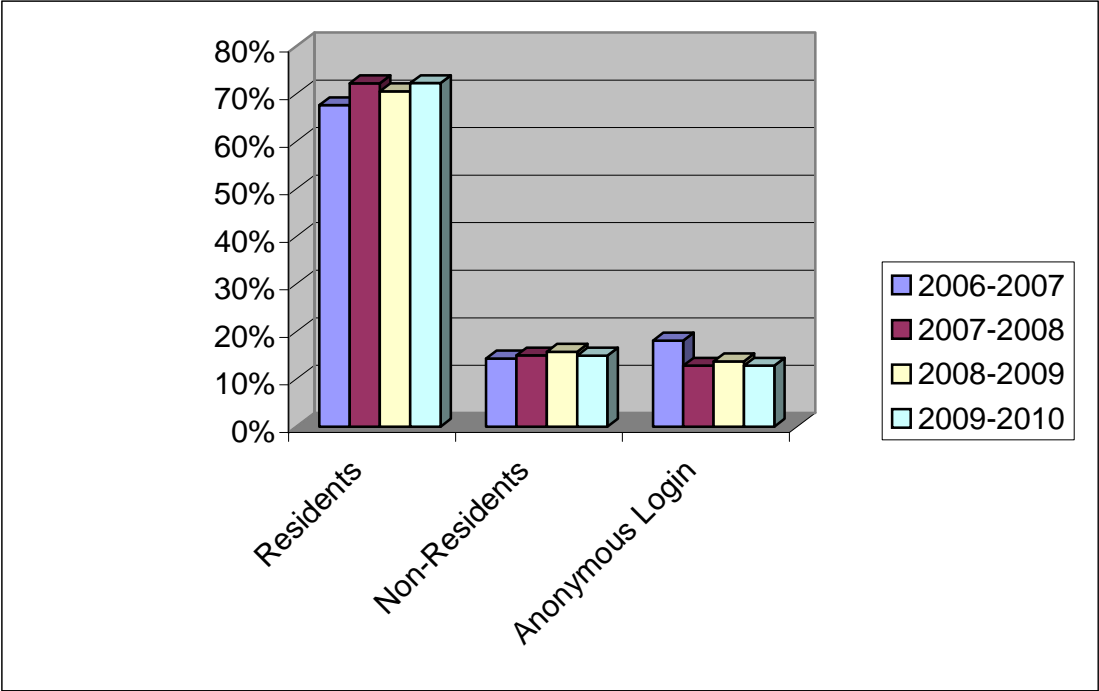
	2009-2010
HFCL	61
Bryant	7
Esper	26
Snow	10

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

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

In Library Public Computer Use by Residency

	2006-2007	2007-2008	2008-2009	2009-2010
Residents	67.60%	72.21%	70.53%	72.25%
Non-Residents	14.32%	14.97%	15.75%	14.93%
Anonymous Login	18.08%	12.82%	13.72%	12.82%



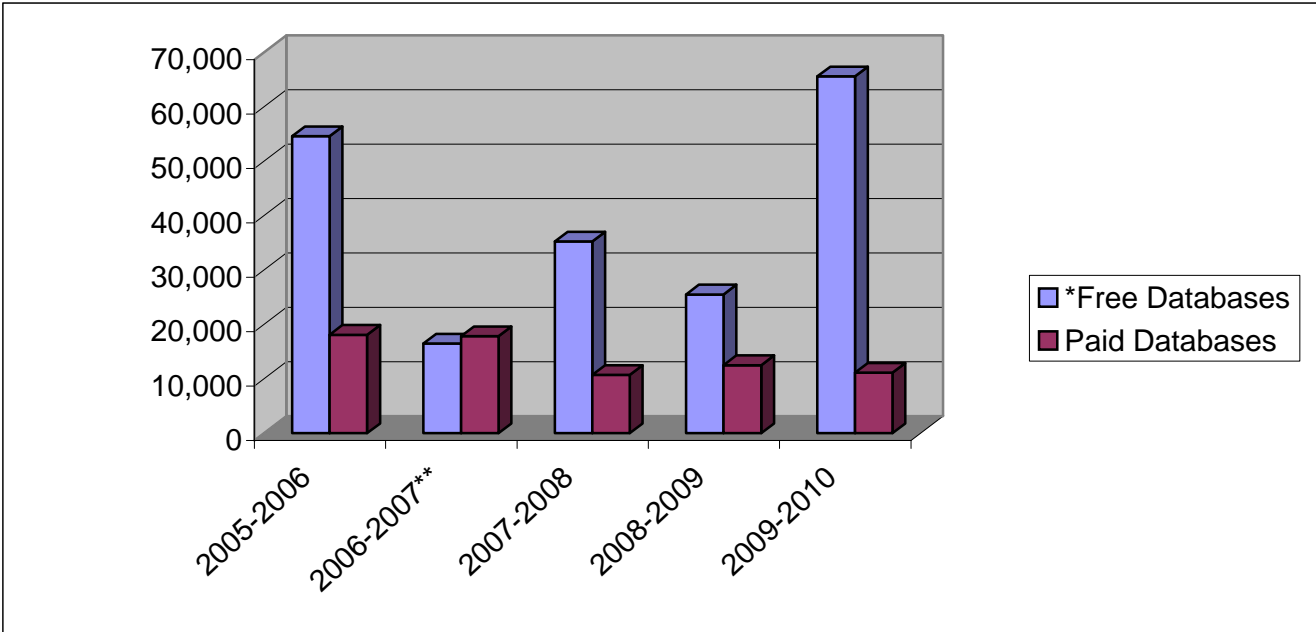
Online Database Usage

	2005-2006	2006-2007**	2007-2008	2008-2009	2009-2010
*Free Databases	54,572	16,472	35,224	25,509	65,576
Paid Databases	18,085	17,838	10,709	12,498	11,116

*Free from State of Michigan

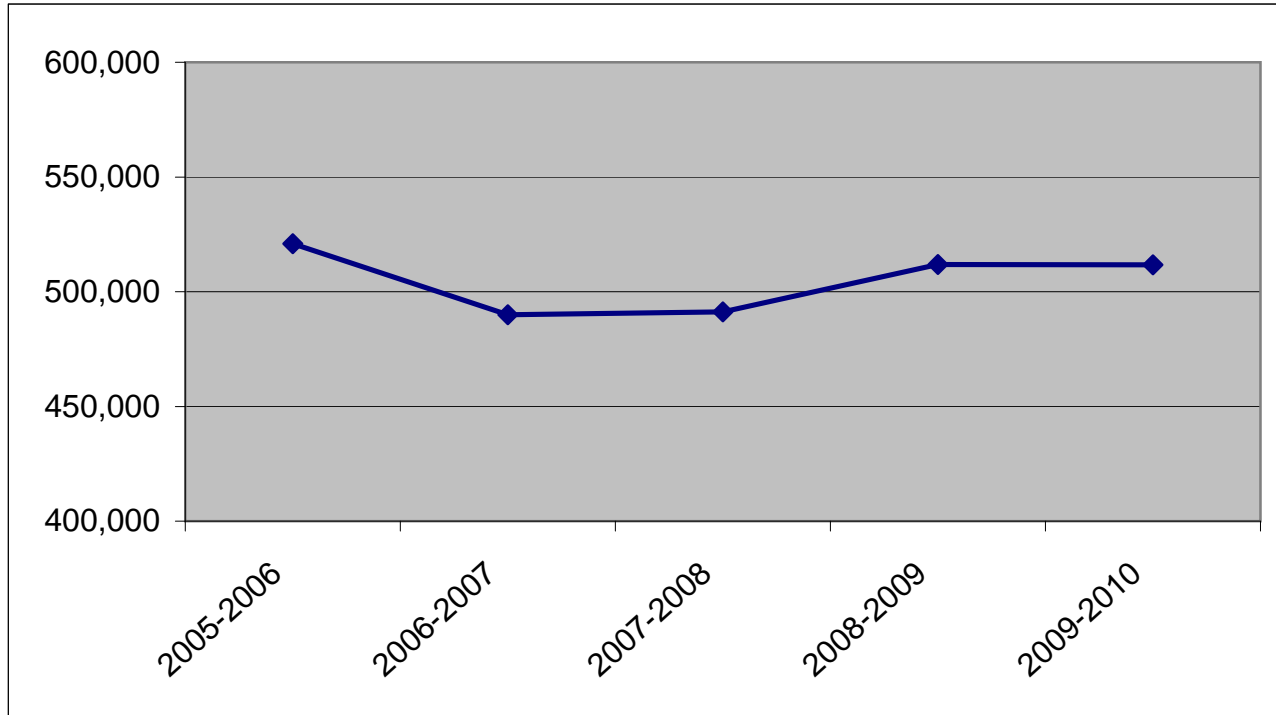
**Gale Corp has changed their counting mechanism

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



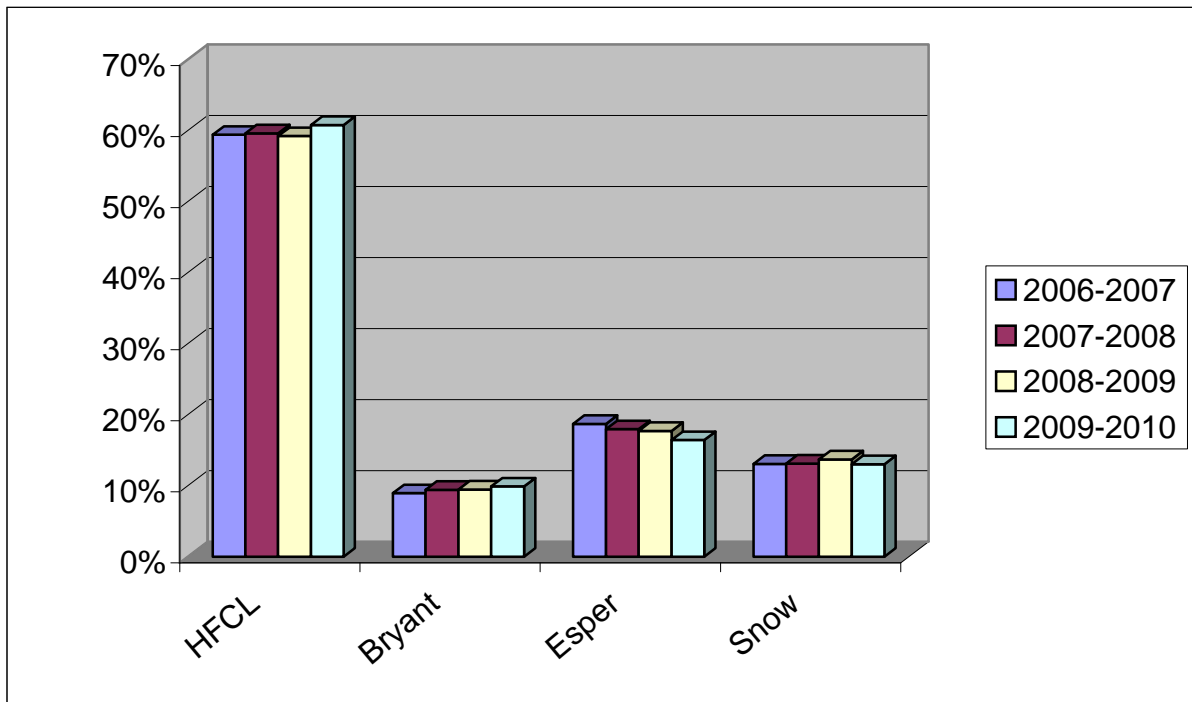
Library Visits

	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
Library Visits	520,973	489,984	491,259	511,809	511,737



Library Visits by Branch

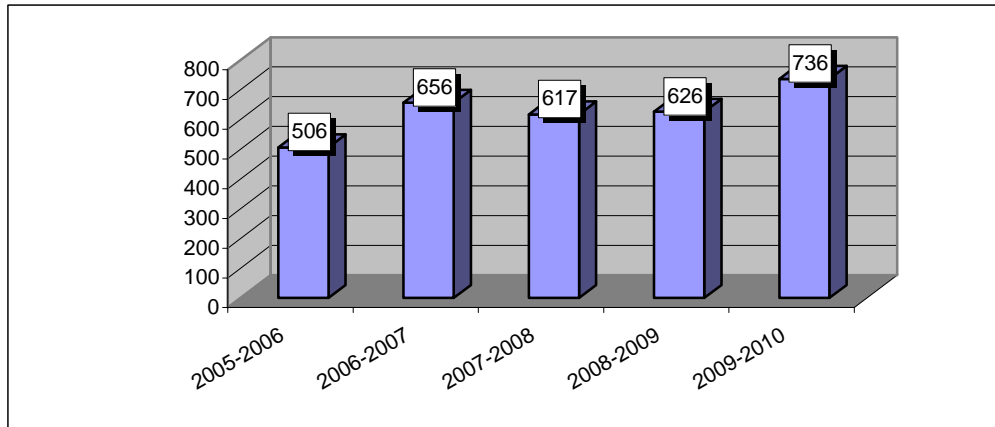
	2006-2007	2007-2008	2008-2009	2009-2010
HFCL	59.35%	59.57%	59.17%	60.72%
Bryant	8.93%	9.40%	9.46%	9.88%
Esper	18.68%	17.93%	17.70%	16.40%
Snow	13.04%	13.10%	13.67%	13.00%



Library Programs

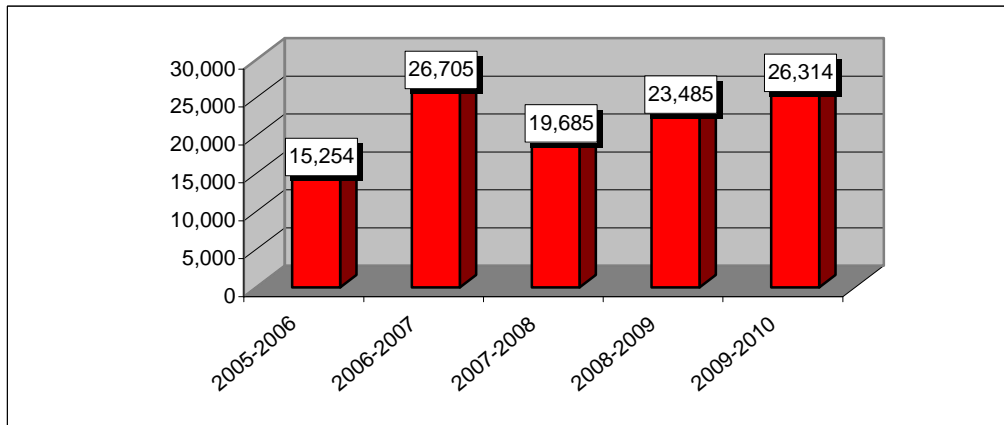
Number of Library Programs

2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
506	656	617	626	736



Number of Participants

2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
15,254	26,705	19,685	23,485	26,314

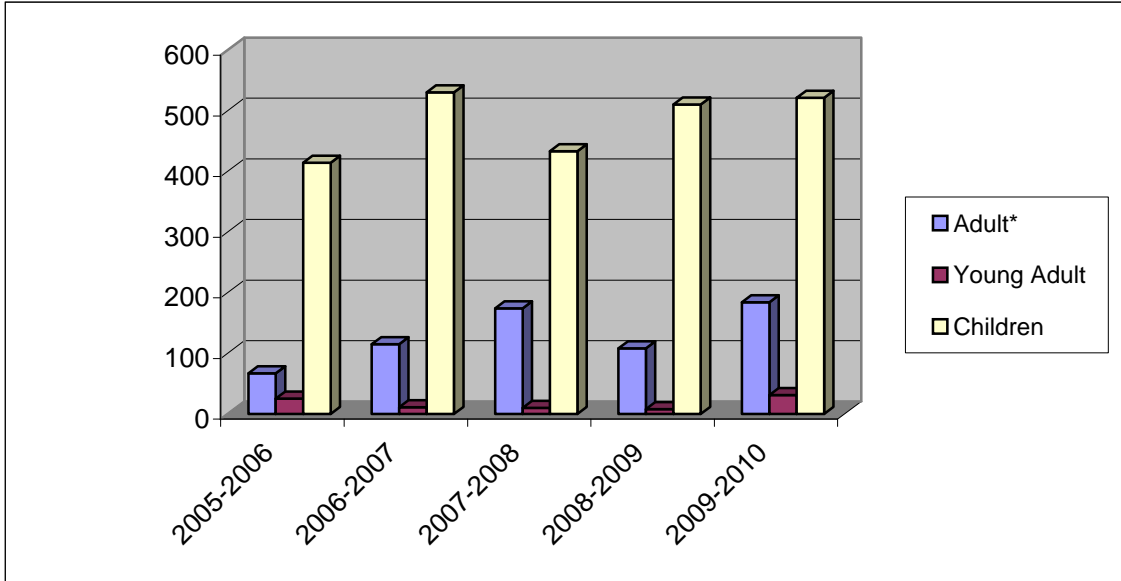


Library Programs by Age Group

Number of Programs

	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
Adult*	67	115	174	108	184
Young Adult	25	11	10	8	31
Children	414	530	433	510	521

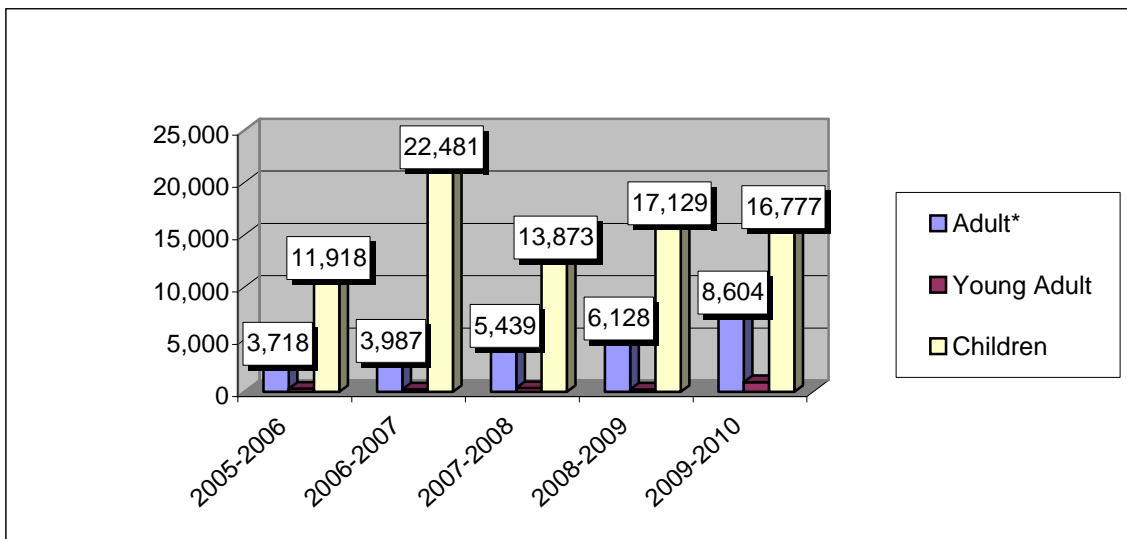
*FY2009-2010 Library Administration programs counts added to Adult statistics



Number of Participants

	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
Adult*	3,718	3,987	5,439	6,128	8,604
Young Adult	311	237	373	228	933
Children	11,918	22,481	13,873	17,129	16,777

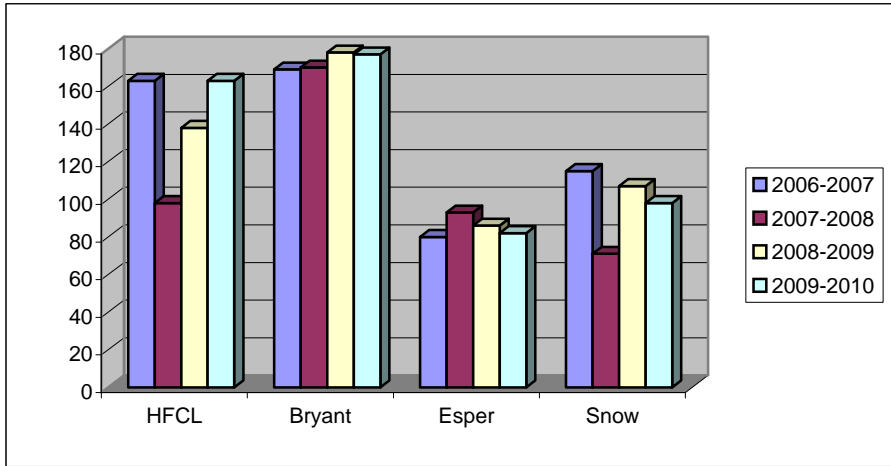
*FY2009-2010 Library Administration programs counts added to Adult statistics



Children's Programs By Branch

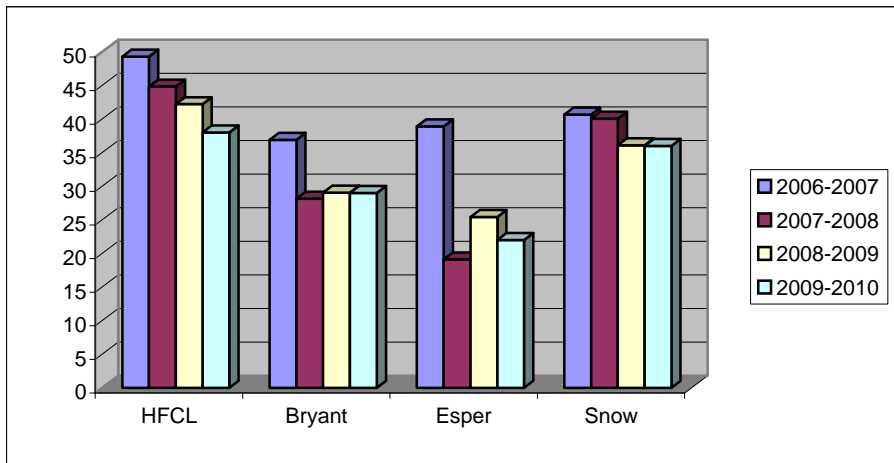
Youth Services Programs By Branch

	2006-2007	2007-2008	2008-2009	2009-2010
HFCL	163	98	138	163
Bryant	169	170	178	177
Esper	80	93	86	82
Snow	115	71	107	98



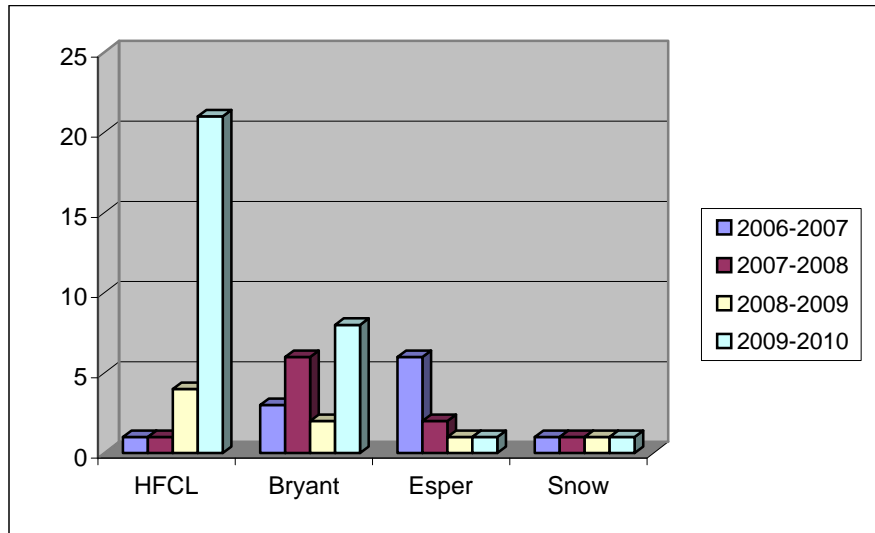
Average Participation

	2006-2007	2007-2008	2008-2009	2009-2010
HFCL	49.29	44.83	42.22	38.00
Bryant	36.92	28.14	29.06	29.00
Esper	38.90	19.12	25.42	22.00
Snow	40.68	40.06	36.09	36.00



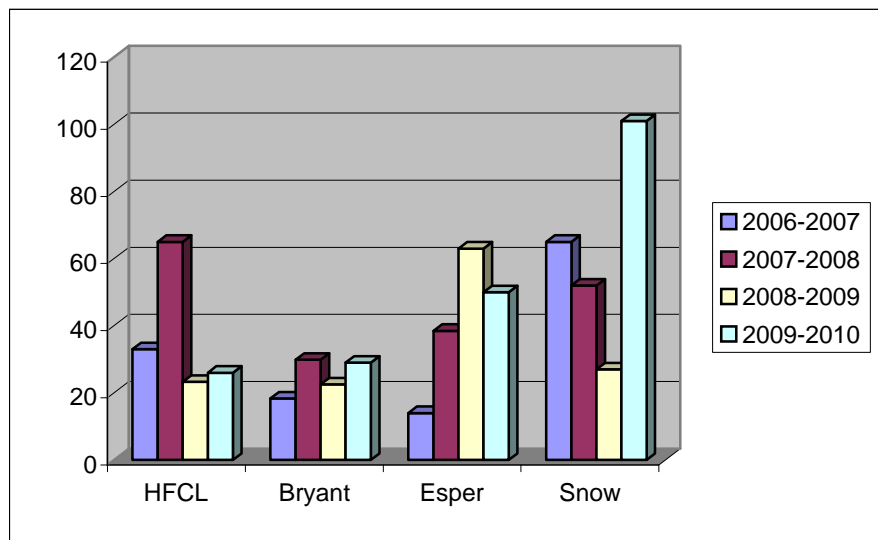
Young Adult Programs by Branch

	2006-2007	2007-2008	2008-2009	2009-2010
HFCL	1	1	4	21
Bryant	3	6	2	8
Esper	6	2	1	1
Snow	1	1	1	1



Average Participation

	2006-2007	2007-2008	2008-2009	2009-2010
HFCL	33.00	65.00	23.25	26.00
Bryant	18.33	29.83	22.50	29.00
Esper	14.00	38.50	63.00	50.00
Snow	65.00	52.00	27.00	101.00

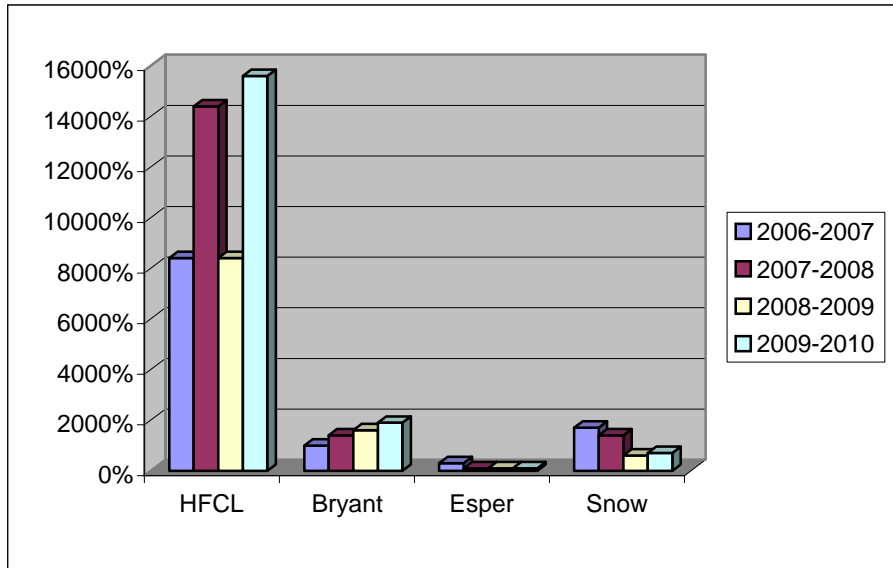


Adult Programs By Branch

Adult Programs By Branch

	2006-2007	2007-2008	2008-2009	2009-2010
HFCL	84	144	84	156
Bryant	10	14	16	19
Esper	3	1	1	1
Snow	17	14	6	7

*FY2009-2010 Library Administration programs counts added to Adult statistics



Average Participation

	2006-2007	2007-2008	2008-2009	2009-2010
HFCL	34.10	26.79	57.15	46.00
Bryant	27.90	31.36	30.75	34.00
Esper	20.00	38.00	27.00	52.00
Snow	25.53	62.43	88.00	52.00

