



March 24, 2010

Director's Report to Wilton Library Trustees February 2010

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

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

Staff

- Training in February was done based on the needs of each department with instruction including refreshers on our ILS (Horizon) and Insight software for Circulation and Children's Library staffers, on PowerPoint 2007 (a 5-hour course) for four of our staff members, on ADP (payroll) reporting for our Finance manager, on Wealth Point software for our Development staff, and on trouble shooting for the Reference staff. The entire staff was introduced to the new WLA Intranet pages and department heads have begun updating and authoring their sections.
- We took time this month to complete the cleanup – virtual and physical of files and storage areas.
- Andrea Falkner, our Children's Library head, hosted a roundtable discussion of programming, collection development, and school visits with several Wilton school system librarians.
- Carolyn Benjamin and I attended the February CLA Board meeting in South Windsor.
- Staff members worked to finalize study room rental documents and to revise rental agreements for other WLA facilities.
- Mary Anne Franco attended a webinar on delivering mobile reference service.
- Our Wilton Library Collections Manual has been updated and posted to the Intranet. This document informs our acquisitions and weeding throughout the Library and is formally updated every 3 years.

Program & Service Highlights

- Our special concerts to support Relay for Life drew 250 attendees.
- The JOBS series continues to inform – this month with a session on the “elevator speech” and marketing oneself.
- Lights Out at the Library entertained 2nd grade boys who spent the night (and wee hours of the morning!) learning about “the mysteries of Egypt.”
- Our art reception in February drew almost 100 attendees for the colorful show.
- The popularity of our book discussions for kids is growing (for example, International Folklore & Fantasy series, Have Your Cake & Eat It, Too group, and the WINRs Circle Club) as we had hoped.
- 32 Teens and parents attended an excellent program on eating disorders.
- New reduced staff schedules for the Circulation Desk went into effect on February 1st and other staffers manned the express check machines to encourage usage. We also installed a new intercom at the Circulation Desk so that staffers at the desk can let folks know that they are busy with other patrons, but will be with the window users shortly.
- Our fish tank continues to be a focus for learning and enchantment – two new fish were added during the month and we received a new funding source for its maintenance.

Circulation and Usage Statistics

- Circulation for July through February was up 5% over last year for the same period. Our teen collection led the way with a 10% increase, children's materials circulated 2% more, and adult materials went out 6% more.
- Our website visits (475,164 year-to-date) are above last year's total, up 7% from July-February this year over last.
- Library visits totaled 191,833 for July through February, up 7% over the same period last year.
- We had 658 drive-thru visits during February, up 37% over February 2009. February 1st was our new record day with 43 visits to the window.
- Other indications of increased year to date usage include in-house use of books/magazines – up 13%, reference questions – up 16%, and computer use – up 11% over the same period last year.
- During February we had 44 adult programs (997 attendees), 3 teen programs (68 attendees), and 53 children's programs (880 attendees), for a total of 100 programs with 1,943 attending. Year-to-date our total programs

are up 12% and attendance is up 33% compared to last year.

- Room rental charges in December totaled \$627 with rentals by Norwalk Community College, Hamilton Ladd Home Loans, and Wilton Crest Condo contributing the most to this total.

Technology

- Work continued with our vendor to modify the self-check stations. Newly dubbed “Express Check stations” were manned on a rotating schedule to encourage usage for much of February and the new furniture housing them was installed to make them both more functional and more appealing.
- Our auto attendant was readied for launch on March 1st.
- In response to patron requests, we moved the public access computers near our Circulation desk closer to the collections and made them seated rather than standing stations.

Building & Grounds

- Quotes were obtained for a broad array of improvements and repairs to our electrical systems.

Development

- A Valentine’s Day electronic “ask” was sent to over 6,000 email addresses.
- At the same time, we continued to mail Annual Appeal follow-up letters, create and mail save-the-date postcards for our May gala, and plan for the latter.