



Director's Report to Wilton Library Trustees September 2011

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

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

Staff

- Department heads attended a 2-hour training session on positive confrontation and conflict resolution given by Dr. Michael Crystal.
- The entire staff took a test on computer basics, part of the preparation for our upcoming ILS upgrade.
- Our Children's Library staff manned a table at the Wilton Newcomers Open House to represent the Library.
- Circulation Assistant Cathy Merulo underwent major surgery in August and will be out for about 6 weeks.
- Lauren McLaughlin and Melissa Baker attended a webinar on the romance genre.
- Carolyn Benjamin, Melissa Baker and I attended a demonstration of RDIO – a new downloadable music service.
- Nevine Michaels received the ABCD award in September, as did Ryan Fisher, and Kevin Schoonmaker.
- Cathy Merullo (circulation assistant), Rachel Jones (shelver), and I all had surgery in September. All are doing well, but Cathy and Rachel will be out for extended periods of time.
- All our new hires from August – circulation assistants and shelvers – were trained during September and are fully independent at this point.

Program & Service Highlights

- During September we had 39 adult programs (1,134 attendees), 4 teen programs (57 attendees), and 51 children's programs (767 attendees), for a total of 94 programs with 1,958 attending. Our highest adult attendance figures were tallied for the Wilton Garden Club Flower Show (175), New Perspectives film, *The September Issue* (64), Dr. Susan Bauerfeld's parenting book discussion group (48), and two sessions on supporting student study skills (combined 67). Kids enjoyed all our story times, particularly the session for 2 and 3 year olds (as many as 62). They also attended the drop-in autumn crafts (51). Teens began the Wilton Up Close experience with 2 sessions in September (31 and 26, respectively).
- Banned Books Week was commemorated with a display in the teen section and a trailer for the website. New book trailers were added to the teen part of our website.
- Our new "Folk & Fairy Tales" section has been created in the Children's Library and circulation figures already have risen on these books since their relocation and organization. Weeding of the picture books and elderly non-fiction books has begun.
- The Children's Library Garden Club planted a fall crop of leeks, lettuce, spinach, and Chinese cabbage.
- Work continues on cleaning up the catalog in preparation for migration to a new ILS.

Circulation and Usage Statistics

- Circulation for July-September was up .5% over the same period last year. Our teen collection went out 4% more, children's materials circulated 2% more, and adult materials went out 1% less.
- Our website visits (74,953) were down 2% for July-September 2011 vs. July-September 2010.
- Computer use in the Library July-September was up 45% year to date vs. last year, our visitor count was up 2%, in-house use of materials was up 15%, and reference questions were up 8%.
- We had 574 drive-thru visits during September, averaging 21 visits per day.
- Our room rentals in September included uses by the Wilton Garden Club, the Wilton Jewish Center, Fairfield County Foundation, Town & Country Montessori, Mothers of Multiples, Lambert Commons, NCC, Patch, the Parent Advisory Board for Wilton Public Schools Special Services, and the Crown Pond Condo Association.
- We completed 22 notary transactions during the month of September.
- Our Facebook page had 239 visits in September with 17 wall posts and comments and a total of 181 likes!
- We now have 405 followers on Twitter and tweeted 65 times during the month of September.

Technology

- Our second cash register was programmed for the Reference Desk – it will be used for coffee machine change, payments for notary service, purchases of thumb drives, headphones, and the like, and study room rentals.
- Our Website was down intermittently for a few days as we solved an incompatibility issue related to an upgrade in software. We were not totally satisfied with the response from our support groups and will be investigating alternatives in service going forward.
- LPTOne software was upgraded for public printing.

Building & Grounds

- The fiber conduit project continued as meetings took place with BVH, the town's recently hired consultant.
- The sidewalk on Old Ridgefield Road was removed and replaced by DPW as part of the streetscape project in Wilton Center. A large maple on the corner of Godfrey Place and Old Ridgefield Road was cut down at town expense to make way for a second sidewalk that will be installed in that area as soon as the utility pole is moved.
- We conducted our annual alarm inspection to make sure all are in working order.

Development & Fund Raising

- The Children's Book sale was a rousing success, exceeding last year's robust total. Thanks to all our volunteers, and particularly Patty Connor, Sue Sullivan, Dan Reilly, and Pat Gould! Thanks also to staff member Jose Marquez for all his hard work setting up and taking down the sale, not to mention the ongoing job he does ferrying books from the donation bin to the basement and from the basement to the dumpster.
- Progress has been made on the Cornerstone Fund, with several bequests and cash gifts made. Follow-up visits and phone calls are in the works (the Cornerstone Fund Committee is made up of Kathy Welling (ch), Tom Adams, Bob Russell, and me).
- Almost \$12,000 has been donated in the name of Ian Harleman to the Rising Musicians Fund.
- A total of \$1,400 came in as a direct expression of gratitude for our responsiveness during Irene's aftermath.