



September 23, 2009

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

- G The resignation of a member of our Circulation Department staff in June left us short-handed for the first part of the summer, but we were delighted to welcome Cathy Merullo and welcome back Carol Becker who are now filling the hours necessary. Carol returns to us from retirement and previously served as the Library's Financial Manager. Other changes included the retirement of 29-year reference librarian, Dave Ostergren, and the promotion of Karen Danvers to Rentals Manager.
- G We have begun to celebrate "the year of the customer," focusing staff training on ways to serve, engage, and delight the large volume of new (and familiar) patrons coming to the Library. Four of our ten monthly training sessions will be devoted to this theme.
- G In-state training for staff included workshops on job search techniques and tools, genealogy resources, iCONN databases, and leadership.
- G We were fortunate enough to have two unpaid interns this summer – one a college student working in Network Services and the other a Cider Mill teacher who was completing her MLS. Both were delightful and productive.
- G Departmental action plans were created over the summer to guide our initiatives in coming months according to the goals set forth in the Library's 2006 strategic plan.
- G Three college-bound shelveers left (Mike Stone, Jason Hoch, Paul Schneider) and two new shelveers were hired and trained (Gillian Lupinski, Matt Stone).

Program & Service Highlights

- G Our Summer Reading Program was a huge hit this summer! The results are in and 679 children participated in reading a total of 7,535 books. This is an increase of 62% in participants and 84% in books read! The theme, "Dive Into Reading," provided inspiration for several popular activities including a visit from a mini-submarine, hands-on coastal ecology sessions, bubble technology, and more.
- G Arguably our best-attended program of the summer was the Visit with the Princesses (aka staff members in costume) with 300+ little ones absolutely in the thrall of our visiting royalty.
- G Teens had a very busy summer at the Library with imaginative craft, yoga, car maintenance, and snack-making programs. In addition we collaborated with Trackside and the Y to do a day of service and art at Weir Farm.
- G The Wilton Farmers' Market has been a success! We have drawn between 100 and 300 folks each week to the Library parking lot to sample wares of up to ten vendors. Both sellers and buyers were pleased with this addition to Wilton Center. We hope to continue the effort next year with our co-sponsor, The Wilton Chamber of Commerce.
- G A new collaboration with the Weir Farm Art Center has brought monthly exhibits from their Artist-in-Residence program. Artists have been on hand to explain their works at receptions for the public.
- G Summer Music & More, sponsored by The Village Market, drew audiences of more than 100 for each of 4 concerts.
- G Authors Richard Weise, Amy Seidl, Jessica Bram, Matthew Dicks, and Margot Bergwin all appeared at the Library over the summer, in response to customer requests for more adult programming during July and August.
- G Our Parents' Shelf collection was integrated into the Adult Collection to eliminate the confusion caused by having books similar in nature located in two parts of the Library.

Circulation and Usage Statistics

- G Circulation for FY'09 was up 10% vs FY'08 and the trend is continuing into this year, with July-August 2009 circulation up more than 11% over the same period last year.
- G Visitors were up 9% in FY'09 and 13% for July-August 2009.
- G An increase of 27% was recorded for reference questions, of 23% for computer use, and of 19% for in-house use of books, magazines and newspapers – all reflecting the presence of new users and new uses of the Library in these tough economic times. These trends continue into 2009, with July-August reference questions up 34% and in-house use up 25%, though computer use was only up 8% during this period.
- G During FY'09 we had 379 adult programs (19,069 attendees), 63 teen programs (1,775 attendees), and 391 children's programs (11,466 attendees), for a total of 824 programs with 32,310 attending.
- G Room rentals were up 46% in FY'09 and that trend continues, with rentals for July and August up 50%

Technology

- G Microsoft Office 2007 was rolled out in the Library over the summer and training for both staff and public will get us all proficient in the new Word, Excel, and PowerPoint. We began offering advanced courses on many topics for a fee with

a contracted instructor. Basic courses continue to be offered at no charge.

G A Facebook page for teens (we have xx fans) and a Twitter (we have xx followers) account for the Library were launched. We urge you all to become a fan and follow us! We have also developed a mission statement for our social networking outreach.

G New public and private servers were installed.

G We changed our Internet Service Provider and email host server to save money and get faster service. New public and private servers were installed.

G We converted our staff computers to the Office 2007 suite and are conducting training on all software (Word, Excel and PowerPoint) for staff and public. The public computer switchover will occur within weeks.

Construction, Building and Maintenance

G We installed two new pieces of sculpture (one in each courtyard. These pieces were purchased from local artists with funds donated for the purpose.

G We installed the "Wilton Library" building sign.

Development & Fundraising

G Triple Play did a benefit concert in July and we dined in the Northeast Courtyard for the first time - a lovely evening.

G We planned two "Director's Receptions" for those who've given for 10 or more consecutive years and for those who gave \$1,000 or more last year.

G Fund reports were produced and mailed out, describing the use of funds during the year and reporting balances remaining.

G Work began on the Annual Report and the Ladies' Soiree.