



February 24, 2010

Director's Report to Wilton Library Trustees

Our vision: *The center for discovery in the heart of our community.*

Our mission: *Informed and inspired minds, enriched and connected lives.*

Staff

- During January, the Circulation Staff came up with a schedule that trims part-time Circulation Desk hours, reserving three-person staffing for only the very busiest hours of the week. The new schedule took effect February 1st.
- We began giving a monthly award to staff members who provide service "Above and Beyond the Call of Duty" (ABCD) – nominations of recipients can come from anyone on staff, but the award is reserved for those not in management positions and consists of recognition at a staff meeting, a certificate, and \$25 in cash. January's recipients were Julie Smith and Denise Gutknecht from our Circulation Department.
- Reference librarians worked on the policy and procedures for Study Room rentals, intended to launch in March.
- All staff members reviewed our "auto attendant" script for the phone system that will be set for implementation soon. Special thanks to Mary Anne Franco for pulling all the input together.
- Selected staff worked to plan public relations aspects of the various added/increased charges and procedural changes due to a downsized staff. An op-ed piece served as the kickoff to the campaign.
- Head of Circulation Karen Zeibak attended the quarterly Circulation Roundtable for our region, and brought back results of a survey that will be helpful in planning our late fee increase later this year. Five of our reference librarians attended a webinar entitled "Twenty-first Century Reference Collections," and Carolyn Benjamin and I attended the monthly CLA Executive Board meeting.

Program & Service Highlights

- The Bill of Rights series (2 sessions held at the Library with close to 180 attending each and one at the Historical Society with just under 100 participants) was a major focus for the community, and an appearance by Quartet San Francisco (part of the Hot & Cool jazz series) packed the Brubeck Room to capacity. Our two Korean culture programs drew a combined total of 150 adults and children to explore the traditions, history and culture of this country. Another big draw was the CT's Own concert featuring Wiltonians Jessica Raposo, Mary Bozzuti Higgins, and Kyle Nobles (90 enjoyed this glorious afternoon of flute, piano and voice).
- 70 teens and their parents flocked to hear Howard and Matthew Greene speak about college admissions.
- With kids, our biggest turnouts were for magician Scott Jameson (98) and the WHS production of Arabian Nights (170).
- The Technical Services Department reclassified books in the photography and crafts sections for better access and, on the suggestion of a member of the Music Committee, revised an element of the Advanced Search on our public catalog to ensure improved access to our extensive collection of jazz recordings.
- The Children's Library staff has begun to plan the Summer Reading program based on a "Wild West" theme.

Circulation and Usage Statistics

- Circulation for July through January was up 6% over last year for the same period. Our teen collection led the way with a 12% increase, children's materials circulated 2% more, and adult materials went out 8% more.
- We had 690 drive-through visits during January, averaging 24 visits per day and up 44% from January last year. Two days set all-time records (January 4th and 25th) with 42 visits each day.
- Library visits totaled 168,385 for July through January, up 6% over the same period last year. Computer use was up 14%, website visits rose 6%, in-house use of materials was 13% higher and reference questions were up 19%.
- During January we had 30 adult programs (1,387 attendees), 4 teen programs (111 attendees), and 23 children's programs (744 attendees), for a total of 57 programs with 2,242 attending.
- Room rental income in January was light, with \$573 billed during the month.

Technology

- Testing of the self-check stations and work with our vendors insured the feasibility of putting a charge on patron accounts when DVDs are borrowed at these two locations. Ongoing work will allow those using "Express Checkout" to unlock cases of DVDs and CDs without requiring staff help and only upon payment of the rental fee.
- We dealt with a second nasty virus that reared its head in January – thanks to quick response, our servers and PCs were cleaned within just a few hours. Kudos to the network services team for extra duty on this front!
- We created a new page of tax resources for our website and rolled out the new intranet for internal communications and document storage.
- We installed and tested a new switch for our network.

Development/Fundraising

- We revised the first draft of our Endowment Fund brochure and letter and have plans to meet with area lawyers to review a proposed approach to this development effort.
- We are investigating the area of donor research and will be working with Blackbaud's Wealth Point software to identify high-potential targets efficiently.

Building & Grounds

- Ed MacEwen has submitted preliminary sketches for the murals that will transform our "Book Nook" in the Children's Library. Work will begin soon on reorganizing this section of the Library to provide a more welcoming and inspiring environment.
- Staff has been working all month on cleaning both physical and virtual spaces throughout the Library. Shelving was installed in the "old basement" to make better use of storage space.
- Our fireplace is currently working well, after the installation of an on/off switch to take the place of the remote starter.
- Front doors were adjusted to correct continuing problems with locking and operation.