



December 16, 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 Staff members ratcheted up their ongoing quest for savings opportunities at the same time this month, once given guidance that changes in service level, while not preferable, are understandable and permissible. Examples of changes considered and in some cases scheduled for implementation are the discontinuation of our monthly program postcard, charges for study room use, higher late fees, fewer staff scheduled for duty at the circulation desk, the retirement and non-replacement of a part-time reference librarian.
- G Barb Lyons, Wilton High School Media Specialist, who had been working for us part time evenings and weekends, has resigned due to the rigors of holding both jobs at once. We will miss her a great deal. Others on the reference team will assume her duties.
- G Carolyn Benjamin, Mary Anne Franco, and Karen Zeibak attended a webinar on open source integrated library systems. Carolyn also attended two workshops given in Connecticut on cataloging and the CLA Board executive board meeting.
- G Susan Lauricella presented a program about our collaboration with Trackside and the Wilton Family Y (Crosstown Express) at the CT Library Association annual YA meeting.
- G Training continued for both staff and public on the 2007 Office products (in November, the focus was on Excel).

Program & Service Highlights

- G Our teens held a read-a-thon, collecting books and reading them to 3-8 year olds. Reading time pledges garnered \$300 for Read-to-Grow, a CT nonprofit organization that promotes development of early literacy and language skills. They also participated in Crosstown Express – an evening of fun at the Library, Y, and Trackside.
- G Results of the Fall 2009 Circulation Customer Satisfaction Survey revealed extremely positive assessment of services and staff, but showed that our self-check stations have been used by less than a quarter of those responding. We are considering ways to increase self-check usage, particularly in light of impending cutbacks in staffing at the front desk.
- G Wilton Reads! 2009 was a huge success, with hundreds of residents taking part in reading and discussing Ann Patchett's *Run*. Ann's visit (thanks to the Grodins for funding her award!) was attended by over 300 people.
- G Concerts in November included Hot & Cool Jazz (Modern Jazz Quintet) and Ct's Own (Orvieto Chamber Players).
- G We had a trip to the Metropolitan Museum and an accompanying lecture by Joan Kaskell (the latter drew almost 90).
- G ESL and computer classes continued throughout the month, giving students new marketable and life-enhancing skills.
- G Environment-centered programs included the *Food Fight* screening (180 attended) and our endangered species lectures conducted by the Beardsley Zoo (150).

Circulation and Usage Statistics

- G Circulation for July through November was up 7.4% over last year for the same period. Our adult collection led the way with a 10.4% increase, children's materials circulated 2.8% more, and adult materials went out 9.7% more.
- G We had 645 drive-through visits during November, up 8% from November last year and representing 22 average visits per day.
- G Folks checked out 20,392 items YTD through November on our self-checks vs. 9,847 last year – usage is growing.
- G In-house computer use was up 10%, in-house book and magazine use was up 15%, reference questions were up 17.7% and room rentals were up 48.5% YTD – these measurements continue to show the change and surge in demand due to the economic downturn.
- G Library visits totaled 125,454 for July through November, up 8.5% over the same period last year. Website visits totaled 294,469 YTD, up 6% over last year's July through November usage.

- G During November we had 39 adult programs (1,535 attendees), 5 teen programs (129 attendees), and 23 children's programs (686 attendees), for a total of 68 programs with 2,350 attending.
- G Room rental income in November was healthy, with \$1963 billed during the month. Our largest rentals were for the Zion's Hill Mom's Night Out, St. Mary's College of Maryland, Norwalk Community College, Hamilton Mortgage, and a private bar mitzvah. The Domestic Violence Task Force used our meeting room at no charge.

Technology

- G All computer replacements scheduled with funds from FY'09 have been completed.
- G Computers and servers were cleared of a nasty virus that was detected and quarantined by our security software.
- G A webcast of Ann Patchett's speech was created and made available via our website.

Building & Grounds

- G Our old site sign was removed and excavation prepared the area for installation of a new sign, with lighting and landscaping to follow.
- G Work continued on a leak in our new roof near the old fireplace and on the new gas fireplace.
- G Boy scouts are helping to get up the remaining leaves and debris on the grounds in preparation for winter.

Development

- G Our November Wine Tasting yielded \$5,075 and had about 165 attendees – definitely a success, thanks to New Canaan Wine Merchants, Luca's, Med Grill, Marly's, and Bon Appetit Café.
- G We were able to replenish the Tell Jazz Fund with a generous donation from the William & Karen Tell Foundation.
- G The Annual Report and our Annual Appeal were mailed town-wide (6,600 families). Personalized appeal letters with handwritten notes were mailed to 1,800 donors (current and lapsed). Donations are coming in at a good clip.
- G Final donor plaques were delivered and hung outside the front door to replace temporary signs acknowledging leadership gifts to the building campaign.