

**State of the Library**  
**ANNUAL REPORT**  
**DECATUR PUBLIC LIBRARY BOARD OF TRUSTEES**  
**May 2010 – April 2011**

**INTRODUCTION:** This report is a brief synopsis of the past year. If you wish to see their full reports, they are on file in the Administrative Office, along with their monthly reports.

**LIBRARY OVERVIEW**

**CITY LIBRARIAN:** It has been a hard year for both patrons and staff as we adjust to the budget cuts and staff layoffs. We barely have enough staff to keep the doors open if no one is on vacation and no one calls in sick. When that happens, we run short even in the office. This creates lines and longer wait times for patrons seeking assistance or checking out. It also creates burnout for the staff that our trying to do more with less. As a result absenteeism has more than doubled this year and complaints about poor customer service have increased. The budget cuts also mean that we don't get as many copies of books as we used to and the patron has to wait longer for the latest best seller. Also keeping the building and grounds in shape is harder, as we have put off expensive preventative maintenance and only do repairs necessary to keep the building safe and operational. For the most part the patrons have been understanding, however I don't imagine that will always be the case. However, there have been some good things happening. We have gotten certified by the Smithsonian and will host our first Smithsonian exhibit in 2012. We have received several grants that have helped us bring in exhibits, provide programming for the summer reading club, help out with our local history room project and replace all of the patron computers. We will continue to do the very best we can with what we have, but the citizens of Decatur deserve better.

**LIBRARY LEASES & ANNEX:** Project Read was expanded and relocated to the former bookstore space on the second floor. It has really worked out well and they now have private tutoring areas for their students. The Education Coalition leased the old Project Read space for their 3C location. This is a new partnership that is working out very well for us. They provide the staffing, computers, etc. necessary to assist students/patrons with their college and career goals. The asbestos that was disturbed during the demolition was abated. As of today, there has been no formal response from the EPA. We were in talks with several nonprofits about the use of the Annex for their organization. The most promising was Baby TALK for their new Head Start program. They abated the rest of the asbestos in the building for it to be safe for small children. After a lot of time, effort and work, they were not able to get final approval from the Federal Government. The building was put in "dry dock" so to speak as we shut off all but the necessary electric. Since it does not have heat, we ran kerosene heaters during the winter to keep the pipes in the sprinkler system from freezing. The city also still has their space on the second floor and need access from time to time. As of this report Baby TALK is back in the picture and considering a new plan. We will see how this progresses.

**PERSONNEL:** We were saddened this year by the sudden passing of long time staff member Kathy Colebar on December 19<sup>th</sup>. Kathy was Processing Supervisor in Technical Services. Linda Wilhelm resigned June 21<sup>st</sup> as Routing Clerk II in Circulation. On July 7<sup>th</sup>, Robert Edwards was promoted to the Supervisor of Technical Services. Lenore Snyder, Library Assistant in Reference retired September 24<sup>th</sup>. Bob Reed, Circulation Page resigned August 27<sup>th</sup>. Due to resignations the following staff were called back from the layoffs; Cynthia Doran, Rae Ann

Campbell and Karen McDonald all from the Circulation Department. Karen Williams was promoted to part-time Routing Clerk II September 13<sup>th</sup>. Cathy Wood, Page in Circulation retired October 24<sup>th</sup>. Kathy Kline, part-time library assistant in reference retired December 31<sup>st</sup>. Amy Hanaway, Head of the Adult Division, resigned November 24<sup>th</sup>. Richard Stokes, Assistant Head of Circulation, was the Interim Head of the Adult Division effective November 22<sup>nd</sup>. Richard Stokes moved back to his position as Assistant Head of Circulation in February. Karen Bjorkman will be acting Head of Adult Division until the position is filled. 2 new pages started February 28<sup>th</sup>, Saranne Emery and Mary Aylmer. Lisa Tokarz and Stan Jolley, both in TS have agreed to temporarily work at a higher job class. Tim Wrigley resigned as full-time Assistant Head of Building Division and was move to part-time custodian on March 14<sup>th</sup>. Also on that date Benjamin Cason was promoted from part-time custodian to full-time Assistant Head of Building Division.

**UNION:** The union contract expired on April 30, 2010. The management team and the union team came to a tentative agreement in June. The union members would receive a 1.5% raise for May 1 2010 and again in 2011, the same amount as management gets on May 1<sup>st</sup>. The union took it to their membership for a vote on July 6<sup>th</sup>, where it passed. The Board passed it at their July 15<sup>th</sup> meeting. In the middle of everything Council 31 AFSCME Representative Vic Osuna was replaced by Chris Hooser.

### PARTNERSHIPS

**FOUNDATION:** The Board did not meet very often this year, due to lack of agenda items, not lack of interest. For most of the year they needed two community representatives and one board representative. Anne Hostetler resigned in April, bringing the need up to 3. Darryl Barbee was appointed the board representative at the library's April 21<sup>st</sup> meeting. The Foundation prepared a list of 3 community members for the Library Board to vote on at their May 26<sup>th</sup> meeting. They plan on electing officers after they have a fully seated board. They will meet again June 23<sup>rd</sup> to discuss the Long-Range Plan.

**FRIENDS:** The Friends were moved from the Library Annex into unused space on the second floor for their Second Saturday Bookstore. We painted the walls and the floors and did minor repairs to the space. In addition we provided them with a phone line, internet access and radios for security. They provided everything else for their setup, including shelving along the walls. They also paid for the double panic fire doors we installed, to make sure we were up to code with 2 egresses from the space. Their second Saturday sales continue to do well, averaging about \$1,000 a month. In addition the big book sale in September netted over \$13,000.

**GATES COMPUTER LAB:** We had 124 computer classes taken by 835 patrons, of which 631 were Decatur residents and 171 from other locations.

**PROJECT NEXT GENERATION:** PNG will continue, however with a different format. We are going to a weekly summer camp style that several other organizations use. We have received the \$14,000 from the State. For the additional funds we will have to host a regional meeting of other PNG sites.

**RPLS & DYNIX:** As of July 1, 2011 the Rolling Prairie Library System will no longer exist. It will merge with 3 other southern systems (Lewis and Clark, Lincoln Trail and Shawnee Library Systems) into the Illinois Heartland Library System. Illinois Heartland Library System will cover 28,141 square miles. There are 594 member libraries: 38 Academic, 231 Public, 260 School

and 65 Special. You can see that it will be a daunting task to get this accomplished in a short time frame. I have been very involved in the merger talks from the library perspective and Mary Gendry our Trustee on the RPLS Board has been very involved from that end. I am running for a position on the IHLS Board and can hopefully keep representing DPL and its interest in the new system. We did have one major upgrade and migration to Dynix in March. The system was down for 3 days, considering everything the upgrade along with a physical relocation of the servers to ICN in Champaign, everything went very well. This was part of the RPLS transition plan to prepare us for the merger, so that on July 1 our patrons don't see any change in our automation service.

**STATE OF ILLINOIS:** The per-capita grant money for last year has not yet been received, nor has the money for this fiscal year been received. We did finally receive \$83,587.25 in December for FY2009/2010.

**TAX ASSISTANCE:** DOVE and Ray Bateman withdrew from the program. Dr. Brown and Millikin and the Center for Economic Progress continued to work with us to keep the program going. There were also several staff turnovers at CEP that made for a rocky change over on the administrative end; however the patrons were not affected. The final stats were not in at report time.

### DIVISION REPORTS

**ADMINISTRATION:** The annual gate count this year was 320,453, down -5% from last year. Last year's annual gate count was 337,371. General fund tax revenue for 2010/2011 was \$2,972,477.81. The carryover from the previous year of \$312,681.50 was less than desired. Total revenue for the year was short by \$152,471.54 from the budget. The city had budgeted \$3,938,152.00 which was a drastic decrease for the library. The total property taxes received were short \$27,522.19 and State Replacement taxes were short \$4,737.09. Personnel Services used 98.2% of the amount budgeted. Due to tightening of the budget expenses were at 89.1% which while saving the library \$68,075.03 there are a number of areas in which much needed small capital items and office equipment purchases were delayed. To allow for carry over for the 2011/2012 year only 56.6% of the book budget was spent making it necessary for the library to use trust funds and memorial money to maintain an appropriate purchasing level in materials for patrons. The library annex which is empty except for city storage cost the library \$9,488.43 which did not include a cost from payroll for the hours that maintenance spent on the building. The figure for workers comp had a +104% increase since the original budget was submitted. The city uses a formula to determine work comp against the last five years. Depending on where a department falls in the percentage they take the total of all the departments against the dollar amount to arrive at an estimate for the upcoming fiscal year. Total overall usage of library rooms was 732 events. There were 225 paid booking 507 library programs or library meetings. Madden Auditorium was used 188 times, Staley 161, Board Room 99, and the Children's auditorium 284 times. \$6,965.00 was collected in meeting room fees. Karen Bjorkman represents the library on the following committees; SHRM, Decatur Education Coalition, RPLS, Governing Board, Heritage Network, Friends of Decatur Public Library, Decatur Public Library Foundation and the Chamber Breakfast meetings.

**ADULT DIVISION:** The Adult Division was without a division head from November to May. Several people served as interim just to keep things running. We offered 53 programs with a total attendance of 1,338. This is an average of 4.4 programs per month and 25.25 attendees. An average of 57 visitors per month used the Local History Room for a total of 681 with 120 of that number from outside Decatur. The room was closed twice this year for extended periods of time, first when the AC unit went out and the parts were hard to get and the second time for a water leak

and repairs. 1,090 volunteer hours were spent keeping the room open to the public. The popularity of digital devices made our new Library-On-The-Go very successful. 623 patrons checked out a total of 3,183 items this year, of which 30 were videos, 31 music, 232 audio-books, 312 adobe PDF, 638 WMA audio-books, and 1,940 adobe EPUB. Our Online Book Club has 1,124 members, who averaged 22,458 checkouts per month with a total for the year of 269,500. It is interesting to note that the book club with the highest interest is the non-fiction book club.

**BUILDING DIVISION:** Noah Tipton and his crew had to deal with a number of ongoing problems associated with an aging building. The pipe break in the Local History Room only served to emphasize that a number of issues are going to need to be addressed in the future. The bad weather this winter kept them busy with snow removal and we had to replace the salt spreader after it broke down and the guys were salting the lot by hand. They also spent a lot of time manually patching the lot as holes appeared. The city promised to help, but we haven't seen them yet. Just keeping the building cleaned is a massive undertaking, when you consider the number of square feet we occupy and the number of bathrooms used on a daily bases. Last year on the main floor alone, we replaced 72 light bulbs. When you throw in keeping the yard mowed, helping the Friends and other special projects there is never a slow period for maintenance staff.

**CHILDREN'S DIVISION:** The Summer Reading Club had 1,415 participants who came to the library 4,908 times and 664 finished the program earning their very own book (provided by the Friends). We had 96 groups visited for programs and/or tours, most of them school classes, from preschool through college, 1,871 people being served. Baby TALK accounts for over half of our program attendance. BT teacher Susan Woods-Cunningham led 136 Baby TALK Times attended by 3,732 babies, toddlers and their adults and 24 lap-sits for 520 toddlers and parents. The Lullaby Concert featuring Milliken's String Arts Ensemble drew at least 206 people this year. We noted 319 BT contacts, including giving out 95 birthday books to one year-olds and taking 164 photos of babies and their families. Altogether our 310 programs had 8,488 participants. Katie Gross and her able staff assisted 13,044 patrons and 3,656 kids signed up to use the computers. On December 8, Sid the Science Kid spent an evening in the children's department, along with 180 fans. There was quite an increase in the statistic "Groups Using Facilities" which went up from 68 to 120, almost doubling this year. Children's email address list grew from 921 to 1,141 subscribers, a +24% increase. Numerous volunteers donated 515 hours of service during the year.

**CIRCULATION DIVISION:** We checked out 548,732 items in FY 2010-2011, a decrease of -5.96% from the previous year total circulation of 583,539. The Horizon automation system does not count DPL material checked out at a location other than DPL as a circulation mark for the owning library. This modification from previous software continues to negatively influence our total circulation statistics. Circulation of the audio-visual collection represents 26% of materials checked out and it remains one of the most popular collections in the library. We registered 3,013 new borrowers a decrease of -424 borrowers from the 3,437 new borrowers registered in 09. We added these new borrowers to a patron base of 50,612 patrons, 23,447 of which are currently active. This year we reflect a steady decrease in the amount of material routed out to other libraries for the first time since we began the program in 2004. This is an effort on our part to equalize the program. In previous years, we sent out an average of 40% more items than we received. 38,249 items were routed out of the DPL. This shows a -28.6% decrease in items routed out to other libraries from the previous year and 36,061 items were routed into, an increase of +10.8% the previous year. Through the services of Unique Management, we have recovered a total of \$233,766.63 in fines, fees and returned materials since signing on in November 2004. This represents a ROI of 3.71. Robin

Hendricks staff experienced the biggest staff changes with the majority of the layoffs and bumps occurring in her department, a huge adjustment for everyone.

**EXTENSION DIVISION:** Due to budget cuts, the Extension Division was eliminated. Bookmobile service that had run for more than 60 years was terminated. Staff members were either laid off, or transferred to other Divisions. Home delivery service was transferred to the Adult Division; all other services were closed down. Current materials off the 3 bookmobiles were immediately transferred into the Main collection. The rest of the bookmobile collection was transferred into the extension collection. There it was evaluated by the Adult, YA and Children's staff for addition into their collections or withdrawn. Since there was a large amount of duplication in the Children's collection, Katie Gross contacted District 61 to see if they would like to have the materials. They did and we received a special honor at the School Board meeting on March 15<sup>th</sup> for our efforts. It was a win-win situation for both of us, as the books are still available to the children of Decatur and we don't have a lot of useful books boxed up in storage. What to do with the former Extension space will be considered in the Long-Range Plan.

**SYSTEMS ADMINISTRATION:** A new Cybertron server was purchased and installed in April. Four of our seven servers were rebuilt with Windows Server 2008 and reassigned services. A new email server was purchased. We are lucky that Matt Wilkerson and his staff can do all of this work in-house. In March the Horizon system was upgraded from version 7.4.2 to 7.5a. We experienced very few problems that were all corrected. PC Reliance worked without any problems. All of the staff computers were updated to Horizon 7.5a and new Sybase without any problems. There have been few problems after the update. Our website was hacked sometime between 9/18/10 and 9/23/10. Matt was able to restore our site back on 9/24/10. On 2/21/11 we noticed that a Chinese program was downloaded to our Webserver and was able to remove it successfully. We tightened up security more and made the password stronger. Our Website is now running on a Dell server with Windows Serer 2008 R2. We had 14,147 patrons sign up to use the internet 57,851 times for a total of 35,444 house of use. There were 11,474 DPL patrons and 2,673 guests who use the internet. Our wireless internet had 405 users long in 1,034 times for 2,124 hours.

**TECHNICAL DIVISION:** Acquisitions imported 3,071 new OCLC records and merged 719 records. They processed 1,434 invoices, invoiced 12,901 items and completed 392 purchase orders. There were 1,274 donations added. We processed 6,323 magazines/periodicals, 3,387 newspapers and 30,101 magazines were withdrawn and purged. We delivered 1,155 mail packages in-house and processed 3,070 bins from RPLS. The Catalogers; catalogued 53,358 new materials/titles, made 5,395 agency transfers, completed item work on 7,445 volumes and 592 volumes were re-cataloged. There were 602 reinstatements, 759 Marc changes were made and updated 3,619 bibliographic holdings in OCLC. We processed 30,191 withdrawal items for disposal or to be delivered to the book sale, corrected 4,381 authorities' records and 66,337 database changes were made. We imported 7,335 OCLC records into Horizon and Robert Edwards corrected and/or replaced 225 OCLC record(s) in OCLC as a member of the OCLC Expert Community Experiment, a privilege that most libraries don't have. Processing worked on 2,282 bound paperbacks, 706 unclassified paperbacks, and processed periodicals 4,948. They mended 6,504 books & periodicals, 3,608 AV materials and replacement jackets on 2,582 items. Total items worked on were 29,876. A great deal of time and resources were devoted to processing the massive influx of materials from the Extension department. The majority of these materials were processed as agency transfers, withdrawals for the book sale or donated to the District #61 Schools. All TS staff members received cross training last year and some sort of additional training to improve their overall skills.

**CLOSING:** While it has been a hard year, there have been some good things happening. The DPL is adjusting to its new situation and trying to find the best way to still meet the needs of the public we serve. To that end the Long-Range Plan will play a vital roll in how we move forward.

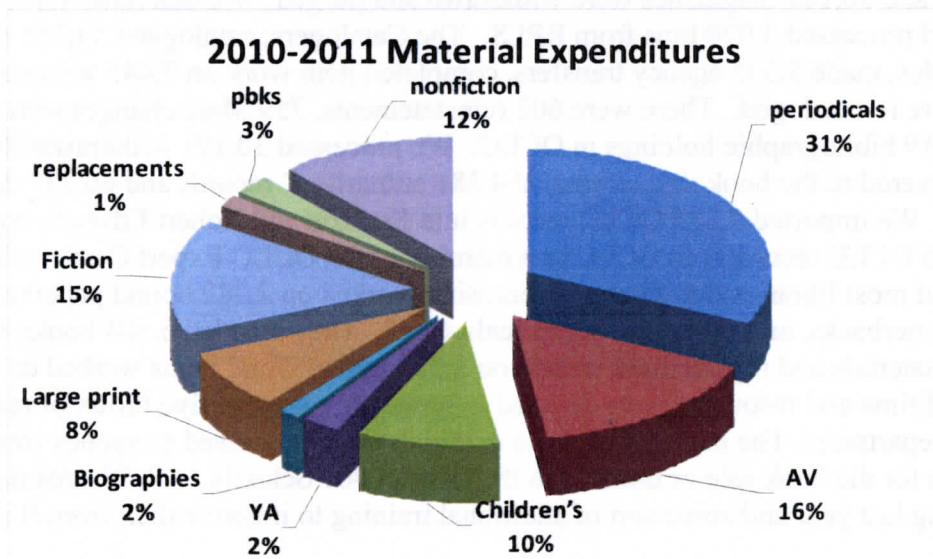
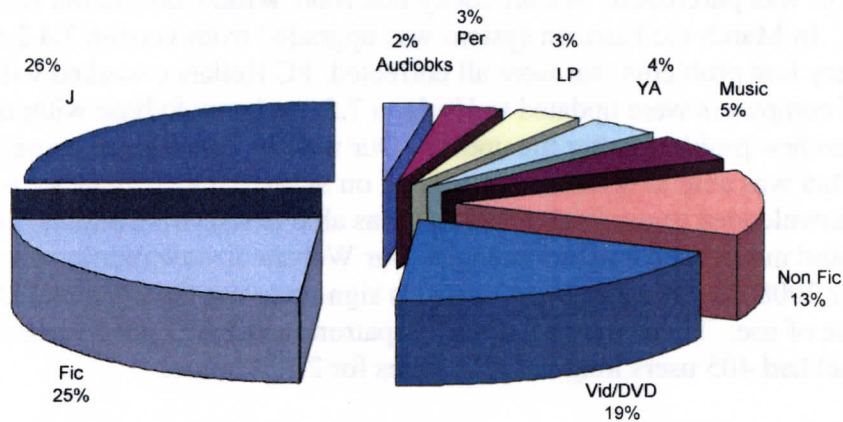
Respectfully submitted,

*Lee Ann Fisher*

Lee Ann Fisher  
 City Librarian  
 May 26, 2011

**APPENDIX:** The Division Heads work very hard on their annual reports (most run around 15 pages), so I thought I would attach some of their better creative efforts.

Types of Materials Circulated

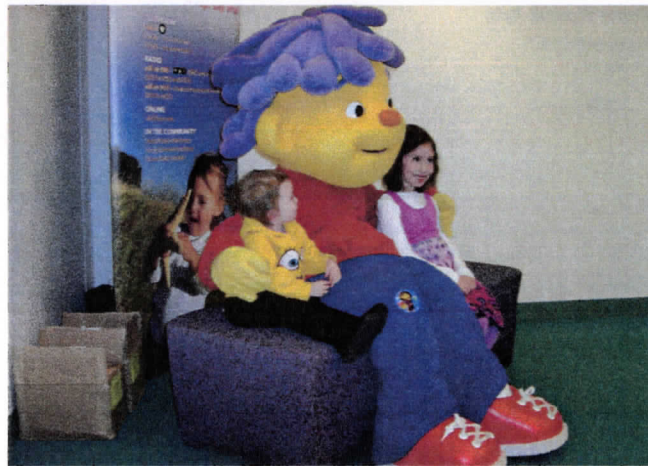


## People Counter

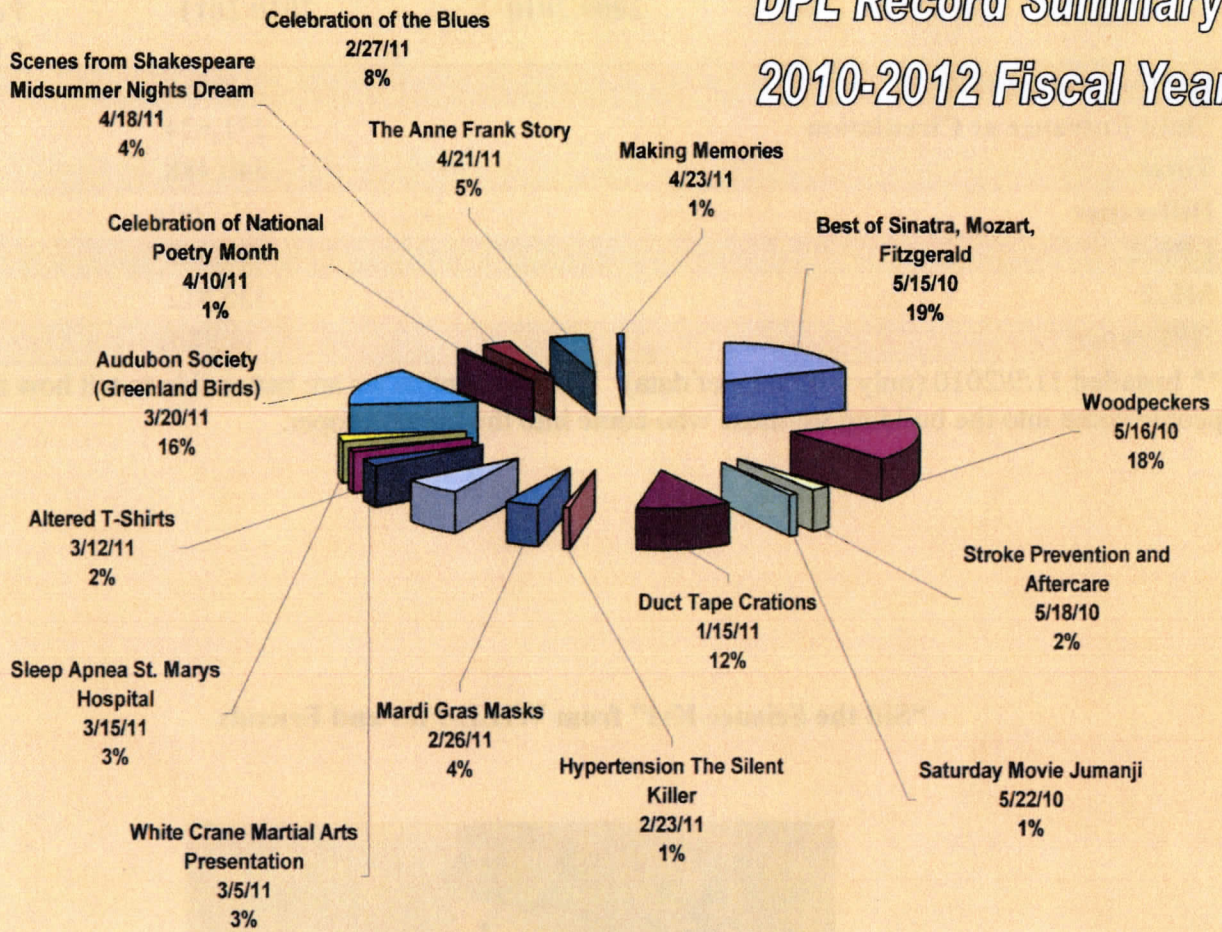
	2009/2010**	2010/2011	Percent Change
Lobby Parking Lot		268,864	
Main Entrance at Circulation		271,624	
Total		540,488	
Difference		(2,760)	
LPL/2		134,432	
ME/2		135,812	
Difference		(1,380)	

\*\* Installed 11/9/2010 (only 5 months of data). With 2 counters we are better able to tell how many people come into the building vs. those who come into the library proper.

### “Sid the Science Kid” from WILL-PBS and Friends

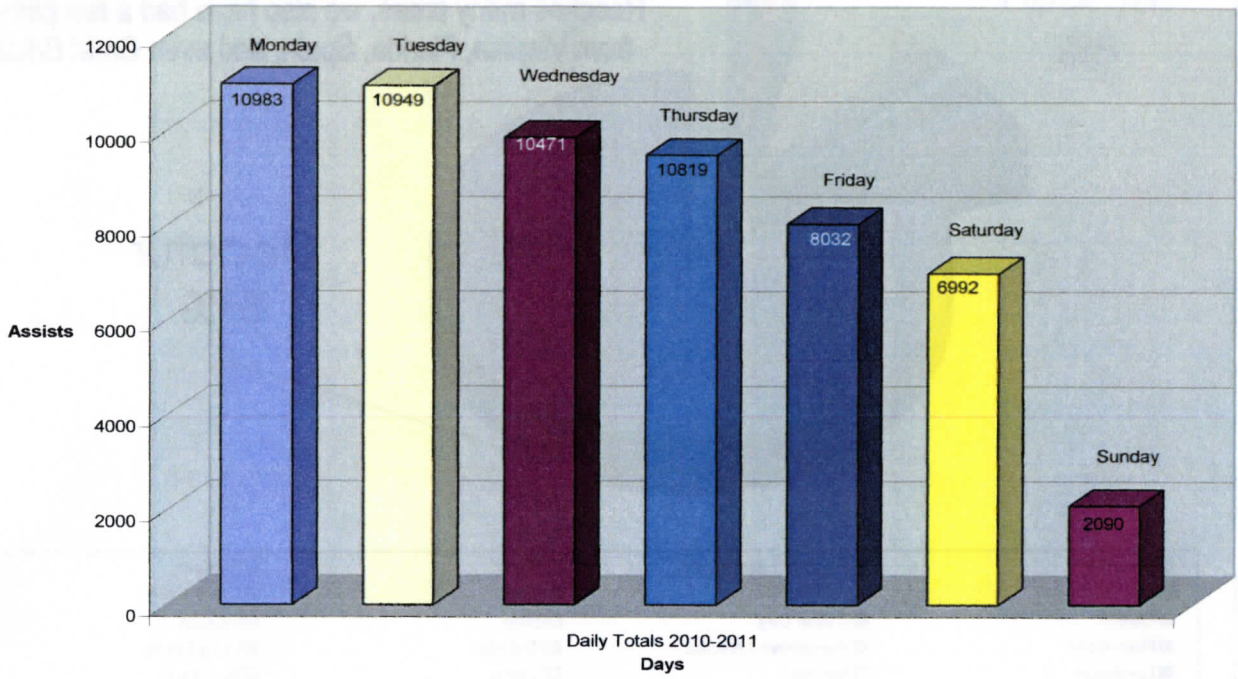


# DPL Record Summary 2010-2012 Fiscal Year

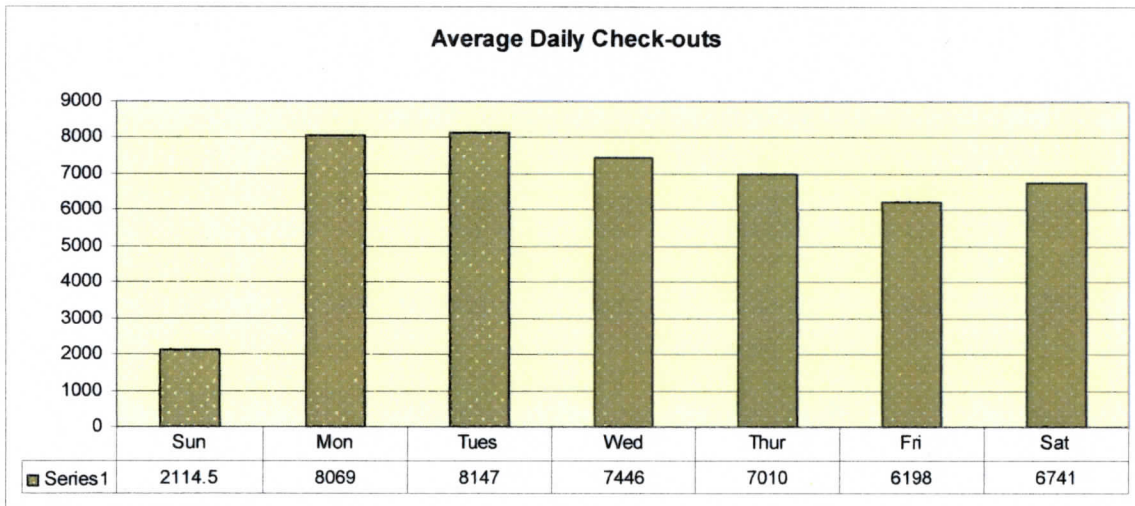




**May 2010 - April 2011 Assists**

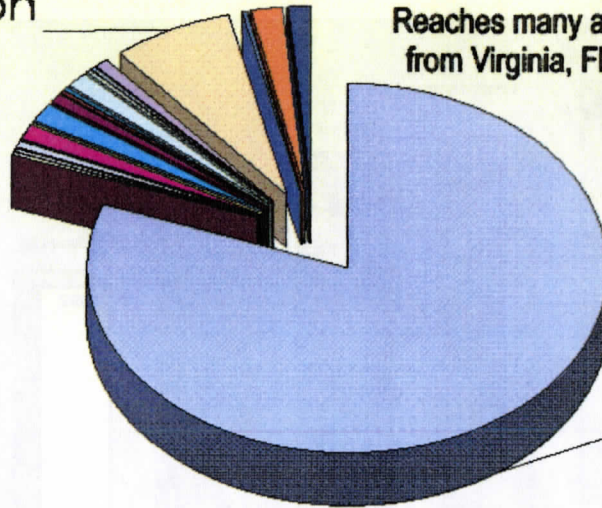


\*\*\*Reminder we are only open on Sunday 4 hours 9 months out of the year.



Mt. Zion  
8%

Decatur Public Library  
Reaches many areas, we also have had a few patrons  
from Virginia, Florida, Spain, and even Great Britain!



Decatur  
81%

Decatur	Argenta / Assumption	Arthur	Bethany
Blue Mound	Boody	Cisco	Cerro Gordo
Clinton	Dalton City	Elwin	Forsyth
Hammond	Harristown / Niantic	Illioopolis	Long Creek
Lovington	Macon	Maroa	Monticello
Moweaqua	Mt. Auburn / Mechanicsburg	Mt. Pulaski	Mt. Zion
Niantic	Oakley	Oreana	Stonington
Shelbyville	Sullivan	Wapella	Warrensburg
Other			