



April 28, 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

- We began in January 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. March recipients were Seema Saxena, a Circulation Assistant, and Barbara Jones, from the Children's Library.
- Zac Hofer (part-time Circulation and Technical Services assistant) resigned to take a full-time position working for the defense industry. His hours were partially filled by members of the Circulation staff who had had hours reduced.
- Carolyn Benjamin, as our regional representative to CLA, took part in voting on awards to be presented at the Annual Conference in April. She also attended a workshop on library statistics in Middletown.
- Dave Palmieri has been named Systems Administrator & Head of Building Operations in recognition of his outstanding work in both areas.

### Program & Service Highlights

- Janet Crystal created a new monthly program flyer template for in-house distribution that is generated with some manipulation from our calendar/reservations software.
- We put the new automated phone system into effect on March 1<sup>st</sup> and it generated only a few negative comments. Thanks to the hard work put into editing the script, a majority of callers reached their desired destination without intervention, and we anticipate that successful contacts will increase as callers become used to the system. The number of calls ringing and requiring transfer at the Circulation Desk has dropped markedly, creating a quieter and less stressful environment for both customers and staff.
- We began investigation of batch calling systems for hold notification to lessen the workload on our reduced staff at the Circulation Desk, as well, but have yet to find a system we like and can afford.
- Among adult programs, the Hot & Cool jazz concert with Taylor Eigsti drew 145, "Smart but Scattered" author talk drew over 200 parents and caregivers, Julie Faith Parker's 3-part lecture series on "The Passions of the Prophets" was very successful with 50-100 attendees for each session, and 60 watched our March documentary, "Full Battle Rattle." Teens were immersed in PIM rehearsals and performances all month, while kids flocked to a birthday bash for Dr. Seuss, the Norwalk Symphony (Not) Just for Kids session, and our Star Wars Meet-and-Greet, which drew more than 200!
- A vending machine for drinks and snacks was installed in the Gallery alcove on a trial basis. There is no cost to us for the machine, stock, or maintenance. We may have it removed at any time during the trial period. If we decide to continue with it once the trial is up, we will receive a small percentage of sales.
- Our locking CD cases were re-barcoded so that they may now be checked out using the Express Check stations. We are still awaiting programming and mechanical alterations that will allow DVDs (rentals) to be checked out and unlocked using the stations. New cabinetry for the Express Checks has made them more attractive and popular.
- We received a donation of several high school text books from the PTA president to be added to our teen reference collection.
- Poetry in Motion was performed at the end of the month to enthusiastic audiences for two performances (a third performance took place at Wilton High School in April). Over 50 students were involved with this exceptionally creative effort, fully funded through donations and now in its 4<sup>th</sup> year.

### Circulation and Usage Statistics

- Circulation for July through March was up 4% over last year for the same period. Our teen collection led the way with a 9% increase, children's materials circulated 2% more, and adult materials went out 5% more.
- Our Express Checks are far more active, thanks to our marketing efforts and the longer lines at the Circulation Desk – up 70% for this March over last and 49% for year-to-date FY2010 over FY2009.
- We had 748 drive-through visits during March, averaging 24 visits per day and up 32% from March last year.
- Library visits totaled 225,297 for July through March, up 9% over the same period last year. We had a tremendous surge in usage during the power outages caused by mid-month storms, as noted in the local press.
- During March we had 55 adult programs (1,503 attendees), 9 teen programs (490 attendees), and 42 children's programs (940 attendees), for a total of 106 programs with 2,933 attending.
- Our participation in a pilot project for out of state interlibrary loan concluded, and we await assessment of its success within weeks. We were one of nine CT libraries chosen to take part.
- Room rental income in March was robust, with over \$1,500 billed during the month .

## **Technology**

- Mary Anne Franco, Karen Zeibak and Carolyn Benjamin attended a vendor demo for Polaris, a potential replacement for our current Integrated Library System (ILS), Horizon.
- Mary Anne and I spoke with a ProBono Partnership attorney regarding our compliance with privacy laws and the conversation extended to terms of usage, copyright issues, and other legal aspects of our website. Generally, we passed the “audit” with flying colors, and we will be adding a “terms of usage” document to the site as soon as language is provided.

## **Development/Fundraising**

- Anne Rowlands, Mary Anne Franco and I attended a webinar on revenue streams and alternatives for non-profits. We developed a matrix that will help us to determine feasibility of future efforts.
- Over 2,000 invitations, reply cards, inner and outer printed envelopes were produced in-house for our May 15<sup>th</sup> Gala, saving us a great deal in printing costs. “Automated” personalization of notes included to boost participation saved a great deal of effort. Wilton Bank agreed to be the lead sponsor for the event.

## **Building & Grounds**

- Our teen area has a new table that is designed to promote creative graffiti – it replaces one defaced by vandalism.
- Electricians have been repairing lighting throughout the building and have installed new accent lights in our courtyards.
- Speakers were added to the Gallery, “Avenue” and Reading Area to be used for noise cancellation (possibly), events and fund raisers.
- Video cables were run to areas near the front desk and fireplace in anticipation of future needs.
- Flooding in the lower basement on two occasions necessitated pumping by a septic service truck and the rental of two additional pumps in addition to the 5 currently installed in the area. We were grateful to the Fire and Police departments as well for helping us pump around the clock while keeping the building secure. No water rose anywhere near the floor of the Book Cellar, thanks to hard work by Dave Palmieri in monitoring and mediating the situation. We are investigating risk abatement alternatives, calling upon professionals for advice. It is likely that additional pumps and hoses and a generator will be added permanently to our basement equipment within the next few weeks.