PUBLIC NOTICE

There will be a meeting of the Board of Trustees of the L. E. Phillips Memorial Public Library on Thursday, February 17, 2011 at 5:00 p.m. in the Board Room of the Library at 400 Eau Claire Street, Eau Claire, Wisconsin.

AGENDA

1) Member Roll Call
2) Citizen Comments (limited to 5 minutes per citizen)
3) Presentation by and discussion with Brian Amundson (Director of Public Works, City of Eau Claire) regarding the Eau Claire Downtown Riverfront District Project
4) Approval of Previous Minutes of the Library Board (Page 1)
5) Communications
6) Report of the Library Director (Page 41)
7) Report of the Library Board President
8) Committee Reports
9) Report from the Friends of the Library
10) Report of the Representative to the IFLS Board
11) Financial Reports (Page 61)
12) Action on Bills and Claims (Page 68)
13) Statistical Report (Page 75)
14) Consideration of New Business
   a. Discussion and action on the 2010 Library Annual Report to the State of Wisconsin and the Public Library Assurance of Compliance with System Membership Requirements (included in Annual Report to the State of Wisconsin) (Page 78)
   b. Discussion and action on the Statement Concerning Public Library System Effectiveness (included in Annual Report to the State of Wisconsin) (Page 79)
c. Consideration and action on the 2011 requests for funding from the Friends of the L.E. Phillips Memorial Public Library  (Page 80)

d. Discussion and action on a revised MORE membership cost formula and MORE governance voting  (Page 84)

e. Discussion and action on a possible response to Eau Claire County municipality newsletters’ remarks on library use

f. Discussion and action on a resolution honoring Virginia Wright  (Page 94)

g. Discussion and action on policy review of the month: Community Information Database (CID)  (Page 95)

15) Directives from the Library Board of Trustees to the Library Director

16) Adjournment

In order to accommodate the participation of individuals with special needs at this meeting, the Library will provide the services of a sign language interpreter or make other reasonable accommodations on request. To make such a request, please notify the Library at 715/833.5318 at least two days prior to the meeting.

Trustees: If you are unable to attend this meeting, please notify the Library’s Administrative Office by calling 715/833.5318
A meeting of the Board of Trustees of the L. E. Phillips Memorial Public Library was held on Thursday, January 20, 2011 at 5 p.m. in the Board Room of the Library.

Board members present: Bruce, Fraser, Hauser, Horan, Lee, Pagonis, Stelter, Wisner and Wright. Board members absent: Wachs.

Staff present: Jackie Depa, John Stoneberg and Mark Troendle.

CLOSED SESSION TO CONSIDER THE ANNUAL EVALUATION OF WORK PERFORMANCE OF THE LIBRARY DIRECTOR

On a motion made by Don Wisner and seconded by Robert Hauser the vote was unanimous to approve convening in closed session to consider the compensation of the Library Director which, for competitive or bargaining reasons, is permitted in accordance with Section 19.85 (1)(e) of the Wisconsin Statutes.

MOTION TO CONVENE IN OPEN SESSION

On a motion made by Linda Stelter and seconded by Robert Hauser, the Board unanimously approved reconvening in open session immediately following the closed session.

DISCUSSION AND ACTION ON THE 2011 COMPENSATION FOR THE LIBRARY DIRECTOR

On a motion made by Don Wisner and seconded by Bob Fraser the vote was unanimous to approve a three percent pay increase for 2011 for the Library Director.

MINUTES OF PREVIOUS MEETING

On a motion made by Bob Fraser and seconded by Linda Stelter, the minutes of the December 16, 2010 Board meeting were unanimously approved.

COMMUNICATIONS

John Stoneberg shared a letter from Louis G. Arnold (Columbus, OH) regarding Mr. Arnold’s use, memories and support of the Library; an article from futuristspeaker.com regarding going from print to electronic formats; a DPI news release about the use of libraries in Wisconsin; and an article on social media from AARP.

REPORT OF THE LIBRARY DIRECTOR

- John Stoneberg’s monthly report was reviewed.
- New signage is in the process of being installed throughout the library.
- Some staff office creation and movement is taking place as well as creation of some additional storage.
- John Stoneberg sent an e-mail to the School Board members supporting the proposed ENGAGE Charter School and citing the library as a natural partner for it.

REPORT OF THE LIBRARY BOARD PRESIDENT

- Susan Bruce attended the Good Life cultural planning team meeting on January 6 and the Friends Board meeting on January 17.
COMMITTEE REPORTS
On a motion made Bob Fraser and seconded by Richard Lee, the Board unanimously, approved not to award a DSA award this year and to find ways to better seek nominations throughout the year.

REPORT FROM THE FRIENDS OF THE LIBRARY
- The Friends have posted a survey on the library’s website and will use other methods to promote participation in the survey.
- Friends will consider funding some of the cost for a new electronic sign outside the library.
- Holly Ring, the Friends coordinator will be leaving at the end of March.

REPORT OF THE REPRESENTATIVE TO THE IFLS BOARD
Bob Fraser commented that the next IFLS Board meeting will be held on January 26.

FINANCIAL REPORT
There are no financial reports for December at this time.

ACTION ON BILLS AND CLAIMS
On a motion made by Linda Stelter and seconded by Bob Fraser, the Board unanimously approved the Bills & Claims for December 03-31, 2010 as well as the Supplemental Bills & Claims for December 2010.

STATISTICAL REPORT
The December statistical report was reviewed.

CONSIDERATION OF NEW BUSINESS
- On a motion made by Stella Pagonis and seconded by Linda Stelter, the Board unanimously approved the 2011 library goals as presented.
- On a motion made by Don Wisner and seconded by Bob Fraser, the Board unanimously approved the annual transfer of funds from the operating to the capital fund.
- On a motion made by Bob Fraser and seconded by Ginny Wright, the Board unanimously approved not making any changes in the Policy on Policies.

DIRECTIVES FROM THE LIBRARY BOARD OF TRUSTEES
- John Stoneberg will add discussion and action on communicating with municipal officials regarding library funding to the February Board agenda.
- John Stoneberg will share with the Board the e-mail from Dr. Williams regarding the Town of Washington, funding and L.E. Phillips Memorial Public Library.
- John Stoneberg and Mark Troendle will discuss how to promote encouraging distinguished service award nominations throughout the year.

ADJOURNMENT
On a motion made by Linda Stelter and seconded by Bob Fraser, the Board unanimously adjourned their meeting at 7:03 p.m.

Submitted by Jackie Depa, Library Associate II

With the advent of e-Readers, such as the Kindle, Sony Reader Touch, and the Barnes & Noble Nook, many people are discussing what this new reading method means for print formats. Is it the beginning of the end for paper books? Will paper books and electronic formats exist together? Or are electronic books and reading devices just a fad that will eventually fade?

The Library Research Service’s (LRS) recent 60-Second Survey: The Future of the Book asked respondents what they thought of electronic and print formats and how those formats might change in the future. The survey was advertised on several librarian listservs, the Library Research Service website and blog, and the American Library Association weekly e-newsletter. More than 1,300 respondents participated and 947 of them (71%) also left comments, further explaining their thoughts on the future of the book. The majority of the comments were thoughtful and passionate, revealing a high level of interest in this topic. The comments were analyzed and six themes emerged addressing various influences on format: multiple formats will coexist, technological advantages, emotional and aesthetic draw to paper books, content is king, and generational change.

In this Fast Facts, the comment analysis in general is described, as well as what respondents said about technology and cost, and how those comments relate to other survey question responses. For more about the survey results and an analysis of the other comment categories, see the second in this series of Fast Facts: The Future of the Book, Part 2: Beyond the Bathtub, Personal Preference Among Many Factors Influencing Format Choice.

Comment Analysis

The comments were tagged for each theme they fell into (many comments discussed more than one theme). The categories of technology and cost were further tagged as pro-paper book, pro-eBook, or neutral, if they did not clearly indicate which format was believed to be superior. Chart 1 shows the number of times a comment was tagged in each category. The two most frequently discussed categories were “multiple formats will coexist” (431 comments) and “technological advantages” (340 comments).

As mentioned before, comments that discussed technology and cost were tagged based on the format advocated. These comments are discussed in this Fast Facts due to their “eBooks versus paper books” approach to the future of the book discussion.
Books are a cheap, simple, durable, transferable, and persistent technology. Most e-books I have seen so far meet none of these criteria. Books will always have a place, but I find with the enhancements made with electronic format... has made me a convert... I foresee vast educational uses for this format - easy access to references and background information, plus it would be helpful for an array of special education reading problems.

Technological Advantages
More than one in three comments (36%) discussed the technological advantages of eBooks or paper books. The majority of these comments (62%) discussed paper book advantages, while only 26 percent discussed eBook advantages, and the final 10 percent were neutral (generally mentioning advantages of both formats). Comments that discussed the technological advantages of paper books frequently pointed out that paper books are a durable format, they can be used without electricity or batteries, and that paper books are easier on the eyes. Comments that discussed eBooks mentioned the convenience, portability, and various enhancements of eBooks.

Respondents tagged as commenting on technological advantages were compared with responses to two survey questions which asked respondents about their predictions for paper books and libraries (“Do you think paper books will eventually disappear?” and “What do you predict libraries will circulate in 10 years?”). The results of these questions from all respondents revealed that almost 2 in 3 respondents (63%) did not believe paper books will ever disappear. Much smaller percentages believed books will disappear in 100 years or more (11%), within 51-100 years (11%), or within the next 50 years (15%). Regarding what respondents predict libraries will circulate 10 years from now, an almost equal percentage of respondents predicted more electronic materials than physical (40%) and
an equal number of electronic and physical materials (44%). The remaining 16 percent predicted physical items will continue to predominate in libraries.

However, among respondents tagged as commenting on technological advantages the response to these questions was slightly different. Three out of four respondents (75%) that discussed the advantages of paper books think the paper book will never disappear (see Chart 2). Just over half of the respondents that discussed eBook advantages (55%) agree that paper books will never disappear. However, 1 in 4 of those that discussed eBook advantages (25%) predict the book will disappear within the next 50 years.

Almost 1 in 2 of those that commented on the paper books’ advantages (48%), did however, predict that libraries would circulate an equal amount of paper and electronic materials 10 years from now (see Chart 3). Although these respondents believe the paper book is currently superior, they do anticipate libraries will greatly increase their electronic collections. On the other hand, the majority of those that commented on eBooks’ advantages (53%) predict electronic materials to surpass physical materials in the next 10 years.

“It is sad, but I think it is going to change greatly in the next 20 years. I think eventually the printed book will disappear. Cost, convenience and new generations will all make the move to electronic happen.”
The cost of the machines [eReaders] is prohibitive... Libraries can become too heavily invested in electronics and the cost of having to replace all the outdated technology that keeps being replaced by newer technology. There is not enough money for libraries to supply everything to everybody.

Cost
In addition to technology, several comments (116) discussed the cost of paper and electronic formats. As with technology, there were comments on both sides of the argument. Sixty-four percent of these comments indicated that paper books were the less expensive format, while 25 percent said this was true of eBooks, and 11 percent mentioned cost, but did not indicate which format was most cost effective.

Again, the responses to the survey questions “Do you think paper books will eventually disappear?” and “What do you predict libraries will circulate in 10 years?” were compared with the respondents that were tagged as commenting on cost. The majority of respondents (64%) that commented on the lower cost of paper books also believed that paper books will never disappear (see Chart 4). 48 percent of those that commented on the lower cost of eBooks agree that paper books will never disappear, but the second largest group in this category (24%) believe paper books will disappear within the next 50 years. Their thoughts on the cost effectiveness of the eBook may be one reason...
why. Those that argued that the paper book is less expensive are very similar to the response received from all respondents; though a higher percentage from the overall response believed paper books will disappear within the next 50 years (15%).

Among the respondents that commented on the lower cost of paper books, more than 1 in 2 (53%) still predict that libraries will circulate an equal number of electronic and physical materials in ten years and 24 percent predict libraries will circulate more electronic materials than physical materials (see Chart 5). Similar to those that discussed the technological advantages of paper books, these respondents still believe the disparity between physical and electronic materials in libraries will decrease regardless of which format they believed more cost effective. Only the remaining 24 percent anticipate more physical than electronic materials. Unsurprisingly, the majority of respondents that argued the lower cost of eBooks (59%) expect more electronic materials and only 7 percent of this group believe physical materials will still outnumber electronic materials ten years from now.

"The book is durable and economically less costly than eBooks or audio books. Thus, I feel that their continued survival is pretty much guaranteed."
Conclusion

The future of the book is certainly an issue respondents felt strongly about. The comments revealed the important issues of technological advantages and cost of both formats. Although many respondents believe paper books to be superior in technology and cost, the majority still predict a shift in the formats libraries will circulate. With 44 percent of all survey respondents expecting an equal number of physical and electronic materials in libraries, it is no surprise that the most frequently cited theme in the comments was that multiple formats will exist in the future. In the second in this series of Fast Facts, this comment category will be analyzed, as well as the emotional/aesthetic draw to paper books, content is king, and generational change. Interesting differences in how respondents answered survey questions based on the type of library they work in and if they own an eReader are also examined.

Chart 5
Future of the Book:
Respondents Comments on Cost Compared to Prediction of Formats Libraries Will Circulate in 10 Years

About This Issue
Author: Jamie Daisey – DU-LRS Research Fellow
Library Research Service • 201 East Colfax Avenue, Suite 309 • Denver, CO 80203-1799
Phone 303.866.6900 • E-mail: LRS@LRS.org • Web site: www.LRS.org
With the emergence of more and more electronic reading devices, many people are discussing what this new reading method means for print formats. The Library Research Service’s (LRS) recent 60-Second Survey: The Future of the Book asked respondents what they thought of electronic and print formats and how those formats might change their reading habits in the future. Many respondents (71%) also left comments, which were analyzed according to six themes that emerged addressing various influences on format (see the first in this Fast Facts series, The Future of the Book, Part 1: Cost and Technological Advantages of Paper and Electronic Formats, for more information on the comment analysis).

This Fast Facts takes a closer look at what survey respondents said about the existence of multiple formats, the role content plays in determining format, the emotional and aesthetic aspects of paper books, and the influence of time and generation. Also analyzed are their responses to some of the survey questions, with particular attention paid to how the type of library where respondents work and whether they own an e-reader affected their responses.

Multiple Formats
When asked what they thought about the future of the paper book, almost two-thirds (63%) of survey respondents reported that books would never disappear, and about 1 out of 10 (11%) foresaw their eventual demise after more than 100 years. In the meantime, paper books are left to compete with the growing number of electronic books appearing on the market.

Almost half (46%) of survey comments suggested that multiple formats for reading would coexist successfully in some way, citing electronic books as an alternative to, rather than replacement of, paper. In fact, when asked what they thought libraries would circulate in 10 years, 2 out of 5 respondents (43%) answered an equal number of physical and electronic resources, the most popular response. Nevertheless, the trend toward incorporating more electronic materials is apparent. Forty percent of respondents predicted that libraries would circulate more electronic than physical resources or only electronic materials in 10 years, with less than half as many (16%) anticipating circulation of more physical resources (see Chart 1).

"Like all communication formats, change is constant and new formats continue to evolve. Different formats work for different audiences and purposes. Paper will continue to work best for some types of reading and some audiences, although eventually some form of e-book will be the predominant format."

Chart 1
60-Second Survey: The Future of the Book
Library Circulation in 10 Years
Percentage of Types of Materials
Owning an E-Reader and Multiple Formats
As might be expected, owning an e-reader influenced what survey respondents thought about the future of library circulation. Although a plurality of respondents from each camp (41% e-reader owners, 44% non-owners) agreed that libraries would circulate about the same amount of physical and electronic materials, the more telling numbers are in the responses to “more electronic” or “more physical” materials. Respondents who owned e-readers (46%) were more likely than non-owners (38%) to anticipate higher circulation of electronic materials, while double the percentage of non-owners (17%) as owners (8%) predicted higher circulation of physical materials.

Library Type and Multiple Formats
The type of library where respondents work also affected their views on future library circulation. Public and school library staff gave similar responses to the types of materials libraries would circulate in 10 years, with half anticipating an equal number of electronic and physical materials. In contrast, only a third of academic librarians expected to circulate an even number of each format.

Instead, the majority of academic librarians (55%), more than any other type, predicted more electronic materials, while just under a third (30%) of public and school librarians said the same. Special librarians’ predictions were split more equally, with nearly half (46%) expecting to circulate the same amount and slightly fewer (44%) anticipating more electronic materials (see Chart 2).

Chart 2
60-Second Survey: The Future of the Book
Percentage of Library Materials Circulated in 10 Years
Predicted by Different Types of Librarians
Content is King
A number of respondents emphasized that the information itself is more important than how it is packaged; nevertheless, the nature of that information can influence its presentation. Nearly 1 out of 5 (18%) comments indicated that content may be the most influential factor in dictating the preferred format for various genres and types of materials.

Two survey questions addressed the topic of content driving format choice. Respondents noted which format they currently used to read fiction, non-fiction, and textbooks and then indicated their anticipated use in 10 years. Only one format showed little change: audio use of each type of material was expected to increase less than 1 percent.

In contrast, respondents indicated that their use of electronic formats to read fiction, non-fiction, or textbooks would escalate anywhere from 3 to 6 times the current percentages, while paper use would decrease accordingly. Paper was still the preferred format in the future for fiction and non-fiction, but a closer balance between it and electronic use supports the likelihood that multiple formats will coexist.

Within the predicted changes, the number of respondents who expected to read textbooks electronically jumped significantly, from 1 in 10 now to nearly 6 in 10 (59%) in a decade. Fiction and non-fiction saw substantial, though less dramatic, increases in anticipated use of electronic formats (from 5% to 22% and 11% to 37%, respectively) (see Chart 3).

“If a book contains something that interests a significant number of people, it will be published and “read,” regardless of format, and regardless of whether “reading” actually means reading, viewing, listening, or participating, or all four.”

Chart 3
60-Second Survey: The Future of the Book
Percentage of Fiction, Non-Fiction & Textbooks
Read Electronically Now and in 10 Years

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<tr>
<th>Type of Book</th>
<th>Now</th>
<th>10 Years</th>
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<tbody>
<tr>
<td>Fiction</td>
<td>5%</td>
<td>22%</td>
</tr>
<tr>
<td>Non-Fiction</td>
<td>11%</td>
<td>37%</td>
</tr>
<tr>
<td>Textbooks</td>
<td>10%</td>
<td>59%</td>
</tr>
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</table>

“Chart 3
Percentage Read Electronically
Now
10 Years
Fiction   Non-Fiction   Textbooks
5%       11%         10%
22%      37%         59%
Owning an e-reader influenced whether respondents thought they would read fiction, non-fiction, and textbooks electronically in the future, though the discrepancy was least obvious in the latter category. In 10 years twice as many e-reader owners (65%) as non-owners (32%) anticipated reading nonfiction electronically, with nearly the exact opposite being true for paper format (see Chart 4).

![Chart 4](image)

Responses and comments indicated that survey respondents thought news or informational reading was most likely to lead the way in transitioning to electronic text, while pleasure reading would remain in print. One rationale suggested by respondents was that electronic textbooks could offer enhanced searching and reduced costs for students and revised editions would be simpler to produce. When it came to defending fiction in print format, respondents often cited more emotive reasons.

**Emotional and Aesthetic Appeal of Paper Books**

One out of 4 comments addressed the unique emotional or aesthetic appeal of paper books. Although not asked directly about it in the survey questions, these comments revealed a heartfelt, personal attachment to paper books for a variety of reasons.

“Who wants to read their kid a bedtime story using a Kindle? And what e-reader can simulate the experience of looking at a large hardcover art book with high-quality reproductions? I just don’t see how e-readers supplant the paper book in areas such as this.”

Frequently noted was the comprehensive sensory experience of reading, which includes holding, feeling, and smelling a paper book, and hearing the turning of the pages. Equally common was a reference to the pleasure of “curling up with a good book.” For many
respondents, the comfort and familiarity of reading paper enhanced the enjoyment of the activity.

In addition to the emotional aspect, paper books also boast certain aesthetic qualities that e-readers have yet to mimic satisfactorily. For example, many respondents claimed that the superiority of print illustrations ensured that coffee table, art, and children’s books would remain in print rather than finding success in an electronic format.

Time and Generational Influences
Just over 1 out of 10 (12%) survey comments indicated that the emotional attachment or aesthetic preference could be a generational phenomenon that would fade with time, affecting format prevalence. This almost inevitable “change over time” has occurred before, most obviously in format changes for music and movies, some of which resulted in near complete transitions and others that were shorter lived. While paper books offer more durability to survive the e-reader invasion, some respondents predicted that their use eventually would be restricted to museum displays and collectors’ items.

A few respondents remarked that with constant developments and the unveiling of new devices, it was nearly impossible to predict how e-readers would look and function in a few years. Despite the uncertainty, younger generations are already accustomed to using electronic technology. Most comments predicted that the transition to electronic formats would coincide and accelerate with baby boomers’ retirement and tech-savvy youngsters’ emergence as a driving force in the market and the economy.

Conclusion
The debate over electronic versus print books continues to raise a variety of questions and opinions. Despite some conflicting views, however, a significant percentage of survey respondents agreed that in the future, multiple formats will coexist in some way and libraries will circulate an increasing number of electronic materials. The type of content may prove to be the most influential factor in determining format. Many foresee informational reading transitioning to electronic text and pleasure reading remaining in print, as numerous respondents feel an emotional tie to paper books. Generational differences also could impact format prevalence, but only time will truly tell how and why paper or electronic formats prevail.

“Electronic materials will continue to rise in popularity, and will eventually take on some format that we can’t even imagine now. Regarding a time frame, it won’t happen overnight. We’ll have time to prepare and adapt. Relax.”

“They times, they are a-changing. The book in some form will always be around. We just may not recognize the form our grandkids or great-grandkids call a ‘book.'”

ABOUT THIS ISSUE
Author: Jamie Helgren – DU-LRS Research Fellow
Library Research Service ▪ 201 East Colfax Avenue, Suite 309 ▪ Denver, CO 80203-1799
Phone 303.866.6900 ▪ E-mail: LRS@LRS.org ▪ Web site: www.LRS.org
Executive Summary

Electronic books have been around in some form for decades, but it has only been in the last several years that a more or less significant market for them has emerged, driven largely by the introduction of next-generation ebook readers like the Amazon Kindle, the Sony Reader, the Barnes & Noble Nook that have made creating a convenient, comfortable, and relatively inexpensive activity.

According to Association of American Publishers data, in 2008 ebook sales accounted for approximately 0.5% of all U.S. book sales; a year later, they accounted for 1.3%. At present, ebooks represent a tiny fraction of all book sales, but they are growing. In fact, between 2002 and 2009, ebook sales had a compound annual growth rate (CAGR) of 71%, the highest of any book category. (By way of comparison, adult hardcover books had a CAGR in this same period of 1.3% and adult paperbacks of 2.6%.)

As interest in and a preference for ebooks grows in the culture at large, libraries need to follow suit. Ebooks exist alongside printed books, and serve a variety of needs for library patrons. Electronic reference books can be easier to navigate and search than their printed counterparts, making them favored among students. One highly desired feature of electronic reading devices is the ability to enlarge or reduce the font size, giving visually impaired readers the ability to create, in essence, their own large-print edition of a book. Ebooks also solve some problems for libraries. They don't wear out or get damaged, they don't need to be replaced, and they can't easily get misplaced by careless users. They also don't require physical storage space; many libraries are strapped for space. Ebooks also allow libraries to serve and offer books to remote users, customers who may not be able to physically make it into the library.

One of the disadvantages of ebooks, and in fact one of the factors that has impeded ebook adoption in the book-buying/reading population as a whole, is the plethora of mutually incompatible formats and often draconian digital rights management (DRM) schemes.

Public libraries have some unique concerns that make them different from other book buyers and ebook users. Chief among them is that—especially in the current economic climate—budgets are not typically lavish. At the same time, libraries must serve the needs of a diverse population, whose members span the entire length of the technical literacy spectrum, and who all bring their unique hardware devices to attempt to read library ebooks. Making ebook holdings accessible to all users who want them can be a challenge.

The following data is based on 781 U.S. public libraries answering our survey.

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2 Yes, files can get corrupted, but not as easily as, say, exposing a library book to rain, household pets, and other sources of damage.
**Ebook Collections**

Almost three-fourths of public libraries (72%) say they currently offer ebooks to users. On average they own or subscribe to more than 1,500 ebooks (mean 1,529; median 813). These libraries regard ebooks in terms of vast collection development, not one-off purchasing.

“This is one of our fastest growing services. We have centralized collection development, and one selector now concentrates on downloadable. It is as important as any other concentration, and that is what we attribute the growth in circulation to.”

As for the 28% of public libraries that currently don’t offer ebooks, 32% plan to offer ebooks in the next 12 months, while a further 28% plan to offer ebooks in the next couple of years. Small libraries with materials budgets of under $50,000 are the least likely to be planning to offer ebooks.

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<th>We plan to offer ebooks...</th>
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<tbody>
<tr>
<td>In the next 12 months</td>
<td>32%</td>
</tr>
<tr>
<td>1 to 2 years from now</td>
<td>28%</td>
</tr>
<tr>
<td>Longer than 2 years from now</td>
<td>16%</td>
</tr>
<tr>
<td>No plans to offer ebooks</td>
<td>24%</td>
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</table>

The 24% that say they have no plans to offer ebooks may end up changing their minds as demand from users grows. Still, there is a segment of the overall library market that has not been seeing demand for ebooks. A preference for ebooks is not universal (remember that ebooks only account for 1.3% of all book sales), and while it’s growing, it’s not growing everywhere or at the same rate everywhere. It’s even conceivable—given many of the verbatim comments that we received from our survey respondents—that libraries and users may become less enthusiastic about the idea of ebooks, especially given the challenges that many have with regard to mutually incompatible formats, user-unfriendliness, high cost, and lack of technical and customer support.

When we ask about the primary driver of ebook purchases, the majority (77%) of public libraries cited “projected usage” based on current usage statistics, with “user request” not far behind (64%).

Looking ahead, the overwhelming majority of survey respondents (84%) expects ebook circulation to *increase* this year compared to last year, while only 15% expects it to remain the same. A slight 1% expects a *decrease* in ebook circulation. A decrease is mostly predicted by the very largest libraries. We speculate that this might be due to not having enough range of titles to meet demand.

When averaged out, the overall change expected in ebook circulation next year is an increase of 36%.
Ebook Readers and Formats

The laptop computer tends to be the hardware device on which most library users read ebooks, followed by a dedicated ebook reader such as a Kindle, Nook, Sony Reader, or even Apple iPad (which isn’t really a dedicated ebook reader, but is often thought of as one). A full one-fourth of respondents “don’t know” on what hardware their users are reading ebooks. (One of the purposes of offering ebooks is to facilitate remote or at-home access to the library’s collection, which means that the library staff would really have no idea what users were reading on.)

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<th>Device(s) on which library users most often read ebooks...</th>
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<tr>
<td>Personal laptop/Computer/Netbook</td>
<td>61%</td>
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<tr>
<td>Dedicated ebook reader</td>
<td>52%</td>
</tr>
<tr>
<td>Other portable device</td>
<td>36%</td>
</tr>
<tr>
<td>Library computer</td>
<td>16%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>25%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
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In terms of ebook formats, the open standard ePUB tends to be the most favored for ebooks—this is also the format required by the Apple iBook app on the iPad and iPhone. Other ebook readers can also read the ePUB format. The near-ubiquitous PDF format garnered 42%; at one time, it was hoped that PDF would be the de facto standard format for e-books—and maybe to some extent it is. Again, though, 23% of respondents say that they “don’t know, ebooks haven’t caught on.”

<table>
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<th>Preferred ebook format(s)...</th>
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<tbody>
<tr>
<td>ePUB</td>
<td>44%</td>
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<tr>
<td>PDF</td>
<td>42%</td>
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<tr>
<td>Optimized for dedicated ebook device</td>
<td>35%</td>
</tr>
<tr>
<td>Optimized for other mobile device</td>
<td>24%</td>
</tr>
<tr>
<td>Don’t know yet, ebooks haven’t caught on</td>
<td>23%</td>
</tr>
<tr>
<td>Full text HTML</td>
<td>20%</td>
</tr>
<tr>
<td>Other</td>
<td>8%</td>
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The search for a single standard format for ebooks is highly desired by users, libraries, and even publishers. In many ways, all these folks are caught up in every ebook hardware manufacturer’s desire to be the one offering that single standard. Each manufacturer offers its own proprietary format that is optimized for its particular reader, and which integrates its unique DRM scheme. Until the market shakes out further and a clear “winner” emerges, publishers and libraries will be required to offer titles in all formats, lest they run the risk of alienating users who can’t find the titles they want on the device they prefer. The analogy is the old VHS vs. Beta situation back in the 1980s, when video rental shops were required to stock both formats, until Beta finally lost out.

“I feel ebooks are a big part of our library’s future, but we are handicapped by lack of overlap in e-reader applications and the fact that many of the current readers do not work with library models.”

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Ereader Circulation

We also asked if libraries circulate actual ereading devices and, overwhelmingly, they do not; 71% of all public libraries do not circulate preloaded e-readers, while a scant 5% do. But then 24% are considering it. Naturally, cost is a big barrier; there isn’t just the one-time-only purchase cost of a device, there are upgrades, as well as the need to support and replace broken, lost or stolen ebook readers. Librarians are also likely awaiting device standardization before entering this arena.

Libraries that do circulate ereaders are most likely to offer the Sony Reader to patrons. The Sony Reader is currently the most library-friendly device for ebooks (particularly with OverDrive), however apps for the iPad, iPhone and android are currently in development by OverDrive.

Usage License and Circulation Interval

The vendor is typically the party that determines the usage license, and different vendors have different models, which is why 41% of public libraries say their license allows only “single ebook use at a time,” 12% say “unlimited access/simultaneous use” and 39% say “both.”

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<th>Ebook usage license model...</th>
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<td>Single ebook use at a time</td>
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<td>Unlimited access/simultaneous use</td>
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In the verbatim comments we solicited from libraries, the inability to offer simultaneous use of ebook titles was one of the biggest complaints—and rightly so. This is one area where vendors need to do some work to take into account the difference between libraries and general consumers. It can be frustrating for libraries as well as users to have to put a hold on an ebook title—when there is little real need for it.

“Multiple access would be useful. The long list of ‘holds’ discourages some readers, particularly those who are used to the immediate access provided to many texts over the Internet.”

Two or three weeks is, on average, the circulation interval for ebooks. One-fifth (21%) of respondents allow the user to specify the circulation interval, likely because the library (or, actually, the vendor) limits the number of ebooks that can be accessed simultaneously.

In those cases where specific ebook titles can’t be accessed simultaneously, libraries generally let customers place holds on downloadable ebooks. More than three-fourths (78%) of public libraries allow holds on ebooks.
Mayors See No End to Hard Choices for Cities

By MICHAEL COOPER

WASHINGTON — Despite having one of the highest crime rates in the nation, Camden, N.J., laid off nearly half its police force this week after failing to win concessions from its unions. On the other side of the country, Vallejo, Calif., was filing a bankruptcy plan that proposed paying some creditors as little as a nickel or 20 cents on each dollar they are owed.

These are hard times for cities, and the mood was grim as more than 200 mayors gathered here this week for the winter meeting of the United States Conference of Mayors.

Many mayors have already raised taxes, cut services and laid off workers, even police and firefighters. Now they are girding themselves for more tough times, as falling home values are belatedly showing up in property tax assessments, and struggling states are threatening to cut aid to cities.

“I came in full of idealism — I was going to change my city,” said Mayor Bill Finch of Bridgeport, Conn., who has laid off 160 workers. “You get involved in government because you want to do more for the people, you want to show them that government can work and local government, by and large, really does work for the people — directly, you can’t hide. But then you say you’ve got to pay the same amount of taxes, and you’re going to get less.”

Some mayors said that they expected more cities, mostly smaller cities, to seek bankruptcy or possibly even default on their loans as the downturn grinds on, though municipal analysts see defaults as unlikely.

In interviews, mayors spoke about their efforts to keep their cities afloat by raising taxes, consolidating services, selling off city assets and shrinking their work forces.

Many of them, including Democrats who have been historically close to unions, said they were taking aim at public pensions, which they said were no longer affordable.
“That’s not a Democrat or Republican issue,” said Mayor Antonio R. Villaraigosa of Los Angeles, a Democrat who is supporting measures that would lower the cost of pensions for new police officers and firefighters and require employees to contribute toward the cost of their retirement health benefits. “The fact is, our pensions aren’t sustainable.”

Mr. Villaraigosa disputed a prediction made last year by one of his predecessors, Richard J. Riordan, that Los Angeles’s pension woes would be likely to drive the city into bankruptcy. Saying “there’s no question you will see some cities that default,” he insisted that Los Angeles would not be one of them.

“There is no scenario where we would ever be in the ‘B’ situation,” he said. “I don’t even use that word, because we’re going to make the tough decisions.”

The mayors descended on Washington amid great uncertainty over what the focus on deficit reduction by the new Republican majority in the House would mean for cities.

The jobs outlook is still bleak for many cities. An economic forecast prepared for the mayors’ group projected that while hiring would pick up this year, 109 metropolitan areas would end the year with a 10 percent unemployment rate, or higher.

The forecast, prepared by IHS Global Insight, projected that 105 metropolitan areas would not return to their prerecession peaks for jobs until 2015; for 32 areas, including Toledo, Ohio, and Detroit, it would not happen until 2025.

So between the breakfasts and luncheons, the awards presentations and the tap water tasting contest, the mayors pressed their federal agenda here, meeting with President Obama and members of Congress and the administration.

They called for more transportation spending for cities and for preserving the Community Development Block Grant program, one of the few federal programs that sends money directly to cities without passing through statehouses.

In the interviews, they spoke of their uneasiness, and the hard steps they have already taken.

Philadelphia has raised its sales tax and property tax, trimmed 1,200 jobs, and joined a number of other cities in instituting “rolling brownouts” of fire stations, closing a few stations each day to save money. Mayor Michael A. Nutter of Philadelphia said that those “brutal” steps had helped stabilize the city’s finances, but that there are still risks ahead.
“It’s what I refer to as a triple threat,” he said. “I’m concerned about budget deficits at the state, I’m concerned about budget deficits at the federal government, and our local school district.” The school district is separate from the city, but its woes could hurt the city.

When the housing bubble burst in Pembroke Pines, a city of 150,000 in Broward County, Fla., taxable property values plummeted, and the city responded by raising the tax rate and making a declaration of “financial urgency,” which allowed it to reopen its contracts.

Its mayor, Frank C. Ortis, said the city cut workers’ salaries by 4 percent, privatized its buildings department, and ended the defined benefit pension plan for new nonuniformed hires.

Union officials decried the assault on public pensions, noting that the average pension is $19,000 a year, and that pension payments are usually only a small percentage of state and local budgets.

“There’s no doubt that state and local governments are now under fiscal duress, but public service worker pensions are not to blame,” said Lee Saunders, the secretary-treasurer of the American Federation of State, County and Municipal Employees.

He said that many pension funds were troubled because officials had failed to make adequate contributions over the years. “Employees should not pay the price when our elected leaders fail to lead,” he said.

Many mayors are worried that their states will cut aid to cities. Mayor Jean Quan of Oakland, Calif., warned that Gov. Jerry Brown’s plan to eliminate municipal redevelopment agencies would deal a terrible blow to her city. And Mayor Christopher B. Coleman of St. Paul said that while the city would have received $103 million in state aid last year if past trends had continued, it wound up getting only $47 million.

Mr. Coleman said that he had been forced to close a third of the city’s recreation facilities in the five years he has been mayor, and that while his most recent budget had not raised taxes, it had been a struggle.

“Taxpayers don’t want to keep seeing their tax bills go up,” he said. “But as unhappy as they are about that, try to close a library sometime.”

Walking into a lunch on Thursday, Mayor Donald L. Plusquellic, the long-serving mayor of Akron, Ohio, greeted a fellow mayor with a hug. “It’s no fun anymore!” he told her. “Things are tough!”
Mr. Plusquellic, who has revived Akron’s downtown since taking office in 1987, has had to resort to layoffs of police officers and firefighters in the last two years.

“I want to say, let me go back to the world I lived in two or three years ago, where people would come in and say, hey, we need this new park, or this new recreation facility, and I could say, O.K., we'll just do that,” he said. “It's a different world now.”
Scary New Road for Librarians

Many of the Publib and Web4Lib conversations in 2010 centered on the effects of handheld media devices and applications in the world of libraries. The mainstream use of handheld media and the proliferation of machines that effectively recreate the reading experience of traditional books struck home for many librarians.

The codex certainly has many iterations, but after 500 years it did become standardized. With the exception of oversized and miniature books, most are close in size and operate essentially the same way. Librarians are comfortable with and comforted by collections of nice squared chunks of paper and cloth neatly arranged on metal and wooden shelves. We were comfortable with card catalogs and eventually became comfortable with online catalogs. The online catalogs certainly did not have the same feel, the same look, the same smell as the old catalogs, but eventually they took hold as standard library features. Yet, unlike most traditional library catalogs, the intellectual authority over catalog software was outsourced to vendors. Librarians essentially gave up ownership of their catalogs, while providing broader access to more collections for their patrons through shared resources, databases and inter-library loan.

Slowly, a new path of accessibility began to blend in with the online catalogs. Digital books and digital audio became popular. Massive digitization and storage of public domain works projects were undertaken. Computer memory, speed, and storage increased while size, cost and energy needs decreased. Smart-phones and wireless networking became common. 3G and 4G networks proliferated. The convergence of networks, digitization and hardware improvements meant that books requiring hundreds of metal and wooden shelves could be contained on devices weighing under a pound. And, those same devices had access to enormous digitized collections at far greater speed than even the most efficient traditional library services.

The youthful progression of 18-20 somethings forced academic librarians to become early adopters of hand-held media technology. Academic in-house computing power and talent lent themselves to solving problems of accommodating information delivery in the manner preferred by their Gen X and Gen Y patrons. Public Librarians trended towards becoming late adopters. Many had no budget for electronic book collection development. Others, inhibited by vendor controlled delivery and electronic book access looked for ways around what appeared to be a system without standards. Some of the better funded public libraries have been able develop electronic book collections, purchases electronic readers and effectively respond to the demand by their patrons for this new information medium.

Rise of the Machines

2010 Christmas season sales in the US accompanied a big price break and increase in quality for hand-held electronic book readers. Nook, from Barnes and Noble and Taylor, dropped its price $149 and started offering a color screen. Kindle, from Amazon dropped its price to $139 and the Kindle became their top-selling item. The Sony ebook Reader became more affordable at $129. The marketplace moved from early adopters willing to pay several hundreds of dollars to the mass market with prices under $200 for advanced electronic book readers. Many
Librarians saw the trend and adapted to increased demand for e-books by their patrons. Many other librarians worked on denying the viability of e-books and holding on to the comfortable idea that the codex was simply better. But with massive profits driving the suppliers, each complaint about the viability of e-books is being addressed with solutions. And, the suppliers of e-readers attempt to make their devices behave as well or better than the traditional book.

Librarians and readers complained that reading from a computer screen was not as enjoyable as reading a book. Nook now advertises its “just-like-paper screen” and Kindle and Sony employ the same electronic technology from E-Ink. The electronic paper screens do not have the flicker of CRTs and glare of LCD panels. They are not back-lit such as LCD / LED screens—so text does not disappear in direct sunlight. Some reports link use of LCD and LED screens to insomnia, but the same effect is not apparent with the E-Ink electronic paper available with new electronic book readers.

Librarians and readers complained that sharing of downloaded materials was not possible because the license was for one device, one reader. Nook and Kindle have begun to address sharing and are now offering options. Market demand and profit will determine future sharing options. With such an insignificant production/advertising/distribution cost compared to traditional books--electronic books potentially have more leeway in terms of maintaining profitability for publishers and authors.

Nook offers social media options and two million titles. Kindle offers text to speech, PDF reader and Whispersync links your personal library and the progress of your reading with other devices you might own. Sony offers Readstore, Googlebooks and excellent cross-platform compatibility. Each device is moving towards becoming more and more multifunctional.

Librarians complained about the lack of standardization, instructions and cross-platform compatibility. Most of those problems were derived from vendors who had failed to create adequate instructions and quickly address libraries as fluid and dynamic information marketplaces. Conversely, with each complaint about electronic book readers, the focus of the manufacturers and suppliers is to improve. The complaints are heard as an opportunity to improve and move a step ahead of their competition. Are libraries competing? As if Kindle and Nook and Sony did not create a big enough impact, Google’s Android operating system along with Apples iPAD/iPhone and PC applications paved the way for multi-use handheld devices. 3G access became widespread and smartphones are able to use Nook and Sony and Kindle applications to increase personal library access. Android equipped devices can quickly download a Kindle or Nook application. Every smartphone can now become an electronic book reader and a mobile library.

The electronic book is here and expanding and evolving without librarians a gatekeepers. However, there is encouraging news from many public libraries showing patron excitement over electronic book collections. Some are offering to purchase copies for libraries. Multiple holds for electronic books demonstrate that sharing is still one of the most effective tools of libraries. However, if libraries are going to rely solely of vendors for delivery, vendors must improve and address libraries a dynamic information markets. One of the most promising tools available to librarians who wish to take the intellectual leap of not being entirely vendor dependent is Calibre ebook management. This “free and open source e-book library management application” offers many features of value to librarians and their patrons. Librarians must address competition the information market in order to remain viable. With massive budget cuts to all public services looming, the road ahead for libraries is unknown. However, it looks like the Tin Man will be traveling with us.
Ted Danson: A Love of Acting and Oceans

By Brad Martin
LAC Group

Ted Danson, in a free-ranging interview January 9 conducted by ALA President Roberta Stevens, spoke on everything from his first experience on the stage in college to his most recent work on HBO’s “Bored to Death” TV series, but repeatedly returned to something he has cared about for the past 25 years, which is his love for the world’s oceans and his concern for their state and that of the fish that live there.

Danson told of his love of acting and of becoming wildly famous after the television show “Cheers” went into broad syndication. He also shined a light on what this fame has meant to him.

“I am grateful for my career as an actor,” Danson said. “One of the great things about being successful is that it has given me access to some amazing people and has provided the ability for me to talk about things I care about.”

Danson told of his book Oceania, in which he details the crisis the world faces as a result of overfishing the oceans and what needs to be done now to help solve this environmental problem.

Since the 1950s, according to Danson, about 90 percent of the tuna, swordfish, shark and king mackerel populations have been depleted. Despite improvements in the fishing industry such as more advanced boats and higher tech techniques at finding fish, catches have been declining. In addition, Danson said that impact on the fish from modern bottom trawlers is damaging the areas — calling them the “nurseries” — that young fish need to grow and thrive. Danson said this attack from the top and bottom is literally “putting the squeeze on the vitality of the world’s oceans.”

“At the current rate, the oceans will be fished out in forty or fifty years,” he said, adding that there is good news however, “because fish populations are able to rebound quickly, given the chance.”

When asked how librarians can help, Danson suggested that librarians are in the position to “point people to information” by suggesting materials they can read on the topic. “In the end, we are all literally in this together,” he said. “You have to ask yourself if this is the kind of world you want in the future.”

ALA Honors Top Youth Authors and Illustrators

ALA announced the top books, video and audio-books for children and young adults — including the Caldecott, Coretta Scott King, Newbery and Printz awards — at the Midwinter Meeting. A list of the 2011 winners follows:

**John Newbery Medal**

Moon over Manifest, written by Claire Vandezande, is the 2011 Newbery Medal winner. The book is published by Delacorte Press, an imprint of Random House Children’s Books, a division of Random House, Inc.

Four Newbery Honor Books also were named: Turtle in Paradise by Jennifer L. Holm and published by Random House Children’s Books, a division of Random House, Inc.; Heart of a Samurai written by Margi Preus and published by Amulet Books, an imprint of ABRAMS; Dark Emperor and Other Poems of the Night written by Joyce Sidman, illustrated by Rick Allen and published by Houghton Mifflin Books for Children; and One Crazy Summer by Rita Williams-Garcia and published by Amistad, an imprint of HarperCollins Publishers.

**Randolph Caldecott Medal**

For the most distinguished American picture book for children

A Sick Day for Amos McGee, illustrated by Erin E. Stead, is the 2011 Caldecott Medal winner. The book was...
Stonewall Book Awards Announced

The 2011 Stonewall Book Awards were announced at the Midwinter Meeting in San Diego by the Gay, Lesbian, Bisexual, and Transgendered Round Table (GLBTRT) of the American Library Association. The Stonewall Book Awards are given annually to English-language works of exceptional merit relating to the gay, lesbian, bisexual and trans experience. The awards will be presented to the winning authors or editors at the American Library Association Annual Conference in New Orleans in June.

“The list of books we had up for consideration for the 2011 Stonewall Book awards was an embarrassment of riches to say the least,” said Committee Chair, Lisa Johnston.

The Children’s and Young Adult Literature Award was presented to Almost Owe You, written by James Klise; and Freaks and Revelations, written by Davida Wills Hurwin; and The Boy in the Dress, written by David Walliams and illustrated by Quentin Blake.

The Barbara Gittings Literature Award was given to More of This World of Maybe Another by Barb Johnson. Three Barbara Gittings Literature Award Honor Books were named: Pro-bation by Tom Mendicino; The More I Owe You by Michael Sledge; and Holding Still for As Long as Possible by Zoe Whittall.

The Israel Fishman Non-Fiction Award was given to Inseparable: Desire between Women in Literature by Emma Donoghue. Four Israel Fishman Non-Fiction Honor Books were named: A Great Unrecorded History: A New Life of E.M. Forster by Wendy Moffatt; Just Kids by Patti Smith; The Right To Be Out: Sexual Orientation, and Gender Identity in America’s Public Schools by Stuart Beigel; and The Secret Historian: The Life and Times of Samuel Steward, Professor, Tattoo Artist, and Sexual Renegade by Justin Spring.

For more information about the Stonewall Book Awards, please visit http://www.al.org/alana/mgrps/rtgs/libtrt/stonewall/index.cfm.

Rhodes Presents Librarians with a Reverie on the Effect of Technological Innovations on Words and Thought Processes

By Frederick J. Augustyn, Jr.

The Library of Congress

W twentieth-century historian Richard Rhodes, the author or editor of 22 books including the Pulitzer Prize, National Book Award, and National Book Critics Circle Award winning The Making of the Atomic Bomb (1986); Dark Sun: The Making of the Hydrogen Bomb (1995); and his latest The Twilight of the Bombs (2010), delivered the 12th annual Arthur Curley Memorial Lecture on Saturday, January 8.

Rhodes paid homage to our profession. While going through a difficult childhood in Kansas City, Missouri, during which he often had to live on the street, Rhodes recalled that “the library for me was a refuge — literally, for safety and security” and also a place providing possibilities to reach out to the world. He learned to read at the age of four, instructed by the landlady of a rooming house. Not at all convinced that authorship can be taught in specifically-designed classes, he instead is a self-taught scribe who learned to write from reading. Good libraries, as well as bad ones, have served the purpose of conveying the art of writing to many authors. Although he today taps into online historical sources, according to Rhodes, “there is no substitute for working in libraries.”

The author took his audience back to what reading was like and what it had meant in earlier centuries. St. Augustine, when visiting Italy from the provinces of the Roman Empire, was surprised when he observed St. Ambrose reading silently since the custom had always been to read aloud, a more personal experience rather than a solitary, meditative experience. Students in ancient times recited passages of works they wished to remember near particular buildings and conjured up images of those structures when they sought to remember those passages. Socrates and many of his contemporaries feared that learning to write would foster forgetfulness because, in their opinion, writing was a lazy way to remember. The great philosopher considered writing to be like painting, that is, only an approximation of reality.

The introduction of the printed book created even more turmoil than writing. Some argued that books should still be copied by hand, despite the introduction of printing, allegedly because parchment would last longer than paper but also because “copying by hand involved more diligence and industry.”

Rhodes queried why reality writing — “a narrative prose that requires external facts for authentication” is called “non-fiction,” a term defined by what it is not. He disclosed (and deplored) that this term was invented by a librarian in 1867 in the annual report of the Boston Public Library. He prefers to call this category of writing “verily,” a term taken from the French, which only sounds odd because it is new. Rhodes considers himself primarily to be a verity writer, although he has also written four books of fiction.

With ever newer methods of conveying information, he stated that “the last generation’s trash is the next generation’s treasure.” And so the innovations associated with conveying information continue to develop, from writing, to printed books, to comic books, movies, and even video games.
Declaration Of Independence
At Marquette University

Challenge: Create a self-sufficient information environment for a campus of 10,000
Solution: Millennium ILS
Result: Research independence, staff efficiency, worry-free administration

For Marquette University Library (WI), research independence is “a must” in fast-paced, networked campus of 10,000. Like no other ILS, Millennium empowers users and library staff with My Millennium personalization suite, staff-productivity tools like Create Lists, and unprecedented reliability. For all concerned, it’s nothing short of a Declaration of Independence.

Come see Millennium at booth #2041!
Everybody Can Be Great

By Stacy L. Voeller
Minnesota State University Moorhead

This year’s theme for the 2011 Dr. Martin Luther King, Jr. Sunrise Celebration on January 10 was “Everybody Can Be Great.” This theme was chosen because Dr. King encouraged his congregation to seek greatness, but to do so through service and love. Throughout the morning’s moving celebration, ALA members quoted Dr. King’s Drum Major Instinct sermon which he delivered on February 4, 1968.

The featured speaker for the celebration was Dr. Michael K. Honey. Honey has authored several books about Dr. King including Southern Labor and Black Civil Rights: Organizing Memphis Workers, Black Workers Remember: An Oral history of Segregation, Unionism, and the Freedom Struggle, and Going Down Jericho Road: The Memphis Strike. His newest book, All Labor Has Dignity, contains two types of documents – “speeches transcribed from tape recordings by people associated with King during his life-time or shortly after his death, and typed or partially handwritten text of a speech as King planned to deliver it.” The book also includes a CD of two rare speeches delivered by Dr. King.

“There is so much to learn from King,” said Honey. “I grew up as a follower of King, in an all-white farming area, and I was somebody who read a lot and went to the library a lot. Any-one growing up in this period had to be affected by what was happening.”

“I’ve always kept King’s teaching in my mind, simple thoughts that I can remember like an eye for an eye and a tooth for a tooth leaves everyone sightless and blind, and that it’s important to help somebody who is in need of help even if it means putting yourself in danger,” Honey continued.

Honey said that he really started studying the roots of racism, poverty, and injustice. He went back and traced the roots and became very interested in the labor movement. In collecting the speeches for his latest book, he found the title of King’s speech to the sanitation workers in Memphis. “The sanitation workers’ strike for union rights threatened the racial pattern of white supremacy as well as a low-wage system based on cheap black labor. It was a classic civil rights strike, bringing together many of the issues King sought to address in the poor People’s Campaign. King’s ability to merge moral and religious philosophy with labor and human rights issues illustrated once again why people constantly called on him to join their struggles.”

King said, “Everybody can be great because anybody can serve. You don’t have to have a college degree to serve. You don’t have to make your subject and your verb agree to serve... You don’t have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love.”

BCALA Announces 2011 Literary Awards Winners

The Black Caucus of the American Library Association, Inc. announced the winners of the 2011 BCALA Literary Awards during the Midwinter Meeting of the American Library Association. The awards recognize excellence in adult fiction and nonfiction by African American authors published in 2010.

The winner in the Fiction category is Glorious by Bernice L. McFadden (Akashic Books).

The winner in the Non-fiction category is The Other Wes Moore: One Name, Two Fates by Wes Moore (Random House). Honor Books for Non-fiction were also selected: In the Place of Justice: A Story of Punishment and Deliverance by Wilbert Rideau (Alfred A. Knopf) and John Oliver Killens: A Life of Black Literary Activism by Keith Gilyard (University of Georgia Press).

The recipient of the First Novelist Award is Dolen Perkins-Valdez for Wench (HarperCollins).

For excellence in scholarship, the BCALA Literary Awards Committee presents the Outstanding Contribution to Publishing Citation to Unfinished Blues: Memories of a New Orleans Music Man by Harold Battiste Jr. and Karen Celestan (The Historic New Orleans Collection).

Share, Talk and Write: Free Online Collaboration Tools

By William Risser

The Library Instruction Round Table (LIRT) Web Advisory Committee hold a demonstration of free online products designed to enhance communication, management and organization in the workplace on January 8. Bill Peterson-Lugo, Assistant Director of the Electronic Library at Baylor University discussed the benefits of a free online project management tool called BaseCamp. BaseCamp is a collaborative tool that provides communications services like message boards and a real time chat program called ‘camp fire’, document management such as file sharing and project details like to-do lists and apps for android, blackberry etc.

A 30-day free trial is offered on all accounts, but is limited to one project and does not offer file sharing. The basic plan is $24 a month and allows 15 projects and 1 GB storage and unlimited users, while the max program is $149 a month and has 75 GB of storage and allows for unlimited projects.

Carrie Forbes, the Instruction and Reference Librarian at the University of Denver, discussed and demonstrated free online conferencing and meeting programs, which virtually allows for multiple users in different locations to meet face-to-face. A primary drawback of these programs, which are cloud based, can be security. Additionally, it is good to know that free software companies can be sold or go out of business without notice so be careful about what type of information is being kept there.

Robin Kear the Reference/Instruction Librarian at the University of Pittsburgh talked about the benefits of free social document creation sites like GoogleDocs, which is a web-based program with file storage a single piet of entry. She uses the free program for a number of things including peer review, facilitate collaboration and presentations, but it also can also do word processing, spreadsheets, chat and forms.

“GoogleDoc forms are so easy to get their information from because they are right there,” said Kear, “I use it for ALA committee work, evaluating and reviewing applications and group projects at work.”

ALAC Connect is another free online program, which supports live documents, chat and other features. It can be used internally or externally and streamlines collaborative work. Additionally, it’s paperless and offers an archives feature up to storage capacity.

While there are pros and cons to the different programs and applications Peterson-Lugo finds the fees options are just easier. “Even if your institution has a paid subscription to a service, it can be easier to use the free software because you can do it yourself with out having to set anything up or call someone to help you,” she said.

Save the Date: International Relations Roundtable Pre-Conference

Plan to attend the International Relations Roundtable (IRRT) Pre-Conference to be held Friday June 24, 2011 at the ALA Annual Conference in New Orleans. The theme is “Outreach through New Partnership: Strategies and Successes.” The half day program will feature presentations with practical information useful to a cross-section of international and domestic libraries. The pre-conference is from 9:00 a.m. – 1:00 p.m. with lunch immediately following.

Join us for this opportunity to learn about creative, practical solutions to outreach services and collaborations. We look forward to seeing you! For more information about IRRT, please visit www.ala.org/irrt.

Cognotes Looking for Reporters

Cognotes is looking for dedicated individuals who will be attending Annual Conference to join the Cognotes reporting staff. If interested please send your name and a writing sample to Managing Editor, Deb Nerud Vernon at dvernon@esu6.org.

CLICK HERE TO REGISTER FOR THE ANNUAL CONFERENCE IN NEW ORLEANS

Cognotes
In 2011, the American Association of School Librarians’ (AASL) prestigious awards program will offer more than $40,000 in awards to AASL members.

AASL’s awards recognize excellence and showcase best practices in the school library field in categories that include research, collaboration, leadership and innovation. Applications can be accessed on the AASL Awards and Grants pages at http://www.ala.org/aasl/awards. The deadline to apply is February 7. Winners will be honored at the ALA 2011 Annual Conference.

Applications are being accepted for:

- The ABC-CLIO Leadership Grant, up to $1,750, sponsored by ABC-CLIO, is given to school library associations that are AASL affiliates for planning and implementing leadership programs at the state, regional or local levels.
- The Collaborative School Library Award, $2,500, sponsored by Highsmith Inc., recognizes and encourages collaboration and partnerships between school librarians and teachers in meeting goals outlined in “Empowering Learners: Guidelines for School Library Programs.”
- The Distinguished School Administrator Award, $2,000, sponsored by ProQuest, is given to a school administrator who has made worthy contributions to the operations of an exemplary school library and to advancing the role of the school library in the educational program.
- The Distinguished Service Award, $3,000, sponsored by Baker & Taylor, recognizes an individual member of the library profession who has, over a significant period of time, made an outstanding national contribution to school librarianship and school library development.
- The Frances Henne Award, $1,250, sponsored by Greenwood Publishing Group, enables a school librarian with five or fewer years in the field to attend an American Library Association (ALA) Annual Conference or AASL National Conference for the first time.
- The Information Technology Pathfinder Award, $1,000 to the school librarian and $500 to the library, sponsored by Follett Software Company, recognizes and honors a school librarian who demonstrates vision and leadership through the use of information technology to build lifelong learners. There are two categories: Elementary and Secondary.
- The Innovative Reading Grant, $2,500, sponsored by Capstone Publishers (Capstone Press, Compass Books, Children’s Library Resources, Picture Window Books, Stone Arch Books and Red Brick Learning), is designed to fund literacy projects for grades K-9 that promote the importance of reading and facilitate literacy development by supporting current reading research, practice and policy.
- The Intellectual Freedom Award, $2,000 to the winner and $1,000 to the school library of the winner’s choice, sponsored by ProQuest, is given for upholding the principles of intellectual freedom as set forth by AASL and the ALA.
- The AASL Research Grant, $2,500, sponsored by Heinemann-Raintree, is given to up to two school librarians, library educators, library information science, or education professors to conduct innovative research aimed at measuring and evaluating the impact of school library programs on learning and education.
Top Technology Trends

By Brad Martin
LAC Group

ITA’s Top Technology Trends session Library 8 featured panelists ranging from data silos to WikiLeaks, as panelists noted emerging trends they are seeing and how they are impacting libraries.

Lorcan Dempsey, Vice President and Chief Strategist, OCLC led off the panel by talking about an emerging trend he is seeing concerning the personal archiving of information and how this is beginning to change how the personal papers of individuals are being collected and archived. Dempsey cited the example of Emory University being granted access to Saltman Rushdie’s hard drives. Whereas in the past, this was usually done by collecting the physical papers, Dempsey said this will increasingly be done in a more digital way and that aiding this is the fact that people are starting to store this information in a much more organized way.

Rachel Frick, Program Director, Digital Library Federation, talked about improving access to library data (stored in various “data silos”) in order to promote and improve what she called “data-driven decision making.” By investing more in personnel and tools, Frick pointed out that libraries would be in a better position to make compelling cases for the services they provide.

Erik Mitchell, Assistant Director for Technology Services, Wake Forest University, mentioned the Google Books Ngram Viewer (a project Google created with the Encyclopedia Britannica and scientists from Harvard and MIT) as another way that technology is quickly approaching and will be held on Monday, May 9, and Tuesday, May 10, at the Liaison Hotel in Washington, D.C.

The 112th Congress will bring new challenges and opportunities for libraries, making next year a critical and exciting time for us to get our message out to Congress. On the first day of the event, participants will attend briefings to prepare for their meetings with members of Congress and their staffs, taking place on the second day. The ALA also holds a reception on the Hill for NLLD participants and members of Congress and their staff on May 9. For more information, go to www.ala.org/nlld.

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ALSC Announces Winners of El día de los niños/El día del los Libros Mini-grants

The Association for Library Service to Children (ALSC) is pleased to announce the winners of the El día de los niños/El día de los libros mini-grants. Eight libraries serving a population of 75,000 or less have won mini-grants worth $4,000 each and seven libraries serving a population of more than 75,000 have won mini-grants worth $6,000 each. The mini-grants are part of ALSC’s Everyone Reads @ your library grant, generously funded by the Dollar General Literacy Foundation.

Intended as an expansion of El día de los niños/El día de los libros (Día), the mini-grants have been awarded to libraries that demonstrated a need to better address the diverse backgrounds of their communities. “These mini-grants will provide children and families with an opportunity to explore the diverse cultures of their community,” said Julie Corsaro, President of ALSC. “Libraries are an ideal place to foster a love of reading and literacy; and to promote the richness of their diverse backgrounds; to encourage multicultural book collections.”

The libraries winning $4,000 each are: Forest Hill Public Library in Forest Hill, Texas; Fremont Public Library District in Mundelein, Illinois; Nacogdoches Public Library in Nacogdoches, Texas; Paramus Public Library in Paramus, New Jersey; Paul E. Grif-fin Library in Camden, Mississippi; Poughkeepsie Public Library District in Poughkeepsie, New York; Rachel Kohl Community Library in Glen Mills, Pennsylvania; and Saginaw Chippewa Indian Tribal Library in Mount Pleasant, Michigan.

Día is an every day celebration of children, families, and reading that emphasizes the importance of literacy for children of all linguistic and cultural backgrounds. Día was founded in 1996 by children’s book author Pat Mora, who proposed conceptually linking the existing Children’s Day with literacy, Día’s primary goals are to honor children and their diverse backgrounds; to encourage reading and literacy; and to promote library collections and programs that reflect our plurality, in a daily basis.

The founding partner of Día is REFORMA, the National Association to Promote Literacy and Information Services to Latinos and the Spanish-Speaking.

The mini-grants are part of the activities leading up to Día’s 15th anniversary, culminating on April 30, 2011: Día! Many Children, Many Cultures, Many Books. For more information, visit http://www.ala.org/dia.

For more information on ALSC and its holdings, go to www.ala.org/alsc.

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ALA to Release “Our Authors, Our Advocates” Advocacy Tools

On January 7, the American Library Association (ALA) unveiled video PSAs produced by ALAs “Our Authors, Our Advocates,” a national library advocacy public awareness campaign. Library advocates will be able to download audio and video PSAs from ilovelibraries.org, from such best-selling authors as Sharon Draper, Brad Meltzer, Sarah Paretsky and Scott Turow. The website will also offer statics, customizable English and Spanish PSA scripts, to assist advocates with making the case for libraries.

Through “Our Authors, Our Advocates,” one of ALA President Roberta Stevens’ key presidential initiatives, authors will lend their support for libraries through media interviews, podcasts, public service announcements and other marketing materials. The materials will be free and made available to ALA membership for use at the local level to assist with advocacy efforts.

“Authors understand the key role libraries play and are natural allies in these challenging times,” said ALA President Roberta Stevens. “Our Authors, Our Advocates will highlight well-known and passionate authors that will speak out on the value of libraries and librarians through media interviews, public service announcements, and other marketing materials.

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Participating authors taped .:15, :20 and .:30 second video PSAs on such issues as library funding, libraries support of literacy, value of libraries and much more. Authors also shared personal stories on their love for libraries which also will be available for download.

Dr. Sharon M. Draper is a professional educator as well as an accomplished writer. She has been honored as the National Teacher of the Year, is a five-time winner of the Coretta Scott King Literary Award, and is a New York Times best-selling author.

Author Brad Meltzer has topped the New York Times’ bestseller list on numerous occasions. Meltzer is the host of “Brad Meltzer’s Decoded” on the History Channel and his newest thriller, The Inner Circle, will be released January 11, 2011.

Mystery author Sara Paretsky is the winner of the Mystery Writers of America’s 2011 Grand Master Award and credited with transforming the mystery genre through the creation of her female private eye, V I Warshawski, Paretsky has written 12 best-selling Warshawski novels and is an international bestselling author with works appearing in almost thirty languages.

Scott Turow is a writer and attorney. He is the author of nine best-selling works of fiction, including his first novel Presumed Innocent”(1987) and its sequel, Innocent (May 4, 2010). His works of non-fiction include One L (1977) about his experience as a law student.

Click here to download the early Bird Program for the Annual Conference in New Orleans. Register by March 4 to save!

Amelia Bloomer Project 2011 – Top 10 Selections

The Amelia Bloomer Project, part of ALA’s Feminist Task Force – Social Responsibilities Roundtable, is an annual list that presents well-written and illustrated books with strong feminist messages that are recommended for young people from birth through eighteen years of age. It is a list of quality fiction and nonfiction titles that affirm positive roles for girls and women, published within the last 18 months (July 2009 to December 2010).

This year’s “Top Ten” titles:

1. **Ali, Nujood. I am Nujood, Age 10 and Divorced.** (978-0307586976). Gr. 4-8.
2. **Annino, Jan Godown. She Sang Promise: The Story of Betty Mae Jumper, Seminole Tribal Leader.** Illus. by Lisa Desimini. (978-1426305924). Gr. 4-6.
5. **Crysdale, Joy. Fearless Female Journalists.** (978-1897187715). Gr. 4-10.
9. **Martin, Courtney E. and J. Courtney Sullivan, eds. Click: When We Know We Were Feminists.** (978-1580052856). Gr. 9-12.

John Grisham Named Honorary Chair of National Library Week

John Grisham is widely recognized as the world’s most popular storyteller, with more than 250 million books in print worldwide. In addition to writing numerous adult bestsellers, John has recently written his first book for young readers, Theodore Boone: Kid Lawyer (www.theodoreboone.com).

As Honorary Chair, Grisham will appear in a print announcement promoting National Library Week. The PSA, developed by the American Library Association’s Campaign for America’s Libraries, will be placed in magazines and online throughout the spring. ALA also offers free customization of the PSA for libraries.

Customized Tools

Other promotional materials include a proclamation, sample press release and scripts for use in radio ads. All incorporate the 2011 National Library Week theme, Create your own story at your library. Tools are available at www.ala.org/nlw.

ALA Graphics products supporting National Library Week are also available, including a poster, bookmark, mini poster and web files. All Graphics products can be purchased through the ALA Store at www.alastore.ala.org/nlw.

National Library Week is a national observance sponsored by the American Library Association and libraries across the country each April. It is a time to celebrate the contributions of our nation’s libraries and librarians and to promote library use.

The Campaign for America’s Libraries (www.ala.org/@yourlibrary) is ALA’s public awareness campaign that promotes the value of libraries and librarians. The Campaign is made possible by ALA’s Library Champions.
Youth Awards

from page 1
written by Philip C. Stead, and is a Neal Porter Book, published by Roaring Brook Press, a division of Holtzbrinck Publishing.

Two Caldecott Honor Books also were named: Dave the Potter: Artist, Poet, Slave, illustrated by Bryan Collier, written by Laban Carrick Hill and published by Little, Brown and Company, a division of Hachette Book Group, Inc. One King Illustrator Honor Book was selected: Jini Sounds Like a Rainbow: A Story of the Young Jini Hendrix, illustrated by Javaka Steptoe, written by Gary Golio and published by Clarion Books, an imprint of Houghton Mifflin Harcourt Publishing Company.

Coretta Scott King/John Steptoe New Talent (Author) Award

Zora and Me, written by Victoria Bond and T. R. Simon, is the 2011 Steptoe author winner. The book is illustrated by David Ezra Stein and published by Candlewick Press.

Coretta Scott King/John Steptoe New Talent (Illustrator) Award

Seeds of Change, illustrated by So尼亚 Lynn Sadler, is the 2011 Steptoe illustrator winner. The book is written by Jen Cullerton Johnson and published by Atheneum Books for Young Readers.

Coretta Scott King – Virginia Hamilton Award for Lifetime Achievement

Dr. Henrietta Maya Smith is the winner of the 2011 Coretta Scott King – Virginia Hamilton Award for lifetime achievement. The award pays tribute to the quality and magnitude of beloved children's author Virginia Hamilton's contributions through her literature and advocacy for children and youth.

Coretta Scott King – Coretta Scott King/John Steptoe Award for a Family Book for books that embody an artistic expression of the disability experience. The Pirate of Kindergarten, written by George Ella Lyon, illustrated by Lyrane Avril and published by Atheneum Books for Young Readers, an imprint of Simon & Schuster Children's Publishing Division.

Coretta Scott King – Coretta Scott King/John Steptoe Award for New Talent (Author) Award


Alex Awards for the 10 best adult books that appeal to teen audiences


May Hill Arbuthnot Honor Lecture Award recognizing an author, critic, librarian, historian or teacher of children's literature, who then presents a lecture at a winning host site.

Peter Sis will deliver the 2012 lecture. Born in Brno, Czechoslovakia, in 1949, Sis attended the Academy of Applied Arts in Prague and the Royal College of Art in London. He has lived in the United States since 1982. Sis was awarded the 2008 Robert F. Sibert Medal and has illustrated three Caldecott Honor books. Peter's work is admired throughout the world, and in 2003 he was named MacArthur Fellow, an honor bestowed by the John D. and Catherine T. MacArthur Foundation.


A Time of Miracles is the 2011 Batchelder Award winner. Originally published in French in 2009 as Le Temps des Miracles, the book was written by Anne-Laure Bondoux, translated by Y. Maudet, and published by Delacorte Press, an imprint of Random House Children's Books, a division of Random House, Inc.

Two Batchelder Honor Books also were selected: Departure Time published by Nameless, written by Truus Matti and translated by Nancy Forest-Flier; and Nothing published by Atheneum Books for Young Readers, an imprint of Simon & Schuster Children's Publishing Division, written by Janne Teller and translated by Martin Atten.

Odyssey Award for best audiobook published for children and/or young adults, available in English in the United States.

The True Meaning of Smekday, produced by Listening Library, an imprint of Random House Audio Publishing Group, is the 2011 Odyssey Award winner. The book is written by Adam Rex and narrated by Bahni Turpin.

Four Odyssey Honor Recordings also were selected: Aleichemy and Meggy Swann, produced by Listening Library, an imprint of the Random House Audio Production Company, a division of Hachette Book Group, Inc. One King Illustrator Honor Book was selected: Jini Sounds Like a Rainbow: A Story of the Young Jini Hendrix, illustrated by Javaka Steptoe, written by Gary Golio and published by Clarion Books, an imprint of Houghton Mifflin Harcourt Publishing Company.

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Andrew Carnegie Medal for excellence in children's video.

Paul R. Gagne and Melissa Reilly Ellard of Weston Woods, producers of The Curious Garden, are the Carnegie Medal winners. The video is based on the book of the same name, written and illustrated by Peter Brown, and is narrated by Katherine Kellgren, with music by David Mansfield.

Laura Ingalls Wilder Award honors an author or illustrator whose books, published in the United States, have made, over a period of years, a substantial and lasting contribution to literature for children. The 2011 winner is Tomie dePaola, author and illustrator of over 200 books, including: 26 Fairmont Avenue (Putnam, 1999), The Legend of the Poinsettia (Putnam, 1994), Oliver Button Is a Sissy (Harcourt, 1979) and Strega Nona (Prentice-Hall, 1975).

Margaret A. Edwards Award honors an author, as well as a specific body of her or his work, for significant and lasting contribution to young adult literature.


The PLA's First-Ever Virtual Spring Symposium

PLA will host a Virtual Spring Symposium on March 30, 2011, from 10:00 a.m. - 5:00 p.m. CST. This new online event will offer the premier professional education that PLA's Spring Symposium is known for, but will be more affordable and convenient for attendees.

PLA will present a full day of rich programming with multiple program tracks, a lunchtime author interview, and keynote speakers. Program tracks will include: Technology, Administration/Leadership, Youth Services, and Adult Services. Registration for individuals and groups will open in mid-January. Click here for more information.
Confronting the Relevance and Applicability of Generalizations of Academic and Other Library Users

By Frederick J. Augustyn, Jr.
The Library of Congress

Pamela Mann, Saint Mary's College of Maryland, Vice-Chair of the Association of College and Research Libraries' Women's Studlés Section (ACRL/WSS), presided over the topic “Digital Natives and the Myth of the Millenial Student” on January 10.

“Digital native,” like “millennial student,” is a simplified, stereotype-like marketing term that discomfited many in the group. Digital natives are presumably those who are intrinsically technologically savvy before they enter today's libraries. The assumption is that most of the younger generation fit into this category, although nearly ubiquitous cell phone use does not necessarily translate into the skilled employment of other electronic equipment. The digital divide is, in fact, still present and those from lower socioeconomic strata often do not have the opportunities that others do of growing up with computers at home or even in their schools. The digital generation is assumed to be “connected,” but that may actually mean being economically as well as electronically privileged.

Librarians need to be aware of the diversity of the needs of their clientele.

With the current unsettled economy, many students in college are “just out of a job rather than just out of high school.” Often depending on the type of work that they did, their older demographic status does not necessarily mean that they are less familiar with computerized materials than are their younger classmates. Students who use library resources on campus and off, and rural and urban users, also have different requirements.

Some in the group mentioned that statistics indicate that there probably should be a reasonable expectation that most students know (or think that they know) about technology. With current methods of “teaching to the test,” the creativity of K-12 students is often stifled, for they have been instructed to find the one right answer quickly. Furthermore, they tend not to want to take the time to re-evaluate their findings. Librarians in both academic and public venues have to teach younger students the complexity of the research world—that there is not necessarily one right answer. Critical thinking is the key. There are also different “modalities of information,” not all being in digital form.

Students need to be apprised of online indexes as well as online search engines and learn that library catalogs, some with hot links to textual materials, also offer means to find answers. In a continuity from the patrons often want librarians to find them the answers rather than to learn how to uncover the solutions themselves. Some students may think that they do not need to use computer manuals, but that may only be because they think that they should not have to or do not wish to do so.

Many international students arrive from countries where copyright is not an important consideration, presumably just as it was, and for many of the same reasons, of lesser concern in the United States before the twentieth century. The fastest growing group of library users demographically include those from lower-income ethnic groups. Many of them are the first in their families to go to college and they may not have grown up with digitized materials readily at hand. Since terms are important, for these students “introductory” courses in electronic use are necessary, while for the more privileged students, “reminder” rather than “remedial” classes might be more attractive.

The conclusion was that monolithic expressions create problems because they make assumptions that are not always true. The challenge is how to make sense of the generalizations and of the myths that may contain some facet of the truth.

Librarian Cheryl Bryan, Massachusetts Library System, Orleans, MA, takes advantage of the warm weather to snap a photo of San Diego Bay outside the San Diego Convention Center.

Gaiman

Once Coraline had been written, Gaiman knew The Graveyard Book had to be the next thing he did. In 2004 he said to himself, “I’m not getting any better. I have to start writing this thing. The real reason I couldn’t write that book when I was 25 is that it’s written in two perspectives. I actually had to experience that the glorious tragedy of being a parent is that if you do your job right, they go away.”

Pearl asked Gaiman why the first chapter of the book is so scary, and Gaiman answered, “I was definitely uncertain if that scene was going to go in. Those first three pages were written before anything else I wrote in The Graveyard Book. When the whole chapter was done, I realized that one of the things I did was not use the word kill, and not use the word blood. There’s a level at which the reader is doing it all by themselves. It’s very interesting for an author when you’re making the reader collaborate with you.”

Gaiman continued, “I think it’s one of the glories of prose is that it forces you to use your imagination. A book is nothing, it is a dead thing that comes to life the moment someone picks it up. You want to give people room to create.”

Gaiman recalled his first memory of being in a library, “The first library I remember was when I was six. Librarians told me not to tell this story, but I would get my parents to drop me off on their way to work, I would be there when the library opened. Sometimes they persuaded me to take sandwiches, and I thought they were embarrassing, so I almost never took the sandwiches. The children’s library had a subject card index because I could look up ghosts, or history, or giants, or time travel, whatever book I was interested in.”

“When I discovered InterLibrary Loan, I was like a mad scientist who discovered a way to end the world. I could get any book in the world. That for me was glorious.”
Four Authors of Literary Fiction Are Showcased a Author Forum

By Frederick J. Augustyn, Jr. The Library of Congress

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Bad Hooper, moderator and Adult Books Editor at Booklist, at the first such forum formally co-sponsored by both Booklist and ALAs Exhibits Roundtable (ERT), introduced fiction writers Susan Vreeland (Random House), David Levithan (HarperCollins); Stewart O’Nan (Penguin); and Armistead Maupin (HarpersCollins) on January 7. Comfortably seated in sofas on the stage, the wordsmiths were queried by Hooper on the purpose and distinctions among types of fiction and on their own experiences in writing.

Vreeland, a retired San Diego schoolteacher who began as an author while she was still a teacher, generally writes about artists. The genre of fiction permits her to paint in the background how, often lacking the necessary documentary evidence, cannot do. Although she has produced a great many works, Hooper asked her in particular about The Night Country (about an unknown Vermeer painting), Life Stories (a 2005 collection of short historical fiction); and, her latest, Clara and Mr. Tiffany. Vreeland based this last work on a collection of recently discovered letters that had survived a fire. Although in his lifetime Louis Comfort Tiffany did not disclose the names of his designers, whether they were male or female, this trove revealed that Clara Driscoll was responsible for the leaded lamp produced by the Tiffany firm. Vreeland maintained that she aims to reveal the good women (and men) who are often behind great people. Vreeland posited several reasons in response to Hooper’s statement that “most librarians would agree that we are currently in a renaissance of historical fiction.” Much historical fiction is being written now about “kings and queens,” but also concerns regular people, “common foot soldiers,” who were often connected to the famous. She further ascribed its popularity to the fact that it “gives voice to the inner soldier or other person.”

Historical fiction and history have different purposes, however, and she does not uniformly favor one over the other.

Levithan, who has authored mostly young adult novels, such as Nick & Norah’s Infinite Playlist (which was made into a movie), addressed in this forum his first adult novel, The Lover’s Dictionary, in which he describes a relationship entirely through dictionary entries. Selected passages were alternatively beautifully lyrical, such as for “al fresco” — “wine set the tone of our conversation — languid, tipsy, earthy” — or amusingly brief, as for “antsy” — “I told you I would never take you to the opera again.” In reply to Hooper’s question, Levithan found there to be virtually no difference between writing for young adults and for older readers. He asserted that there have always been younger adults who gravitated to adult literature. Moreover, he did not care much for the largely artificial distinction made by gatekeepers and editors between literary and popular fiction.

In this he found agreement among the other authors present on the stage. O’Nan, the author of a dozen novels including A Prayer for the Dying, The Night Country, and The Good Wife (about a woman whose husband endured long-term incarceration), has also written non-fiction such as Faithful (with Stephen King). He talked in particular about The Circus Fire, describing the 1944 Hartford, Connecticut cataclysm in which 168 persons died. While researching that book through interviews with survivors or relatives of those who did not survive, O’Nan found out that people talked extensively about their lives subsequent to the event. This prepared him to paint a wide contextual portrait of a fictional 70-something woman and her dog in Emily Alone: A Novel. He talked as well about the importance of setting and place in his novels, having grown up in Pittsburgh, an evocative location that has too often been overlooked. Definitely not a minimalist, O’Nan has been described as “the king of detail.” He admitted that he too often does what he warns his students against, employing the “one-person scene.” Regarding the distinction between literary and popular fiction, he opined that things once considered popular, such as Shakespeare, are now deemed literary.

Maupin, a former naval officer and the author of nine novels including Maybe the Moon, The Night Listener, and Michael Tolliver Lives, is probably most famous for his sketches of gay life in San Francisco in the initially newspaper-serialized Tales of the City. Maupin said that he took heart when he remembered that many estimable 19th-century authors also had written in serial form. Maupin often puts himself into his fiction, which also includes some of his female characters. Contrary to what many believe, he does not see himself as only found in the Michael Tolliver character. He disclosed that Anna Madrigal, “the den mother” of Barbary Lane, after all has the same initials as he does. Now many of his avid readers are fearful of “losing” their beloved Anna. Maupin came out to his own family through his fiction and recounted how, during the 1970s, his editors told him that he could not write mostly about gay people. He is now exploring the “taboo topic of gay aging,” once again tapping his own experience.

Regarding reviews, the authors paid what they variously viewed as proper attention. Vreeland said that she pays closer heed to professional critiques, and lesser to those posted on Amazon. Levithan appreciates different kinds of reviews since they tend to balance themselves out. O’Nan averred that even the negative reviews, “if smart,” are helpful. And Maupin admitted that he often accords them inordinate attention, but that one must consider both the good and the bad reviews. In general, the authors did not like labels such as literary, commercial or popular fiction, but realize that marketers often use these demarcations. The writer must fight not to limit his or her audience. Adaptation of one’s work into another format such as movies or plays can be challenging, but also provides methods to reach a larger public.

AASL Announces Travel Grants for First-time National Conference Attendees

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The American Association of School Librarians (AASL) is offering grants for travel to its 15th National Conference & Exhibition in Minneapolis, Minn., Oct. 27-30, 2011. The grants for first-time attendees of the conference are sponsored by Bound To Stay Bound Books. Those interested in applying can download the application on the National Conference web pages at www.alaa.org/aasl/awards.

AASL President Nancy Everhart said, “AASL values Bound To Stay Bound Books’ leadership in offering school librarians the opportunity to attend their first AASL National Conference. I encourage all school librarians that have never been to an AASL National Conference to take advantage of this incredible opportunity.”

The AASL 15th National Conference & Exhibition, “Turning the Page,” is the only national conference dedicated solely to the needs of school librarians and their roles as educational leaders. AASL National Conference will feature twelve pre-conferences, numerous concurrent sessions, more than 200 exhibiting companies, educational and school tours, a storytelling festival and special appearances by award-winning authors. For more information on AASL’s 15th National Conference & Exhibition, visit aasl11.org. Registration is already open.

The American Association of School Librarians, www.aasl.org, a division of the American Library Association (ALA), promotes the improvement and extension of library media services in elementary and secondary schools as a means of strengthening the total education program. Its mission is to promote excellence, facilitate change and develop leaders in the school library media field.

REFORMA Outreach Project

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In February 2010 a major earthquake devastated parts of Chile. Many libraries were affected and REFORMA is collecting donations of new children’s books in Spanish to be sent to Chile in order to replenish materials lost in the earthquake.

This campaign will continue through until the ALA Annual Conference in New Orleans. A donation of even a single book is appreciated and will help to rebuild the libraries of Chile.

Those on the East Coast can mail books to: Miguel García Colón, Byram Shubert Library, 21 Mead Avenue, Greenwich, CT, 06830. West Coast donations should be sent to: Priscilla Leno, Dr. Alum Rock Library, 3090 Alum Rock Avenue, San Jose, CA, 95127.

Those attending Annual Conference can bring their items to the REFORMA fundraiser or at the International Relations Office Table in the ALA office area.
Winners of the John Cotton Dana Library Public Relations Award

Five libraries are winners of the John Cotton Dana Library Public Relations Award, which recognizes and honors outstanding achievement in library public relations.

The honor has been awarded continuously since 1946 and is sponsored by the H.W. Wilson Co., the H.W. Wilson Foundation and the Library Leadership and Management Association (LLAMA), a division of the American Library Association. It is considered the most prestigious of all library awards in the field of public relations.

The following five libraries were honored:

- Loudoun County Public Library, Leesburg, Va., for “Try Poetry” – a year of building community through the borderless conversation of poetry. The program developed a long partnership with the public school system, created a unique relationship with the juvenile detention center and offered a variety of captivating presentations to the community. Extensive media coverage in the Washington Post and other outlets, as well as highly respected authors, poets and actors helped to inform and excite all ages of the community.

- Anythink Libraries of Adams County, Colo., built a “library of the future,” responding to a voter-approved funding increase. A new customer service philosophy and branding increased population awareness and use in all areas, including a 42 percent increase in cardholders and 66 percent increase in visitors. The district Anythink name and orange swirl has become a nationally recognized signature for the library.

- The University of California Santa Cruz Library for its hugely successful campaign surrounding its acquisition of the Grateful Dead archives. In addition to coverage in many national newspapers and magazines from the Wall Street Journal to Rolling Stone, the library’s Facebook page for this archive has more than 48,000 friends - second only to the Grateful Dead’s own Web page - and they have received $1.5 million in donations.

- The Edmonton Public Library, Edmonton, Alberta, for “Rebranding the Edmonton Public Library,” a masterful blending of the work of professional designers and library staff that let each do what they do best. The simple, stylish logo and the slogan “Spread the words” were taken by library staff and customers and used in a guerrilla marketing strategy that was impossible to ignore and hard to resist. The success of this campaign was built on a strong foundation of shared values, clear assessment, strategic marketing and a committed and enthusiastic library staff.

- Worthington Libraries, Worthington, Ohio for the “Find Yourself Here” rebranding campaign, a unique, informative and fun way to position the library as an information source and inviting destination. Beginning with staff communications guidelines and expanding to service provision, the library was positioned as a place where everyone belongs and is accepted. The net result was a 35 percent increase in online homework usage and a 36 percent increase in the circulation of downloadable books.

YALSA Launches Books for Teens Initiative

The Young Adult Library Service Association’s (YALSA’s) newest initiative, Books for Teens, aims to get books into the hands of needy teens by raising funds from the general public.

Books for Teens’ mission is to empower the nation’s at-risk teens to achieve more by providing them with free, high-quality, new, age-appropriate books. Research shows that the biggest factor in determining the level of education a young person attains is the number of books in the home. However, multiple studies also have shown that thousands of families in poverty and public parts of the country have few or no books in the home.

As an age-group, teens receive the least financial support from government, philanthropic and non-profit agencies. Books for Teens seeks to reverse this trend by raising funds to help teens have a brighter future. Funds raised through Books for Teens will be distributed to libraries in communities with a high level of poverty, where teen services librarians will purchase and distribute new books, encourage teens to get library cards and provide teens with reading-focused events and activities.

Learn more at www.facebook.com/booksforteens. YALSA is currently raising funds through the Facebook Causes application and Juno. Librarians can help get the word out and raise funds by:

- “Liking” Books for Teens on Facebook
- Using the Support Books for Teens Twibbon
- Telling friends and family about it.
- Adding Books for Teens on your Wish List for the holidays or your birthday, so friends and family can make a donation to the project in your honor.
- Telling library patrons about it.
- Holding a fundraiser with your Teen Advisory Board or Library Friends Group and donate proceeds to the project.
- Linking to it from blogs, webpages, etc.

History Librarians Address Electronic Books and Sources

By Frederick J. Augustyn, Jr.
The Library of Congress

The History Librarians Discussion Group, a unit of the Reference and User Services Association (RUSA), opened on January 9 with general announcements before moving on to a consideration of electronic sources. It was noted that the section has a new Facebook page and that the search continues for a webmaster. Careful thought was given to conducting future virtual gatherings using GoToMeeting software, which has an electronic chat component.

There is a dispute among many historians whether “traditional cultural expressions” or TCEs, such as performances, belong by law to the people from whom they emanate. If they do, perhaps field notes and other information captures of them would need personal releases before they can be properly used. Members were advised to look for and study online arguments pro and con addressing this subject before possible further discourse. Electronic books such as Kindle, although commendable in accessing open source information in the public domain and purchasing propriety material, appear not to have been designed to work in venues such as libraries where people share information.

The source Google Books is beneficial for accessing quotations. E books can be difficult to navigate, often being designed for one format and transferred to another. They are helpful for finding discrete items, less useful for studying lengthy monographs, and often better for reading novels than annotated historical works. The Google News Archive is good for overcoming what is a gap in mid-20th century newspapers, especially from different geographical areas. The Internet Archive which features the Wayback Machine also can tap into newspapers. For genealogical materials, members cited several electronic sources: Heritage Quest, Ancestry.com (which contains many yearbooks); Latter-Day Saints’ Family History Centers; and Footnote.com (a good for images and providing much free, as well as fee-based, material).

52nd Annual RBMS Preconference

In the last several years special collections and archives have assumed a new and more prominent role within academic institutions as well as in the wider library community. Once perceived as peripheral to core library services, special collections are now viewed as central. Despite, or perhaps because of, this centrality, special collections face a perfect storm of increasing needs in a time of decreasing support.

Join the ACRL Rare Books & Manuscripts Section from June 21-24, 2011, in Baton Rouge LA for the 52nd Annual RBMS Preconference, “In the Hurricane’s Eye: Challenges of Collecting in the 21st Century.” The preconference will explore ways to continue building and providing effective access to collections that will remain central in the future in the current economic climate. Registration opens in February 2011. Complete details will be available at www.rbms.info.
Youth Awards

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Publishing Group, written by Karen Cushman and narrated by Katherine Kellgren, The Knife of Never Letting Go, produced by Candlewick on Brilliance Audio, an imprint of Brilliance Audio, written by Patrick Ness and narrated by Nick Polehl, Revolution, produced by Listening Library, an imprint of the Random House Audio Publishing Group, written by Jennifer Donnelly and narrated by Emily Janice Card and Emma Bering; and will grayson, will grayson, written by John Green, produced by Brilliance Audio, written by John Green and David Levithan, and narrated by MacLeod Andrews and Nick Polehl.

Pura Belpré (Author) Award honoring a Latino writer whose children’s books best portray, affirm and celebrate the Latino cultural experience.

The Dreamer, written by Pam Muñoz Ryan, is the 2011 Belpré Author Award winner. The book is illustrated by Peter Sis and published by Scholastic Press, an imprint of Scholastic Inc.

Three Belpré Author Honor Books were named: Old! Flamenco written and illustrated by George Ancona and published by Lee & Low Books Inc.; The Firebird by Tanya Lloyd Kyi, written by Brian Floca, a Neal Porter Book, published by Flash Point, an imprint of Roaring Brook Press, a division of Holtzbrinck Publishing; and Russian Revolution by Carmen Tafolla and published by Holiday House.

Stonewall Children’s and Young Adult Literature Award

Almost Perfect, written by Brian Katcher, is the winner of the 2011 Stonewall Children’s and Young Adult Literature Award. The award is given annually to English-language children’s and young adult books of exceptional merit relating to the gay, lesbian, bisexual, and transgendered experience.

Four honor books were selected: will grayson, will grayson, written by John Green and David Levithan and published by Dutton Books, a member Penguin Young Readers Group (USA) Inc.; Less Drugged, written by James Kline and published by Flux, an imprint of Llewellyn Worldwide Ltd.; Freaks and Revelations, written by Davida Willis Hurwin and published by Little, Brown and company, a division of Hachette Book Group, Inc.; and The Boy in the Dress, written by David Walliams, illustrated by Quentin Blake and published by Penguin Young Readers Group.

Theodor Seuss Geisel Award for the most distinguished beginning reader book

Bink and Gollie, written by Kate DiCamillo and Alison McGhee and illustrated by Tony Fucile is the 2011 Geisel Award winner. The book is published by Candlewick Press.

Two Geisel Honor Books were named: Ling & Ting: Not Exactly the Same! written and illustrated by Grace Lin and published by Little, Brown and company, a division of Hachette Book Group, Inc.; and We Are in a Book! written and illustrated by Mo Willems and published by Hyperion Books for Children, an imprint of Disney Book Group.

William C. Morris Award for a debut book published by a first-time author writing for teens

The Freek Observer, written by Blythe Woolston is the 2011 Morris Award winner. The book is published by Carolrhoda Lab, an imprint of Carolrhoda Books, a division of Lerner Publishing Group.


YALSA Award for Excellence in Nonfiction for Young Adults


Four other books were finalists for the award: They Called Themselves the K.K.K.: The Birth of an American Terrorist Group by Susan Campbell Bartoletti and published by Houghton Mifflin Harcourt; Spies of Mississippi: The True Story of the Spy Network that Tried to Destroy the Civil Rights Movement by Rick Bowers and published by National Geographic Society; The Dark Game: True Spy Stories by Paul Janeczko and published by Candlewick Press; and Every Bone Tells a Story: Hominin Discoveries, Deductions, and Debates by Jill Rubalcaba and Peter Robertshaw and published by Charlesbridge.

AASL Launches Video Contest for Students

The American Association of School Librarians (AASL), collaborating with SchoolTube and Cisco, has announced the launch of the “Learning4Life in My School Library” Student Video Contest. Video submissions will be accepted detailing how school libraries and the technology used within the school library program empower students to be Learners4Life. More information can be found at www.alaaasl4lifevideocontest.com.

Submissions for the video contest will be accepted until March 18, after which online voters will help choose the best student video. Winners will be announced as the kickoff to School Library Month on April 1.

The contest will choose one student winner from an elementary, middle, and high school. Winners will receive a FlipTM video camera, donated by Cisco, and a prize for their school library. Additionally, winning entries will be featured on the AASL, SchoolTube, and Cisco websites and social networking platforms, and will be featured at the AASL 15th National Conference & Exhibition.

Exhibitor News

These listings are paid advertisements.


Project MUSE: Project MUSE e-Book Collections, is a new initiative to make book collection were available on our platform, fully integrated with our successful scholarly journal collections. http://muse.jhu.edu

Michael Mak, AWE, Inc., center, presents AWE’s first-ever Literacy Success Award to Elizabeth Dailey, executive director of the Onondaga County Public Library System, accepting for the Beauchamp Branch Library, Syracuse, NY. Their winning program, called “Cooking Up Literacy,” helps children ages five through 12 improve their reading, writing, math and healthy eating skills.
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2011 ALA Annual Conference
June 23–28

www.alaannual.org • www.foreverneworleans.com
Amazon: Kindle Books Outselling Paperbacks
by David Carnoy
January 27, 2011

Yes, it's finally happened. The digital book has overtaken the paper book on Amazon.com. And this time that isn't only true about hardcover books. Now we're talking paperbacks.

In reporting its latest earnings, Amazon said that it was selling more Kindle books than paperback books, though the score is still close. Since January 1, for every 100 paperback books Amazon sold, 115 Kindle books were sold. To top it off, the company says that since the beginning of the year it's sold three times as many Kindle books as hardcover books. Amazon noted that this data was from "across Amazon.com's entire U.S. book business and includes sales of books where there is no Kindle edition." It added that free Kindle books were excluded from the tally.

Yes, indeed, the sands are shifting.

While Amazon has said previously that Kindle e-book sales were outpacing hardcover sales, this is the first time it's said that Kindle books were outselling paperbacks which typically cost significantly less than hardcovers. As usual, Amazon didn't report exact sales and would only say that it had sold "millions of third-generation Kindle devices."

Some reports suggest Amazon sold more than 8 million Kindles in 2010. Combine that with all the people buying the iPad, iPhone and iPod Touch as well as millions of Android-powered devices and you can see how Amazon's digital book sales got a huge boost. (Amazon, like Barnes & Noble, offers its e-reading Kindle app across multiple platforms).

As for total numbers, all Amazon would say was that it currently has 810,000 books in the Kindle Store and that doesn't include the millions of free, out-of-copyright, pre-1923 books that are also available as e-books.

What's this mean? Well, it's not good news for brick-and-mortar bookstores. At the recently held Digital Book World conference, James McQuivey of Forrester Research presented some research findings before a CEO panel on Tuesday. He included the estimate that consumers spent about $1 billion on e-books in 2010 and that sales should reach at least $1.3 billion in 2011. McQuivey said that the consensus among those surveyed was that e-books would constitute half of all trade book units by 2014 and 53 percent said they expected print sales to decrease this year.

At least one guy, Mike Shatzkin, a conference organizer and head of the Idea Logical Company, said that within 10 to 12 years brick-and-mortar bookstores would "more or less disappear." However, some believe that the "downsizing" of brick-and-mortar superstores might actually bode well for independent bookstores which in some ways are better equipped to tackle what may indeed become more of a niche business in the years to come.
We could use a Wisconsin version of this advocacy story right about now:

Rafael Anchia: How the local library helped shape my path to Austin
Dallas News, January 27, 2011

Not long ago, the Texas State Library and Archives Commission asked me to participate in a ceremonial check presentation at the Farmers Branch Manske Public Library. The $18,216 check was a grant from the state’s Loan Star Libraries program which provides funding to Texas public libraries for use in ways that most benefit local library patrons. Until the commission spearheaded formation of this fund, Texas was one of only six states that provided no direct financial support to its libraries.

When I was a child, I spent countless hours in my local library. Like many Americans, I am the son of immigrants. My father is from a small town in northern Spain. My mother is from Mexico City. I grew up in a neighborhood of immigrants and English was not my first language. One of the ways I learned the language was by going with my mother to the public library.

We didn’t have a lot of money and could not travel to exotic places, but by going to the library, I could intellectually travel all over the world. I could learn new concepts that I might never have been exposed to otherwise. The library was a place that opened my mind to the world and helped me learn English, an all-important tool that gave me a foundation for success in this great country.

But my association with libraries doesn’t end there. My mother-in-law was the head librarian at Hebbronville High School in Jim Hogg County, in deep South Texas. My wife is on the board of the Dallas Public Library. I think my mother-in-law would have never approved of my marrying her daughter if I had not pledged my continuing support for public libraries.

Even though Texas has one of the largest and most diverse populations in the country, we still lag behind national averages in library funding and resources, despite the fact that 67 percent of Texans rely on public libraries as their only source of free Internet access—not to mention access to other information and learning resources of all kinds. In these challenging economic times, Texas libraries are serving more and more users. In addition to offering safe after-school havens to the children of working parents, they provide homework help, job-search resources, computer training, resume coaching and other critical services.

Yet in 2009, the last year for which figures are available, the state provided an average of only 24 cents per person in public library support. The national average was $3.35. Texas ranks a sad 48th in state funding for this precious resource. With proposed budget cuts decimating essential library programs, we are headed on a path that will greatly harm generations of future Texans.

The proposed House budget completely wipes out the Loan Star Libraries program, as well as the Texas Reads literacy program and the TexShare program which provides databases to
K-12 public school students. If we make these and other proposed cuts to libraries many Texas students will lack the essential skills necessary for advancing their education and reaching their potential as productive wage-earners and contributors to the social fabric of our state and nation.

Despite the difficult challenges we face in this trying budgetary session, we must do everything we can to avoid cutting essential library services. We must assure that Texas doesn’t kill its havens of learning and information. Education and knowledge are the hallmarks of every advanced civilization. We have to keep these essential resources available for current and future generations so that all children, regardless of economic background--whether a new immigrant or simply an eager-to-learn kid--can visit their public library, fire up their imagination and find the building blocks to make their own way in this wonderful land of opportunity.

(Dallas lawmaker Rafael Anchia represents District 103 in the Texas House of Representatives.)
February 10, 2011

To: The Library Board of Trustees
From: John Stoneberg, Library Director
Subject: Report of the Library Director

- The elevator modernization bids were opened on January 11 and Jackie Depa and I attended. There were three bids from companies in Madison ($158,241), Eau Claire ($175,779) and Eagan, MN ($244,700). The lowest base bid was about $30,000 more than was expected. In addition, at the elevator pre-bid walk-through on December 16, the contractors brought up that the jacks for the two elevators might need to be replaced—something that had not been brought to our attention before. This was made an add alternate and those separate add bids ranged from $150,297-$257,900 depending on the need to remove casing and/or re-drill. The library's elevators' jacks have an average life expectancy of 30 years. They are now almost 35 years old. I spoke with Jackie Depa and Julie Gast and consulted with City Finance Director Becky Noland. I decided to put off the elevator modernization until 2012 so that the jacks can be wrapped into the project and replaced regardless of their condition. A consultant will also be hired to evaluate and manage the project.

- Jackie Depa and I attended chiller construction meetings on January 12 and February 2.

- I chaired a MORE Collection Development/Resource Sharing Committee meeting on January 13.

- Susan Bruce and I attended the Friends of the Library Board meeting on January 17.

The Friends Board discussed the Friends web survey developed by Jen Janiak, Holly Ring, Margot Bouchard and I and agreed it was ready to go. I had Jeff Burns place access to it on the library website homepage and send an e-mail to our online newsletter subscribers about it. The Library will also promote in Happenings and Holly Ring will promote it in Links and send it to the Friends e-mail list. Please take time to take the survey by going to the library home page or go to:

http://www.surveymonkey.com/s/5L9TRWS

The Friends Annual Meeting (April 18) was discussed and I agreed to contact a possible speaker from those that spoke at the WLA Awards Banquet in Wisconsin Dells in November.

Holly Ring announced that she would be leaving her 17-hour Coordinator position at the end of March to pursue additional hours and opportunities at her other job. A search committee will begin a search to replace Holly. Mark Troendle will represent the library on that committee.
City Council President Kerry Kincaid presented her annual "State of City" address at the Chamber of Commerce Eggs and Issues meeting that I attended on January 21. The audience was comprised of local community and business leaders. The focus of her presentation was a creative explanation of the importance of public structures to the vitality of the Eau Claire community. In a February 7 e-mail from City Manager Mike Huggins, Mike provided the links to her PowerPoint presentation as well as YouTube links for the video of her presentation:

http://www.youtube.com/cityofeauclaire

President Kincaid's comments were very positive regarding the dedication and contributions of City employees to the community. An abbreviated YouTube excerpt of her comments about City employees and the well-deserved praise was also provided: http://www.youtube.com/cityofeauclaire#p/u/2/or4ps95jSNA
I shared the links with all library staff.

At the MORE Directors Council meeting I attended on January 21, the MORE Directors Council voted to change MORE governance to a weighted voting based on circulation and items owned. (See the item on this month's Board agenda on the revised MORE membership cost formula and MORE governance voting and the accompanying memo.)

Perceptions of Libraries, 2010: Context and Community, a follow-up to the 2005 Perceptions of Libraries and Information Resources, was released on January 21--and is available as a free 59-page PDF download (or you can download individual sections):

http://www.oclc.org/reports/2010perceptions.htm?utm_source=WhatCountsEmail&utm_medium=Perceptions+012011&utm_campaign=OCLC+Member+Update

The new report is very interesting and provides updated information and new insights into information consumers and their online information habits, preferences and perceptions. Particular attention was paid to how the current economic downturn has affected information-seeking behaviors and how those changes are reflected in the use and perception of libraries.

Besides providing their regular monthly reports, the Management Team and Larry Nickel provided reports to help me write the annual major projects report for the library for 2010 (attached) that then goes to the City to be part of a larger report that gets distributed to the City Council. The report was due to the City on January 24.

I attended a legislative listening session at Wisconsin Public Radio on January 31.

The second public information meeting concerning the Eau Claire Downtown Riverfront District Project was held February 1. Mark Troendle and I attended and provided written feedback at the meeting related to the options presented. Ayres Associates has posted some of the input received at the meeting as well as the information presented. You can access that website information from the library website homepage or by going to:

http://www.ayresassociates.com/ECDowntown/projectinfo.html

MORE Administrator Gus Falkenberg, Renee Ponzio, Dayna Lovell, Isa Small and I met on February 2 to discuss starting a texting service for customers that would be staffed by Reference with subscription costs to the service paid by IFLS. The hope is that the service can begin in March.
Susan Bruce and I attended a Good Life cultural planning meeting here in the Library Board Room on February 3.

Kathy Herfel (Home Delivery) and Holly Ring (Friends of the Library) have completed their move from the Administration supply room to the newly renovated office that used to be the old HRS location. It turned out very nice.

Bob Fraser will be joining Susan Bruce, Kathie Schneider, Elaine Wendt, Mark and I at the February 22 Library Legislative Day.

As the agents for the MORE DVD multiple holds project, Mary Blakewell and I completed the project work done every two months.

From the Management Team & Staff

Assistant Director/Human Resources

Mark Troendle and Renee Ponzio both attended an IFLS-sponsored webinar entitled “What Is Reasonable Accommodation and How Does It Affect My Library?” on January 27.

The advertisement for the Business Manager position attracted 78 applicants before the deadline. After a careful, diligent review of submitted materials, a group of semi-finalists was identified. The Search Committee consisting of Julie Gast, John Stoneberg and Mark Troendle will next conduct interviews.

Mark is working with staff, including Renee Ponzio, Bess Arneson and Laura Miller to create more space for audiobooks on CD.

Staff Affairs provided light snacks for staff on Friday, February 4 and extended Friday’s Jeans Day for Charity through Super Bowl weekend to both support the Green Bay Packers and to raise additional donations for charity.

The library was able to accommodate a request from another City department in need of 60 chairs for a staff workshop held at another location.

Circulation

All the Circulation staffing slated to begin on January 3 occurred with a smooth transition. An additional 12 hour per week Desk Clerk position was added in 2011 and was awarded to Kara Braunreiter in mid-January. Kara has been working as a Youth Services page for a number of years.

Circulation purchased light-weight tables for use in the Eau Claire room for set-ups requested by the group using the room. Because the options range from conference style (8-10 tables) to audience (just lots of chairs), the older wood-topped tables used for these set-ups were becoming heavy and difficult to set-up/take down by the Circulation pages. The light-weight tables were used for the first set-up after the book sale and comments have been positive from staff that they are much easier to handle. More tables are being considered for purchase.
The new curbside drops will be installed when the weather is more amenable to proper installation of these drops with large cement slabs.

Circulation desk staff was involved in the Reference Tally that began mid-January, as well as worked with Youth Services on proper “waiving” of library fines “read-off” by those who participated in the Begin Anew program.

Laura Miller, Circulation Manager continues to work with Selectors on items and formats that have challenging shelving issues.

**Information Technology (IT)**

In January, IT Staff responded to and resolved 65 help requests from staff on a wide range of issues. Additional highlights by staff member include:

**Kris Nickel**
- Obtained specifications, purchased, received and installed 2011 equipment replacements of laser printers, receipt printers and barcode scanners.
- **IFLS Friendly:** Replaced printers and scanners were then delivered to IFLS for distribution to other libraries.
- Obtained specs and purchased 28 PCs (received in early February).
- Worked with NetTel, the library’s cabling vendor, to coordinate the cabling move needed in the Administration supply room to ready it for Bess Arneson’s new workspace there.
- Moved and set up PCs and peripherals for Holly Ring and Kathy Herfel in their new workspace.
- The problem with the MUNIS financial system the library uses continues while library staff waits for City IT staff to obtain and install the necessary hardware. In the meantime, library staff does not have a method available for printing purchase orders in-house. Kris came up with a temporary solution which City staff then deployed which requires library staff go to City Hall to get library purchase orders.

**Jeff Burns**
- Continued working on LEPMPL website upgrade (new site/mobile version); a MORE website upgrade; and online database editors for Barron County Obituary databases.
- Edited/published current Art Gallery show to website.
- Provided website technical assistance to Chippepedia.org.
- Developed software to allow customers to upload images to obituary database.
- Published/sent Speak Up for Your Library and Friends survey e-mails to library’s online newsletter subscribers.
- Published/sent monthly newsletter to online subscribers
- Published Barland Notes database to website.
Public Relations & Programming (PRPS)

Since last spring, PRPS staff has been working with professional sign developers from Greendoor Graphics and Jay's Sign Services to create comprehensive coordinated signs throughout the library to provide direction and to identify major activity areas, major collection areas and facilities. Beginning in January, those signs are being installed throughout the adult area of the library and on the lower level. The spring round of library programming for adults began on Saturday, January 15 with a presentation by local author David Tank on the topics of stereophotography and 3D images of Wisconsin wildflowers. Audience members were treated to an overview of the history of 3D photography and insight into the research involved in writing and photographing images for David's recently published book Wisconsin Wildflowers in 3D.

Two discussion series for adults also began in January. –Dewdrops on a Lotus Leaf: A Discussion of the Zen Poetry of Ryōkan” led by retired UW–Stout professor Warren Lang, began on January 25 and –Cutting Edge Women,” a discussion series featuring the forensic mysteries of Patricia Cornwell, Kathy Reichs and Tess Gerritsen began on January 26. Gloria Hochstein, recently retired professor from UW-Eau Claire, facilitates this series. Both series have exceeded expectations for attendance.

The art gallery welcomed a new exhibit in January: –Clay X 4 @ Longitude 92‖ features the work of four Wisconsin artists who create non-functional clay pieces. Artists exhibiting work are Margy Jean Balwierz, John Onkka, Marty Pearson and John Turula.

The PRPS division begins 2011 with 15 hours of additional staff time. Kris Jarocki, a current employee in the division, signed for and accepted the newly-created part-time Assistant I position. Kris now works a total of 30 hours in the division (two separate 15-hour jobs).

PRPS staff continued management of digital entries for Wisconsin ArtsWest. Entries were accepted for consideration through January 11. The digital photos of the entries were sent to the juror the following week along with a list of artists and their works.

Kris, Melany Bartig, and Larry Nickel took part in a Webinar on creating American Library Association READ posters.

Other activities included:

Larry Nickel
- Worked with Jay's Sign Service on installation of new signs around the building as well as some adjustments after the initial installation.
- Began investigating publicity to promote the assistive listening systems available in the Eau Claire Room and Youth Services Program Room.
- Ordered additional Walker Display system components and adjusted gallery lights the ceramics exhibit.
- Designed and coordinated the publishing of advertisements in the Leader-Telegram for a Facebook program and a Give-A-Kid-A-Book thank you.
• Proofread and offered editorial adjustments to the library’s 2010 Major Projects Report.

Melany Bartig
• Assisted with packaging and mailing of ArtsWest entries to the juror.
• Met with Youth Services staff to discuss summer library program (SLP) publicity.
• Began work on a Summer Library Program brochure.
• Created program flyers for Sustainability in the Home Landscape, Ancestry and Archives: A Genealogical Presentation, and Jazz Styles: The Swing Era and John Coltrane.
• Revised the Eau Claire Room set up sheet.
• Revised ArtsWest materials (notification letter, forms, delivery instructions, etc.)

Kris Jarocki
• Produced a slide show for “Clay x 4 @ Longitude 92” art exhibit.
• Copied and assembled packets for the “Dewdrops” program.
• Took photos of, downloaded and labeled library art reproductions for MORE catalog.
• Updated program sign-in sheets, compiled and distributed program survey results.
• Revised the department budget worksheets for 2011.
• Revised the mending slip form for Circulation/Technical Services.
• Updated the spreadsheet, downloaded and processed entries for ArtsWest 32.

Reference Services (RS)

Renee Ponzio has started work on the digitization of more library materials, looking at what the library holds, determining if selected titles are already available online full text and putting together metadata material about those titles that are determined to be worth digitizing.

Renee did a one-on-one tutorial about the libraries grant databases on January 28.

Cindy Westphal created and maintained a reader advisory table for January on “A Cup of Tea and a Cozy Mystery” and a Pick of the Month on the Library’s website featuring “Are You a Boomer?” She continues to update and add the Library History page on the website including the scanning and linking of Library Board minutes from the early 1900s. Reference page Janean Hankes has assisted with the scanning process. Cindy created a Club Read list on Band Books, updated Wisconsin Federal and State Information Guides, both on paper and on the website to reflect changes from the November election and updated Author Alert on the Readers’ Corner page of the library’s website.

Cindy arranged for the distribution of Federal and State tax forms for the public. Due to delays in printing, many of the forms have still not arrived. Cindy participated in the Lost Child drill as part of the Focus Group on revising the Lost Child policy and proctored 3 exams for students taking online or long-distance courses.

Cindy coordinated the first quarter Reference Tally resulting in 3,234 reference questions between the three units.
During January, 33 obituaries were processed and sent electronically and 11 Meebo chats were conducted. (Meebo is an instant messaging (IM) program.)

Theresa Boetcher continued to work updating the Community Information Database: statistics for the month of January were 85 records changed and updated; 3 new records added; and 2 records deleted. Theresa submitted 43 interlibrary loan requests for customers. She also completed MORE multiple holds and lost and damage information for John Stoneberg. The dubbing project that Theresa is working on is at a standstill at this time. The unit has been returned and new DVDs are being purchased as the problem was determined to be a bad spindle set of DVDs. Theresa also worked on compiling information about copiers for a possible replacement for the Reference Unit.

Isa Small created two new OverDrive video tutorials and added all of the OverDrive tutorials to the website homepage and research page. She also researched Kindle compatibility for John and gave him information about which devices are the most "universal" for the services the Library provides.

Isa added 21 businesses to the Business Resource File and processed 17 titles from the All Music Editor's Choice list for Bess to use for selection. She also had the reader advisory table for the first half of the month. The theme was "A Brand New You" and featured self-improvement titles.

Kathy Herfel completed the inventory of the library's Eau Claire newspaper microfilm collection. There are currently more than 929 numbered reels in our library's collection. Kathy finished another round of calling to update information in the Community Information database.

**Interesting reference question:** David Dial received a call from a customer who wanted to know the definition of the word "Hershiser." The caller said she had only an old dictionary and that it did not list that word. He asked for the sentence that it appeared in and when she read "Hershiser of the diamond," David was able to assure her that it referred to Orel Hershiser, former pitcher of the Dodgers. She had thought the quote had something to do with the diamond trade.

**Home Delivery**

The Home Delivery customer total is currently 200. Six customers were removed from the Home Delivery database and 3 new customers were added. Reminiscing with the Library at Heatherwood Assisted Living was attended by 6 residents. Kathy read from Baking as Biography: a Life Story in Recipes by Diane Tye. Kathy submitted information about Home Delivery to the Senior Review newspaper. This will appear in each edition and she will occasionally write other articles about the service.

**Holds and Resource Sharing (HRS)**

Gordy's South completed remodeling of their front entrance and moved the library drop boxes back where they were before the remodel. Mega West contacted Renee again about
when the new drop boxes will be delivered. Amy Marsh emailed Rod Bonesteel and he will try to get them out soon.

Mark Troendle is reviewing the proposal for HRS procedures and policies. Some changes have been proposed to facilitate workflow for HRS, such as reasonable requesting limits and encouraging the timely return of materials. In addition this will give HRS and Reference a common place to refer to when questions arise and help ensure equitable treatment of customers.

Because of an ice storm Walto needed to make a delivery of courier materials at an unusual time. They were able to contact a staff member to let them in as their fob did not allow access at that time. Amy spoke with one of the drivers and determined that expanded access hours would not be required for such a rare occurrence.

HRS staff are working together to determine if another workstation would be an advantage and Paul Marshall-Potter has requested an additional table or cart for his workstation. Renee approved both requests.

**Safety and Security**

Larry Nickel filled out and submitted a Safety Program Review on behalf of the library. All city departments are required to submit this report to the city Safety Coordinator.

PerMar installed sensors on two security doors that were in the process of being replaced. Larry worked with both PerMar and with the door contractor to have both electronic and physical key access working as it should.

Larry re-assigned several door access fobs and put them together with new interior master keys so that all of the contractors working on various projects in the library would have the access they require.

**Technical Services (TS)**

End-of-year spending on materials was relatively light this year so Mary Blakewell began ordering from vendors early in January. Jean Pickerign completed the Borders invoices from end-of-the-year shopping and made adjustments and returns. Fiscal close on 2010 monies is complete on the Acquisitions side. Mary will enter the new appropriations and set up fund allocations when amounts are sent to her.

Sharon Price completed the statistical reports for the Wisconsin annual report and is ready to fill out the forms when they arrive.

Teri Oestreich inventoried division supplies. She has partnered again with Kathy Setter at IFLS/MORE for replenishing supplies. This is efficient and the added volume gets the best price. Thinking green, TS is hoping to get a very good price on a recyclable disc case for audiobooks.
Catalogers will attend a webinar in February –Ask the Experts” hosted by ALCTS (the Association for Library Collections and Technical Services). Four panelists closely involved with the testing and evaluation of Resource Description and Access (RDA) will answer questions that catalogers nationwide submit. RDA is the replacement cataloging tool for AACR2—the current cataloging rules standard.

Sharon and Shelly Collins-Fuerbringer discussed adding local subject and genre headings formulated for materials designated to enhance early literacy skills. These subject headings would allow for quick and easy access for customers interested in designated materials (Goal 2, Strategy 4). On hold for now, Sharon and Shelly will discuss again as the five year plan unfolds.

Renee Ponzio and Sharon will be reviewing a report on customer search-attempts on the MORE catalog. Studying the report may reveal common searches that result in _no hits,’ but, where catalogers could add cross references and/or additional subject headings and summaries that would give better response to customer searches in the MORE catalog (Goal 4, Strategy 2.)

Due to the loss of the computer operator position in IT, Teri Oestreich now runs the white slip report the first Monday of the month. This report is generated to let selectors know when a title is lost, billed, damaged, missing, etc. In response to a selector’s request, Teri manipulated the query that generates the report and it now displays the bibliographic location of other MORE libraries that hold the title, a factor that can be used in the decision of whether to reorder the title or not.

The library magazine list for 2011 was completed and dispersed to the divisions that use it.

To assist with evaluation of the book-on-cassette/CD collection, Sharon created a spreadsheet for Mark Troendle that displayed audiobook titles the library owns in both cassette and CD format, number of circs and last circulation date.

Awards notes were added in the MORE catalog to titles published in 2010 that are medal and honor book winners for 2011: Caldecott, to the artist of the most distinguished American picture book for children; Newbery, to the author of the most distinguished contribution to American literature for children; Sibert, to the most distinguished informational book published in English; Geisel, to the author and illustrator of the most distinguished contribution to American beginning reader book for children; Schneider Family Book Award, to an author or illustrator for a book that embodies an artistic expression of the disability experience for child and adolescent audiences. Other award winners and honor books noted are: Michael L. Printz, Coretta Scott King, Odyssey, Batchelder, and Belpré. Mary Blakewell has begun searching titles and creating direct orders (titles not available through our major vendors) for Selectors this month.

Teri Oestreich will train Mary on the white slip procedure in February.
Youth Services (YS)

Youth Services started a new 12-week storytime series that began on January 10. Five storytimes are offered each week for babies, toddlers, preschoolers and families. The series will run through March 31.

Youth Services held their 5th annual planning retreat on January 21. The entire Youth Services desk staff meets away from the library each January to put together its programming schedule for the entire year. They assess the previous year’s programming to determine if it should be repeated or not and brainstorm ways for continuous improvement in the core program schedule. Significant planning for the summer library program is also begun. This is their most ambitious event each year, so it requires many months of preparation.

There was no school (public schools) on January 24, so Youth Services served up movies and popcorn for a special treat in the afternoon. Nearly 80 kids and adults attended the movies which included Despicable Me and Prince of Persia: Sands of Time. This is an effort to provide programming for school-age kids during regularly scheduled no school days. In February, Youth Services will offer a family gaming day that includes a variety of board games as well as Wii gaming competitions.

Dayna Lovell attended a YALSA webinar titled Tech4U: Technology Programs for Every User in January. She hopes to implement some of the technology she learned about in some upcoming young adult programming.

Artwork from Regis Middle and High Schools was displayed in the Young Adult Lounge during the month of January.

Jill Patchin took advantage of all the excitement over the Packers going to the Super Bowl and created a fun football-themed decoration with the die cuts. She then posted a banner on the library’s web page that simply said, “Use the Library’s die cuts to help decorate your Super Bowl party!” Naturally, the banner was green and gold and included the die cut shapes of the football and helmet. We had several customers who came into Youth Services to ask what a die cut is, so it is clear that people are paying attention to the library website.

The entire Youth Services staff is gearing up for the summer library program. We are in the process of creating publicity materials, booking performers, developing ideas for decorating the room and obtaining volunteers. The theme this year is inspired by games and will be titled “Readopoly.”
Overview/Administration

During the first half of 2010, the Library, in collaboration with the library consulting firm of Himmel & Wilson, launched a strategic planning process by conducting online and mail surveys, focus groups, personal interviews and convening a planning committee to represent the Eau Claire community. In August, the Library Board adopted a strategic plan for the Library for 2011-2015. The plan, Focus on the Future, sets forth themes with goals and examples of potential strategies. Library staff has formulated a work plan with strategies and activities designed to guide and support fulfillment of the objectives. Regular review and modification of the work plan will further ensure the library's ability to successfully implement the strategic plan. There is now a presence for the library's strategic plan and other documentation on the library website under About Us > Library Strategic Plan:  
(The page can also be accessed via the library website home page.)

The 2010 version of Hennen's American Public Library Ratings (HAPLR) website (http://www.haplr-index.com) indicated that LEPML and other Eau Claire County libraries had fared well. The ratings have been published since 1999 and have become widely recognized in the public library world for these ratings. The 2010 edition rates 7,930 public libraries in the United States using the latest federal data. HAPLR identifies the public libraries in America with the highest input and output measures. Statistics alone cannot define library excellence, of course, but Hennen believes that the ratings numbers are still important. The HAPLR Index uses six input and nine output measures. The author added the scores for each library within a population category to develop a weighted score. The population categories change at 1,000, 2,500, 5,000, 10,000, 25,000, 50,000, 100,000, 250,000 and 500,000 residents. The HAPLR Index has a theoretical minimum of 1 and a maximum of 1,000, although most libraries score between 260 and 730. The HAPLR Index website provides a method for obtaining score cards as well as rating sheets for individual public libraries. It also provides further information on the rating index and other services provided by the author. Augusta (in the 2.5 K category) scored 853, Altoona (5 K category) scored 888 and Eau Claire (LEPMPL) (50 K category) scored 892.

As part of a federal grant of nearly $100,000 to the Chippewa Valley Museum from the Institute of Museum and Library Services, Museums for America Program to develop a community cultural plan for Eau Claire City and County, the Library Director and Library Board President have been serving as part of a core planning team from the Museum, the Eau Claire Regional Arts Center, the Children’s Museum of Eau Claire, Clear Vision Eau Claire and the Library. When done in 2011, this plan will be a tool for local government, funders and cultural organizations as they make decisions and set directions. The project is now called the Good Life.

Building infrastructure work continued in 2010. The public restrooms on the first and second were renovated; the original drapes in the library were completely replaced with commercial
window shades; additional lighting was put into place; numerous doors were repainted or replaced; minor sidewalk repair was done; the brick wall and fence on the Farwell Street side of the library were rehabilitated; and building windows were caulked. Some immediate removal and repair work was done on a brick panel at the top of the wall on the staff lounge patio including the replacement of roof cap and wood backing. Unfortunately, when this was being looked at, it was also determined that about $75,000 of other roof repair work should be done over the next couple of years.

Michaud, Cooley, Erickson (MCE), a Minneapolis-based engineering firm that Public Works Director Brian Amundson recommended that the library use, did a study similar to what the City had done for other buildings. The firm provided an HVAC deficiency study outlining site review observations and summarizing a review of existing building documentation. The study indicated recommendations for mechanical system upgrades and replacement of the building’s present chilled water cooling equipment. This helped make more informed decisions regarding the replacement of the library’s chiller and cooling tower. MCE recommended a new outdoors 125-ton —recapacity” air-cooled water chiller be installed to replace the Library’s present 200-ton indoor centrifugal water chiller/outdoor cooling tower cooling system. Chiller bids were opened on October 28 and four companies bid: one each from Altoona, Chippewa Falls, Fond du Lac and Eau Claire. Bartingale Mechanical of Eau Claire was the low bidder.

Library staff and others joined in on a day-long web conference on September 29 entitled "ebooks: Libraries at the Tipping Point--A Virtual Summit." Library Journal (LJ) and School Library Journal (SLJ)’s inaugural virtual summit confirmed both librarians’ frustration over their exclusion from decisions being made regarding ebooks and their willingness to embrace ebook delivery and access for their users. The event's high attendance figures and degree of audience engagement also made clear that librarians are willing, able and eager to participate in digital conferences of this kind. Over 2,500 registrants and 2,100 attendees stayed on for an average of five hours, participating in panels and visiting virtual exhibitor booths. The eight hour-long September 29 event kicked off with the results of a survey on ebooks in libraries presented by LJ/SLJ publisher, Ian Singer. The survey identifies national trends, particularly the nearly universal acceptance of ebooks in academic libraries and the expectation that ebook circulation in public, academic and school libraries will rise considerably in the next year or two. The summit's opening keynote speaker was inventor and futurist Ray Kurzweil, author of The Singularity Is Near. Asserting that technological change is exponential, he said that "we won't experience 100 years of progress in the 21st century," but "more like 20,000 years of progress." He reminded attendees that some of his current predictions might sound as "wild, way out" there as his Futurecast columns when they first appeared in Library Journal in 1992-93. In those columns, he wrote that downloadable ebooks would be "a mainstream library service" in the first decade of this century and posited not only "virtual books" but the "virtual library."

For almost three years, Library Business Manager Julie Gast took the initiative and leadership to pursue and implement Output to Accounting Office software at the library—an important step forward for Administration and the library. This was a group effort by
numerous Library and City staff and outside vendors and will save three hours of staff per week.

Former Library Board President Dr. Katherine Schneider was chosen as the 2010 Wisconsin Library Association (WLA) Trustee of the Year. Her accomplishments were recognized at the WLA Conference awards banquet at the Kalahari Resort & Convention Center in Wisconsin Dells on November 4.

Other activities in the Library are mentioned by Division or area below.

**Assistant Director/Human Resources**

A library staff committee developed rules of conduct, formally titled “Customer Rights and Responsibilities,” along with a detailed staff procedural manual to give staff direction in assessing and responding to problem behaviors. This same committee planned and hosted a half-day of training for all staff at which the following three topics were covered: rules of conduct for customers; teamwork and communication; and stress management.

The Assistant Director worked with the Beltmann Group on details such as project scope, budget and schedule in preparation for this moving company’s return in April to move a segment of the Youth Services print collection. The two-step process first involved off-loading materials from certain shelving units and transporting these books to a storage area on a different floor. They returned a few days later to expeditiously transfer these materials, in the proper filing sequence, to their permanent shelving. Speed and accuracy were critical factors because the timeline to replace the incorrectly-sized shelving that was originally installed with the correct shelving was very compressed.

Administration met with Union Local 284-A representatives to work through the loss of a union position at the library. The MORE Consortium of 48 public libraries to which the library belongs and shares a combined catalog with decided to eliminate funding for a position in the library’s IT division. The loss of this funding, which amounted to 70% of the position, resulted in this job being eliminated after 2010 and the additional duties dispersed among remaining IT staff. Administration and union representatives maintained an open dialogue, working together to develop an orderly process for the job transfers that occurred as a result.

New tests and testing procedures were instituted as part of the hiring process for select open positions. A new direct deposit form was developed. The library is in the process of making direct deposit mandatory for all staff, except union members, to realize cost efficiencies at the request of the City. Union staff, per the labor agreement, cannot be required to participate, though most do and the few that don’t have been asked to consider the benefits of signing up.

The library accommodated the U.S. Census Bureau by providing meeting rooms so that they could train their staff as they prepared to go out into the field for the 2010 census. The
library collaborated with the Eau Claire Area Economic Development Corporation to provide temporary display space in a heavily-trafficked location near the reference desk to promote a program called Idea Challenge as well as their SMARTT Network web site.

**Youth Services (YS)**

During April and May, Youth Services hosted every 1st and 2nd grader from the Eau Claire public schools. The children had an opportunity to tour their newly remodeled library and learn about how the library works. Staff created an entertaining video titled “The Life of a Book” [http://www.ecpubliclibrary.info/kids/video.html](http://www.ecpubliclibrary.info/kids/video.html) that demonstrated the many people and processes that are involved in getting an item into the customer’s hand.

One of Youth Services largest outreach efforts each year is to provide storytimes to local early learning centers. Sites include preschools, daycare centers and EC4T locations. Staff visits the centers once a month for eight months out of the year. They present a 30-minute storytime at each location and the center has the option of keeping a themed kit of books and materials at their site to use in the classroom between visits. In 2010, the attendance for the center visits was 3,211 kids and staff.

Gary Schmidt, nationally-known children’s and young adult author visited Eau Claire as part of the Chippewa Valley Book Festival in October. His visit was sponsored by the Library, the Eau Claire school district and the Chippewa Valley Book Festival. He has won the Newbery Medal honor and a Printz honor for his writing for children and teens. These awards are given annually by the American Library Association for distinguished writing for children and young adults.

The summer library program theme for 2010 was Zoo-m in on Reading. The very popular reading program had great participation again this year, with 2,359 children and teens signing up for one of the four reading folders. Youth Services partnered with the Eau Claire School District’s summer library program and had 71 kids sign up for the Library’s program at their elementary school library.

Youth Services offered a Family Reading Program for the first time in 2010. The goal of the program was to bridge the gap between the end of the summer reading program and the beginning of school. Nearly 300 families participated. Families chose various activities to do together such as "Read a story while on a family picnic" and "Make alphabet soup and make words out of the letters." The program was very well received and will be offered again in 2011.

**Reference Services**

Reference Services staff:

- Continued to play a key role in library-sponsored programs and art exhibits by being the main contact for the public for handling program registration; distributing
handouts; overseeing the drop off and pickup of artwork; and answering questions in general.

- Continued to handle booking and coordinating library meeting rooms for the public by taking requests in person, on the phone and through e-mail and coordinating the paperwork, payment and set up activities for the meeting rooms.

- Were responsible for sending custodial requests submitted by all units of the library to the City’s Buildings Supervisor and continues to be the main contact point between library and custodial staff. Staff is now using the E-Impulse software to send custodial requests.

- Offered e-mail genealogy assistance by looking up obituary requests, scanning obituaries and sending these requests to customers all over the United States and other countries.

- Attended webinars and workshops to look at ways to improve reference services by examining new technologies. For example, this has resulted in the use of Jing to create videos that help customers use the Overdrive downloadable media service and Meebo, an instant messaging service, as another contact point for library customers.

- Continued to assist those seeking higher education by proctoring exams for customers taking online or long distance classes.

- Organized and maintained the distribution of federal and state tax forms to the public which is very popular since the library is the only source in the downtown area for forms as well as being open on evenings and weekends. In 2010, more than 31,500 forms were distributed to the public. This total does not include forms photocopied by the public or forms staff printed off for customers.

- Continued to maintain, edit and add to many areas of the library’s website. Reference provided access to a wide variety of databases, recommended web sites and other valuable information to the public. This year, the library databases were added to the library’s online catalog making them available without customers having to use their Internet time.

- Completed a great deal of additional digitization using materials from the library’s Special Collections. The public library in Eau Claire has probably preserved local and Wisconsin history since it became a city tax-supported institution in 1875, but certainly since the Carnegie Library (now a part of City Hall) opened in 1904. Beginning in 1933, irreplaceable (mostly historical) materials were stored in a fireproof vault on the ground floor of the library. In the current library building, opened in late 1976, these special collection materials are stored in a secure room to the rear of the reference area. Up to very recently, almost all of those materials had to be looked at in the library.

About three years ago, the library began digitizing materials. Today, the local and Wisconsin history section of the library web site: [http://www.ecpubliclibrary.info/research/local-history.html](http://www.ecpubliclibrary.info/research/local-history.html) (you can also go to the website > Research > Local & Wisconsin History) can be used to find a wealth of Eau Claire and Wisconsin history including full-text and fully searchable historical Eau Claire city directories and newspapers, dozens of local area and Wisconsin histories, online historical texts, school yearbooks, locally developed databases and more. 1923 is a key cutoff date because materials from 1923 or before are no longer
covered by copyright and are in the public domain. The library has gained permission to use a few important local histories more recent than 1923--most importantly the Lois Barland histories. This section of the library website is a work in progress and much more will be added to it in the future. There is also a genealogy section of the website under Research that provides information on local genealogical indexes and databases, subscription databases, census and military records, vital records, land and probate records and local print resources. A history of the library may be found on the library website, www.ecpubliclibrary.info--click on “Research” then “Library History.” Here you will find a PDF of the recently printed history, historical library board minutes, annual reports, photos and more. The moveable shelving in the Special Collections room was refurbished, giving new life to the aging shelving.

Travel the World with Club Read, 2010’s adult summer reading program, offered adults the chance to participate in summer reading. 236 customers and staff registered and completed 430 passports (1,290 books were read or listened to.) This continues to be one of the more popular programs the library offers each year.

Periodically, students come for tours of the library and demonstrations of the library’s websites. Reference staff provides tours and information about library databases. Staff worked with its Foundation Center Cooperative Collections partner to provide a well-attended workshop with 60 attendees on grant writing and using the library’s grant database. In July, reference staff taught a genealogy class at the L.E. Phillips Senior Center that included demonstrating the genealogy databases on the library’s website. Staff also attended Senior Americans’ Day to promote the library’s home delivery service.

The library maintains a historical collection of City Council meeting recordings and Reference staff continues work on a dubbing project with them. Of the 1,153 City Council videotapes, 172 DVDs have been dubbed and processed with further labeling and any record changes that might have been needed. This has greatly reduced the space needed to house these recordings and giving the public a more popular format to access them.

The Library’s home delivery service consistently averaged well over 210 items per week sent to participants.

New larger book drops were ordered for the Holds and Resource Sharing unit and have arrived to replace the rusted and smaller existing ones that are located throughout the city.

**Public Relations and Programming Services (PRPS)**

The library continued to offer entertaining and intellectually stimulating programming to city residents.

Library programming for adults began in 2010 with a four-part poetry discussion series that was so popular that the sessions had to be moved from the Chippewa Room into the larger Eau Claire Room to accommodate all the participants. One participant enjoyed the series so
much she authored a poem about the poets, discussion leader and her fellow class participants. In the fall, another poetry discussion series was so popular that registration had to be capped.

Art exhibits were offered throughout the year. Highlights included a summer show by an area digital photography club; a “Vision and the Word” exhibit featuring work by area artists paired with local poets; and the first digital-only submission process for ArtsWest, the library’s annual juried art show. 2010 was the 31st year for ArtsWest. The library also upgraded its gallery lighting during 2010.

The year also saw the culmination of the long process of researching, writing, editing and designing a history of the library. In April, copies of the 44-page booklet The Public Library in Eau Claire, 1860-2009 were received from the printer. Funding for the printing was provided by the Friends of the Library. This is the largest project of its kind ever attempted by PRPS staff and an education in itself. The primary authors of the booklet were library staff members Katherine Sullivan and Larry Nickel. Editing and layout assistance was provided by Bess Arneson and Josh Stearns. Library director John Stoneberg assisted with the research for the publication. Long before Eau Claire became a city, its citizens were among the first in Wisconsin to consider the necessity for a public library. On December 28, 1859, a group of men met at the home of Dr. David H. Ketchum and formed a library association with Henry C. Putnam as its first librarian. Since that first meeting, the public library in Eau Claire has grown from a display case kept in the Mahler and Putnam store on Eau Claire Street to the Carnegie building and eventually to its present location today. If customers are interested in a copy, they can stop by and pick one up at the Reference desk. The booklet is also available online through the library’s website by going to Research, then Library History.

Throughout the year, the library partnered with several organizations and groups to expand cultural awareness and enrich lives. In April, the library participated in the 41st Annual Eau Claire Jazz Festival by hosting educational programs presented by UW–Eau Claire faculty. During May, the library worked with the Educational Opportunities Center to present the program “Find the Job You Want.” This mini-workshop provided participants with opportunities to complete hands-on assessments that suggested likely successful career paths for each individual. Participants received information on where to get necessary training and how to find and apply for financial aid. The program was attended by men and women ages 20 to 60 from a variety of income levels.

In response to a request from a group of community members, the library launched its first Spanish Book Club in June. The sessions are conducted in Spanish and the group meets monthly to discuss works by Latin American authors. During July, PRPS staff planned and managed three outdoor “mini-concerts.” Billed as “Oh, Those Summer Nights...Music on the River,” the events featured small, local musical groups in a casual setting on the library’s lawn and included refreshments provided by a local vendor. Visit Eau Claire and Turk’s Head Coffee House (a new downtown business) were co-sponsors of the event.
In September, staff brought the library's presence to UW--Eau Claire's Welcome Day and the library was involved in two other key community events in October: PRPS staff organized and set up a booth promoting the library and its programs and services at the Chamber of Commerce-sponsored Business Expo and the library hosted four programs that were part of the 11th Annual Chippewa Valley Book Festival. Also during October, the library and RCU worked together to present the program —50 Ways to Save $50” as part of the State of Wisconsin’s Money Smart Week initiative.

**Technical Services (TS)**

Preparing for future changes, TS catalogers attended two webinars, —Getting Ready for RDA,” hosted by the Bibliographic Center for Research in, Aurora, Colorado and —RDA, What is It?,” hosted by Minitex, the information and resource sharing program at the University of Minnesota. RDA, Resource Description and Access, is a new set of cataloging rules written to replace the current Anglo-American Cataloging Rules (AACR) 2 cataloging rules. An official implementation decision will be made by the Directors of U.S. national libraries sometime between April and June 2011.

Technical Services worked with Administration and Innovative Interfaces Inc. (the library’s online catalog software company) to implement outputting, electronically, acquisition payment files to the City’s MUNIS financial system. After much testing, additional programming and some fine-tuning, the output voucher product is used weekly to transfer files to MUNIS.

Two large projects were completed this year. The first involved a music CD boxed-sets project in which 220 items had the discs and books/booklets brought together under one barcode and placed on the top shelf of the regular music CDs shelves; TS staff also worked with Reference to update serial bibliographic records with holdings patterns. 1,600 serial bibliographic records were edited to save catalogers, assistants and the Reference Services Manager time and allow the serials to move through Technical Services without delay.

Two new long term projects were begun in 2010: John Stoneberg and Dayna Lovell began a video-to-DVD project this year. Videos of titles the library has on DVD are withdrawn and titles of videos that are not currently on DVD are replaced with DVDs. Videos not currently on DVD remain in the collection. Catalogers are up-to-date on cataloging the DVD titles and will continue to work on the project with the selectors in 2011. TS Staff is collaborating with Reference on a project to change the format of the City Council meeting minutes stored in Special Collections. Reference is doing the conversion and catalogers are updating the bibliographic records and the packaging.

Working with Dayna Lovell, TS staff created a location for new YA materials. The location code, labeling choice, shelving time limit and loan rules were tested and put in place for use.

In response to MORE’s suggested change of its bibliographic utility from OCLC to Sky River, Technical Services Manager Sharon Price contacted the head of Technical Services, Dawn Work-Makinne, and lead cataloger, Elaine Wedeking, at Des Moines Public Library
for feedback. Des Moines Public had been using Sky River for six months. Studying Dawn and Elaine’s mixed responses, LEPML catalogers set out to solve several efficiency problems if the move to Sky River was made: call number cutting and spine label production (automatic in OCLC) and response time to customers due to the availability of bibliographic records for titles. Sky River has access to 28 million titles vs. OCLC’s 135 million records and 1.3 billion holdings locations. However, an October Sky River demonstration and one month test-use was put on hold by MORE due to a pending lawsuit by Sky River against OCLC. In preparation for further discussion and investigation of solutions, Sharon will attend a Sky River demonstration at a users’ group conference in April 2011 and follow up with Des Moines Public Library staff and other Sky River users.

Technical Service knowledge documentation for each position was reviewed and dates set for complete updating. Included was the writing of full documentation for Jean Nemitz’s acquisition duties in preparation for her retirement. Jean’s long career at the library began in September, 1972 and lasted 38 years.

A turnaround study was begun and completed in 2010, with the data entry and statistical results to be completed and reported in early 2011.

TS Staff added 26,843 items and withdrew 26,100 items from library collections in 2010.

Circulation Services

Circulation staff have kept up-to-pace with the demands of the library’s customers. The pages are now shelving items within 24 hours of return with our new system of sort-to-cart shelving. The Circulation workroom has been functioning very efficiently.

Customers have positive comments regarding the self-pickup of holds. They are continuing to place more holds and the hold shelves are currently meeting the needs. A stand-up computer station was placed near the holds area so customers can look at what titles they have READY FOR PICKUP, as well as place holds on items they see on the hold shelf that spark their interest.

Circulation did experience some staffing changes in 2010 that including a move by two Circulation Assistants to Associate level positions in other library divisions. This has opened up opportunities for other staff--desk clerks and pages to be hired in a new, higher level positions as well.

Information Technology (IT)

Two major system upgrades to the MORE shared catalog were performed in 2010. The first was a software upgrade in May which soon appeared to cause system-wide slowness. After several attempts by Innovative staff at a solution, a second, hardware upgrade in August eventually addressed the problem, adding considerable disk space and memory.
As part of the library's annual equipment replacement schedule, Network Manager Kris Nickel installed and configured 26 new PCs and 3 laptops. The replaced PCs were then formatted and delivered to IFLS for distribution to other System libraries. Also replaced and donated were a number of receipt printers, barcode scanners and laser printers.

Kris worked with Corporate Technologies to coordinate training for library staff in Microsoft Office 2010. 24 staff members attended one of two half-day sessions on October, 26 and subsequently converted to 2010 from 2003.

Three major server software version upgrades were performed--SurfControl Web Filtering to Websense, Symantec Antivirus to Symantec Endpoint Protection and Driveshield workstation management software to SmartShield. All products included major improvements over previous versions.

Jeff Burns migrated the library's websites to a new hosting platform as well as redesigned the sites to incorporate social media, video and customer interaction software. He has begun implementation of mobile versions of library sites. Jeff developed and launched websites for Clear Vision Eau Claire and the Chippewa Valley Museum’s ChippePedia, providing support and training for each. ChippePedia will be a free online encyclopedia (that anyone can help edit) about Wisconsin's Chippewa Valley. Here, you will be able to share stories about what it's like to live in the Chippewa Valley and what makes it unique. You will also be able to find information and history about the people, events and places that shape the Chippewa Valley. Jeff also worked with Mike Huggins, City Manager, to configure and test an eDemocracy website. As part of his MORE responsibilities, Jeff configured, tested and upgraded the WebOPAC software as well as implementing the Spanish language version.

**Safety and Security**

Six new video surveillance cameras were installed as replacements for the oldest cameras in the library’s system. All of the original surveillance cameras have been replaced over the past four years as part of the security equipment replacement schedule.

Security-related incidents during the year highlighted both the value and limitations of surveillance cameras. After maintenance staff found torn off book covers in a women’s restroom, it was determined that the items had been removed from the self-service holds shelves and were missing. Video recordings showed that a customer had removed the holds of other customers. A court order allowed the library to release the name of a customer to the police. Some, but not all, of the stolen items were recovered; the customer was charged and subsequently banned from the library.

Another incident involved an unlocked bicycle allegedly stolen from the lower level bike rack. Video recordings show the arrival of the customer on the bicycle and leaving again without it. No one else is seen leaving the parking area with a bicycle although a number of vehicles enter and leave the lot. The area where the bike was parked is not currently covered by one of the library’s 32 cameras.
### 2011 YTD BUDGET REPORT - Operating
For the Period Ended January 31, 2011

<table>
<thead>
<tr>
<th>OBJ #</th>
<th>ACCOUNT NAME</th>
<th>2011 ESTIMATED REVENUE</th>
<th>ACTUAL YTD REVENUE</th>
<th>RECEIVABLE</th>
<th>REMAINING UNCOLLECTED</th>
<th>% COLLECTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>4002</td>
<td>General Property Tax-City</td>
<td>$2,826,600.00</td>
<td>$2,826,600.00</td>
<td>$-</td>
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<tr>
<td>4009</td>
<td>Prop Tax-Post 2005 Debt</td>
<td>401,000.00</td>
<td>-</td>
<td>-</td>
<td>401,000.00</td>
<td>0.0%</td>
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<tr>
<td>4128</td>
<td>Federal Aid-Other</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0.0%</td>
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<tr>
<td>4330</td>
<td>Library Fines &amp; Miscellaneous Revenue</td>
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<td>6,207.38</td>
<td>-</td>
<td>111,792.62</td>
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<tr>
<td>4398</td>
<td>Other Penalties (Collection Agency)</td>
<td>2,700.00</td>
<td>140.00</td>
<td>-</td>
<td>2,560.00</td>
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<tr>
<td>4451</td>
<td>Electronic Copy Revenue</td>
<td>3,000.00</td>
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<td>-</td>
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<tr>
<td>4452</td>
<td>Copier Revenue</td>
<td>3,300.00</td>
<td>181.09</td>
<td>-</td>
<td>3,118.91</td>
<td>5.5%</td>
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<td>Service to Eau Claire County</td>
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<td>-</td>
<td>-</td>
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<tr>
<td>4608</td>
<td>Indianhead Library System</td>
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<td>-</td>
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<tr>
<td>4672</td>
<td>Service Charge-Other (Fairchild)</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>4798</td>
<td>Misc Service Revenues (Act 150)</td>
<td>237,900.00</td>
<td>-</td>
<td>-</td>
<td>237,900.00</td>
<td>0.0%</td>
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<tr>
<td>4834</td>
<td>Book Bag Sales</td>
<td>600.00</td>
<td>1.65</td>
<td>-</td>
<td>598.35</td>
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<tr>
<td>4836</td>
<td>Misc Grant Revenue</td>
<td>15,000.00</td>
<td>-</td>
<td>-</td>
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<tr>
<td>4850</td>
<td>Gift Revenue</td>
<td>20,000.00</td>
<td>3,295.00</td>
<td>-</td>
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<tr>
<td>4852</td>
<td>Misc Reimbursements-Lost Items</td>
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<td>14,023.24</td>
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<td>4858</td>
<td>Refund of Prior Years Expense</td>
<td>-</td>
<td>30.00</td>
<td>-</td>
<td>(30.00)</td>
<td>n/a</td>
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<tr>
<td>4898</td>
<td>Miscellaneous Revenue</td>
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<td>209.48</td>
<td>-</td>
<td>6,290.52</td>
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<tr>
<td>5152</td>
<td>Sale of Capital Assets</td>
<td>200.00</td>
<td>-</td>
<td>-</td>
<td>200.00</td>
<td>0.0%</td>
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<tr>
<td></td>
<td></td>
<td>$3,885,900.00</td>
<td>$11,189.65</td>
<td>$-</td>
<td>$3,784,710.35</td>
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<td>Fund Balance Used for CIP</td>
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<td>-</td>
<td>-</td>
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<td>5580</td>
<td>Working Capital Applied</td>
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<tr>
<td></td>
<td></td>
<td>$4,170,400.00</td>
<td>$11,189.65</td>
<td>$-</td>
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<tr>
<td>OBJ #</td>
<td>ACCOUNT NAME</td>
<td>2011 APPROP.</td>
<td>ACTUAL YTD EXPENDED</td>
<td>ENCUM-BRANCES</td>
<td>AVAIL. BUDGET</td>
<td>% USED</td>
</tr>
<tr>
<td>-------</td>
<td>----------------------------------</td>
<td>-------------</td>
<td>---------------------</td>
<td>---------------</td>
<td>---------------</td>
<td>--------</td>
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<tr>
<td>6010</td>
<td>Payroll Wages</td>
<td>$1,738,000.00</td>
<td>$130,774.28</td>
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<tr>
<td>6020</td>
<td>P/R Overtime</td>
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<td>-</td>
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<tr>
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<td>Special Pays</td>
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<td>124.56</td>
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<td>6040</td>
<td>Employer Paid Benefits</td>
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<tr>
<td>6043</td>
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<td>326,159.56</td>
<td>7.3%</td>
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<tr>
<td>6047</td>
<td>Health insurance Deductible</td>
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<td>-</td>
<td>33,000.00</td>
<td>0.0%</td>
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<td>6099</td>
<td>Misc. Reimbursements</td>
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<td>-</td>
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<tr>
<td>6108</td>
<td>Unemployment Compensation</td>
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<td>-</td>
<td>17,600.00</td>
<td>0.0%</td>
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<tr>
<td>6110</td>
<td>Postage &amp; Shipping</td>
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<td>18,298.80</td>
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<td>Computer Service Charges</td>
<td>120,000.00</td>
<td>74,969.71</td>
<td>45,030.29</td>
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<tr>
<td>6116</td>
<td>Binding</td>
<td>1,000.00</td>
<td>-</td>
<td>1,000.00</td>
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<td>6120</td>
<td>Auditing</td>
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<td>-</td>
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<tr>
<td>6122</td>
<td>Cataloging</td>
<td>2,100.00</td>
<td>-</td>
<td>2,100.00</td>
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<tr>
<td>6128</td>
<td>Repairs to Tools &amp; Equip</td>
<td>5,500.00</td>
<td>526.50</td>
<td>4,973.50</td>
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<td>Staff Training/Conference</td>
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<td>21,613.00</td>
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<tr>
<td>6162</td>
<td>Membership Dues</td>
<td>3,700.00</td>
<td>275.00</td>
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<tr>
<td>6198</td>
<td>Miscellaneous Contractual</td>
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<td>70,472.53</td>
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<tr>
<td>6202</td>
<td>Electricity</td>
<td>70,000.00</td>
<td>3,408.87</td>
<td>66,591.13</td>
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<tr>
<td>6208</td>
<td>Gas Service</td>
<td>20,000.00</td>
<td>5,206.63</td>
<td>14,793.37</td>
<td>26.0%</td>
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<tr>
<td>6210</td>
<td>Telephones</td>
<td>8,500.00</td>
<td>296.49</td>
<td>8,203.51</td>
<td>3.5%</td>
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<tr>
<td>6252</td>
<td>Water Service</td>
<td>2,000.00</td>
<td>-</td>
<td>2,000.00</td>
<td>0.0%</td>
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<tr>
<td>6254</td>
<td>Sewer Service</td>
<td>2,400.00</td>
<td>-</td>
<td>2,400.00</td>
<td>0.0%</td>
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<tr>
<td>6308</td>
<td>Special Assessments</td>
<td>600.00</td>
<td>694.81</td>
<td>(94.81)</td>
<td>115.8%</td>
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</tr>
<tr>
<td>6350</td>
<td>Liability &amp; Property Insurance</td>
<td>31,000.00</td>
<td>-</td>
<td>31,000.00</td>
<td>0.0%</td>
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</tr>
<tr>
<td>6398</td>
<td>Insurance Claims Reimbursement</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>6402</td>
<td>Office, AV, Library Supplies</td>
<td>79,700.00</td>
<td>3,503.24</td>
<td>74,596.32</td>
<td>4.6%</td>
<td></td>
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<tr>
<td>6409</td>
<td>Library Materials</td>
<td>411,500.00</td>
<td>-</td>
<td>411,500.00</td>
<td>0.0%</td>
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</tr>
<tr>
<td>6415</td>
<td>Lost/Damaged Collection Materials</td>
<td>15,000.00</td>
<td>-</td>
<td>15,000.00</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>6490</td>
<td>Equipment Purchases &lt; $5000</td>
<td>73,800.00</td>
<td>6,609.25</td>
<td>27,869.74</td>
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<tr>
<td>6495</td>
<td>Grant Expenditures</td>
<td>15,000.00</td>
<td>-</td>
<td>15,000.00</td>
<td>0.0%</td>
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<tr>
<td>6496</td>
<td>Gift Expenditures</td>
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<td>13.25</td>
<td>19,840.25</td>
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<tr>
<td>6498</td>
<td>Other Materials &amp; Supplies</td>
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<td>4,347.53</td>
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<tr>
<td>6790</td>
<td>Refunds &amp; Reimbursements</td>
<td>10,400.00</td>
<td>-</td>
<td>10,400.00</td>
<td>0.0%</td>
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<tr>
<td>6802</td>
<td>Capital Purchases</td>
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<td>-</td>
<td>10,000.00</td>
<td>0.0%</td>
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<tr>
<td>7020</td>
<td>Transfer to Debt Service</td>
<td>40,100.00</td>
<td>-</td>
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<tr>
<td>7044</td>
<td>Transfer to Library Capital Projects</td>
<td>326,000.00</td>
<td>-</td>
<td>326,000.00</td>
<td>0.0%</td>
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</tr>
</tbody>
</table>

|               | $3,908,500.00 | $278,016.49 | $41,819.95 | $3,588,663.56 | 8.2% |

62
<table>
<thead>
<tr>
<th>OBJ #</th>
<th>ACCOUNT NAME</th>
<th>2011 APPROP.</th>
<th>YTD APPROP.</th>
<th>ENCUM- APPROP.</th>
<th>AVAIL. APPROP.</th>
<th>% APPROP.</th>
</tr>
</thead>
<tbody>
<tr>
<td>6010</td>
<td>Payroll Wages</td>
<td>$ 130,200.00</td>
<td>$ 5,830.89</td>
<td>$ 124,369.11</td>
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<tr>
<td>6020</td>
<td>Payroll Overtime</td>
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<td>509.02</td>
<td>16,790.98</td>
<td>2.9%</td>
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<tr>
<td>6030</td>
<td>Special Pays</td>
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<td>-</td>
<td>2,800.00</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>6040</td>
<td>Employer Paid Benefits</td>
<td>27,600.00</td>
<td>1,178.93</td>
<td>26,421.07</td>
<td>4.3%</td>
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<tr>
<td>6043</td>
<td>Health Ins (ER)</td>
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<td>2,091.56</td>
<td>36,908.44</td>
<td>5.4%</td>
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<tr>
<td>6047</td>
<td>Health Insurance Deductible</td>
<td>2,700.00</td>
<td>-</td>
<td>2,700.00</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>6108</td>
<td>Unemployment Compensation</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>6128</td>
<td>Repairs to Tools &amp; Equipment</td>
<td>200.00</td>
<td>-</td>
<td>200.00</td>
<td>0.0%</td>
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<td>Equipment Rental</td>
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<td>-</td>
<td>100.00</td>
<td>0.0%</td>
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<tr>
<td>6144</td>
<td>Laundry &amp; Dry Cleaning</td>
<td>200.00</td>
<td>-</td>
<td>200.00</td>
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<td>Special Services</td>
<td>8,500.00</td>
<td>783.72</td>
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<td>6214</td>
<td>Garbage Service</td>
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<td>6256</td>
<td>Stormwater Charges</td>
<td>400.00</td>
<td>-</td>
<td>400.00</td>
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<tr>
<td>6340</td>
<td>Implementation Reserves</td>
<td>400.00</td>
<td>-</td>
<td>400.00</td>
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<tr>
<td>6460</td>
<td>Repair Part &amp; Supplies</td>
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<td>1,100.00</td>
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<tr>
<td>6464</td>
<td>Building Materials &amp; Janitorial Supplies</td>
<td>8,300.00</td>
<td>-</td>
<td>8,000.00</td>
<td>3.6%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2011 APPROP.</th>
<th>YTD APPROP.</th>
<th>ENCUM- APPROP.</th>
<th>AVAIL. APPROP.</th>
<th>% APPROP.</th>
</tr>
</thead>
<tbody>
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<td>TOTAL EXPENSES</td>
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<td>$ 288,604.67</td>
<td>$ 48,502.02</td>
<td>$ 3,833,293.31</td>
<td>8.1%</td>
</tr>
</tbody>
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Dear Stakeholder:

The year 2010 has come to a close and the New Year is upon us. We are pleased to share that, in 2010, the Eau Claire Community Foundation was able to make a lasting fingerprint on our community by granting over $111,000 to various nonprofit organizations and programs and we also realized several other accomplishments at ECCF, some visible, others internal, within the past 12 months.

Highlights of 2010:
- A Photo Gallery was added to our website at www.eccommunityfoundation.org.
- We successfully began online delivery of our Newsletters (summer, fall and winter.)
- As an organization, we joined Facebook to create another way to communicate with the community.
- We added a “Plan with your Advisor” tab on website.
- Video presentations were added to our website with the assistance of students from the UW-EC Leadership Development class.
- Board of Trustee polices for Investment, Distribution of grants and other critical operating policies were updated and approved.
- We updated Fund Agreements with donors, where necessary.
- Our “Fall Gathering” was held in September, with donor Kim Bodeau sharing her thoughts about the family fund she and her husband have established.

What to watch for in 2011:
- The option to donate “on line” is now available on our website and recently completed.
- Our Annual Report, to be available in early April, with a theme of “Giving Back with Impact”.
- “The Children’s Legacy Luncheon” on Tuesday, April 19, 2011 at the Florian Gardens.
- 2011 grant awards to be distributed and a new PowerPoint presentation by the UW-EC Leadership Development class at our Annual Meeting in June.
- A Women’s Giving Circle educational event, and the Foundation’s “Fall Gathering,” both in September, with speakers to be announced.
- New and updated events with collaboration from other nonprofit partners to be announced on our website.

Enclosed you will find your 2010 end of year fund statement. Our Trustees continue to diligently monitor our investments and policies. Going forward, the future of the Foundation appears bright. The number of funds is increasing and more individuals are becoming involved with the Foundation. As always, your thoughts are welcomed. Please don’t hesitate to contact me, Board Chair Paul Weinke, or other members of the Board of Trustees to discuss the Foundation.

Thank you for your generosity which directly supports the greater Eau Claire community. We look to the future For Good. For Eau Claire. For Ever.

Sincerely,

Sue Bormick, Executive Director

“I have found that among its other benefits, giving liberates the soul of the giver.”

~MAYA ANGELOU
Donor Fund Statement  
For the LE Phillips Memorial Public Library Agency Fund  
January 1, 2010 through December 31, 2010

<table>
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<tr>
<th>Description</th>
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No Grants This Period.
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January 1, 2010 through December 31, 2010

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Donor Fund Statement
For the L E Phillips Memorial Library Endowment Fund
January 1, 2010 through December 31, 2010

Balance beginning of year $242,987.45
Additional contributions to Fund $6,280.88
Transfers to Fund $0.00
Grants from Fund $0.00
Investment Returns $30,426.23

Ending Balance $279,694.56

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## Warrant Report for 010711L

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**Total:** $11,648.96
## CUSTODIAL OPERATING BUDGET

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$3,677.82

## LIBRARY OPERATING BUDGET

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$183,292.04

## LIBRARY CAPITAL IMPROVEMENT PROJECTS

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$304.82
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<td>2009</td>
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<td>2011</td>
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**AVERAGE ADJUSTED DAILY NUMBER OF LIBRARY VISITS IN BUILDING**

| 1,083 | 1,379 | n/a | n/a | Month of January |
| 1,083 | 1,379 | n/a | n/a | Year to date |

**AVERAGE DAILY NUMBER OF LIBRARY VISITS TO YOUTH SERVICES**

| 605 | 629 | 564 | -10.3% | Month of January |
| 605 | 629 | 564 | -10.3% | Year to date |

**ATTENDEES AT YOUTH SERVICES OUTREACH PROGRAMS:**

| n/a | n/a | 412 | n/a | Month of January |
| n/a | n/a | 412 | n/a | Year to date |

**% SHARE OF CHECKOUTS AND RENEWALS (Does NOT include outgoing MORE transactions)**

| 71.7% | 71.4% | 71.1% | -0.5% | City of Eau Claire |
| 15.5% | 15.9% | 15.6% | -1.6% | Remainder of Eau Claire County participating in Co. Lib. Svcs. Agreement |
| 12.8% | 12.7% | 13.3% | 4.8% | All other users checking something out or renewing from this building |

*Figures given for billable period according to contract (July-January)*

**NUMBER OF CUSTOMERS CHECKING SOMETHING OUT FROM THIS BLDG:**

| 15,848 | 15,825 | 14,759 | -6.7% | Month of January |
| 15,848 | 15,825 | 14,759 | -6.7% | Year to date |

**CHECKOUTS**

| n/a | n/a | 73,774 | n/a | Month of January |
| n/a | n/a | 73,774 | n/a | Year to date |

**RENEWALS**

| n/a | n/a | 19,002 | n/a | Month of January |
| n/a | n/a | 19,002 | n/a | Year to date |

*Note: the consortium changed the method of counting checkouts and renewals in October, 2010. Remote renewals are no longer estimated separately.*

**MORE CONSORTIUM CHECKOUTS**

**Incoming materials (included in Checkouts above)**

| 10,828 | 11,504 | 11,829 | 2.8% | Month of January |
| 10,828 | 11,504 | 11,829 | 2.8% | Year to date |

**Outgoing materials (NOT included in Checkouts above)**

| 11,685 | 11,233 | 12,296 | 9.5% | Month of January |
| 11,685 | 11,233 | 12,296 | 9.5% | Year to date |

**MORE CONSORTIUM CHECKOUTS OF JUVENILE MATERIALS**

**Incoming materials (included in Checkouts above)**

| 1,577 | 1,486 | 2,250 | 51.4% | Month of January (includes renewals) |
| 1,577 | 1,486 | 2,250 | 51.4% | Year to date (includes renewals) |

**Outgoing materials (NOT included in Checkouts above)**

<p>| 1,710 | 1,838 | 2,126 | 15.7% | Month of January |</p>
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February 10, 2011

To: The Library Board of Trustees

From: John Stoneberg, Library Director

Subject: Annual Report Statements

Library staff is still compiling the final data required for the state’s annual report. Before the final copy is signed, all the data will be reviewed. There are two items which require Board attention. The first is the section on Public Library Assurance. This section has a series of check boxes and the L E Phillips Memorial Public Library meets all of the requirements for this section. The section on Public Library Assurance requires the signatures of the Library Director and Library Board President, but not Board action.

The second attachment is the Statement Concerning Public Library System Effectiveness. This is a “yes/no” question. At times in past years there have been concerns and issues and the LEPMPL Board has expressed its unhappiness. However, it is my recommendation to state that IFLS did provide effective leadership and adequately meet the needs of the library.

The Statement allows for explanation along with the response and the “yes” should probably be qualified by comments such as “The L. E. Phillips Memorial Public Library (LEPMPL) Board of Trustees continues to be disappointed with the cuts the IFLS Board made in regards to LEPMPL beginning in the 2010 IFLS budget including the elimination of the collections use portion of the interlibrary loan contract with LEPMPL and the reduction of LEPMPL’s collection development grant. However, the Board is pleased with IFLS continued cooperation regarding the issue of the Town and Village of Fairchild. The LEPMPL Board was also pleased with the legislative advocacy leadership that IFLS and its director took along with LEPMPL this past year. As the IFLS Resource Library for over 30 years, LEPMPL wants to continue to partner with IFLS to provide IFLS libraries the best service possible.” The Board should discuss what, if anything, it wants to say. This statement regarding system effectiveness requires official Board Action.
XIV. PUBLIC LIBRARY ASSURANCE OF COMPLIANCE WITH SYSTEM MEMBERSHIP REQUIREMENTS

We hereby assure the Public Library System of which this library is a member and the Division for Libraries, Technology, and Community Learning, Department of Public Instruction that this public library is in compliance with the following requirements for public library system membership as listed in Wis. Stats. A check (X) or a mark in the checkbox indicates compliance with the requirement.

X The library is established under s. 43.52 (municipalities), s. 43.53 (joint libraries), or s. 43.57 (consolidated county libraries and county library services) of the Wisconsin Statutes [s. 43.15(4)(c)1].

X The library is free for the use of the inhabitants of the municipality by which it is established and maintained [s. 43.52(2), 73 Op. Atty. Gen. 86(1984), and OAG 30-89].

X The library’s board membership complies with statutory requirements regarding appointment, length of term, number of members and composition, [s. 43.54 (municipal and joint libraries), s. 43.57(4) & (5) (consolidated and country library services), and s. 43.60(3) (library extension and interchange)].

X The library board has exclusive control of the expenditure of all moneys collected, donated, or appropriated for the library fund [s. 43.58(1)].

X The library director is present in the library at least 10 hours a week while library is open to the public, less leave time [s. 43.15(4)(c)6]

X The library board supervises the administration of the library, appoints the librarian, who appoints such other assistants and employees as the library board deems necessary, and prescribes their duties and compensation [s. 43.58(4)].

X The library is authorized by the municipal governing board to participate in your public library system [s. 43.15(4)(c)3].

X The library has entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries, and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the group program, or from providing remote access to a library’s electronic database only to its residents. [s.43.15(4)(c)4].

X In 2010, the library received funding from the library board’s governing body or, for a joint library, its governing bodies, at a level not lower than the average of such funding received for the previous three years [s. 43.15(4)(c)5].

X For 2011, the library received funding from the library board’s governing body at a level not lower than the average of such funding received for the previous three years [s. 43.15(4)(c)5].

X The library’s head librarian holds the appropriate grade level of public librarian certification from the Department of Public Instruction [s.43.15(4)(c)6 and Administrative Code Rules PI 6.03].

X The library, beginning in 2008, annually, is open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2008, annually is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer [s. 43.15(4)(c)7].

X The library, beginning in 2008, annually spends at least $2,500 on library materials. [s. 43.15(4)(c)8].

XV. CERTIFICATION

I CERTIFY THAT, to the best of my knowledge, the information provided in this annual report and any attachments are true and accurate and the library board has reviewed and approved this report.

<table>
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<tr>
<th>President, Library Board of Trustees Signature</th>
<th>Name of President</th>
<th>Date Signed</th>
</tr>
</thead>
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As required by Wis. Stat. s. 43.58(6)(c), the following statement with the appropriate wording indicated (that the library system either did or did not provide effective leadership and adequately meet the needs of the library) must be approved by the library board. The decision about whether the library system did or did not provide effective leadership and adequately meet the needs of the library should be made in the context of the public library system's statutory responsibilities and the funding which it has available to meet those responsibilities. The statement may be sent directly to the Division for Libraries and Community Learning (DLCL), c/o John DeBacher, P.O. Box 7841, Madison, WI 53707-7841. This page need not be forwarded to your library system.

The Board of Trustees hereby states that in 2010, the ____________________________ Board of Trustees hereby states that in 2010, the ____________________________

Name of Public Library Name of Your Public Library System/Service

Indicate with an X one of the following two statements.

☐ Did provide effective leadership and adequately meet the needs of the library.

☐ Did not provide effective leadership and adequately meet the needs of the library.

Explanation of library board's response. Attach additional sheets if necessary.

CERTIFICATION

The preceding statement was approved by the Public Library Board of Trustees.

Division staff will compile the statements received for each library system and, as required by Wis. Stat. s. 43.05(14), conduct a review of a public library system if at least 30 percent of the libraries in participating municipalities that include at least 30 percent of the population of all participating municipalities report that the public library system did not adequately meet the needs of the library. This statement may be provided to your public library system.

President, Library Board of Trustees Signature

Name of President

Date Signed
2011 REQUESTS TO FRIENDS ($18,500)

Youth Services Programs - Request for Prizes and Incentives
This is our annual request for funds to support Youth Services programs and events. Examples of programs where prizes and incentives are used include summer teen and elementary book discussion groups (purchase books for them to keep), small prizes for the summer library program, prizes for the new Family Reading Program and several others that Youth Services will host this year. This request is part of an ongoing effort to increase the participation in programs, particularly the summer library program.

Amount Requested: $2,000

Die-cuts for Ellison Machine
In 2006, the Friends generously provided money to cover the cost of an Ellison machine, dies and storage racks. This machine allows staff to create professional looking displays and flannel accessories quickly and easily. Our staff currently uses the machine for a number of purposes, including craft projects for both kids and adult programs, and decorating our room in a variety of creative ways. The machine and dies are also available for the public to use in our new Resource Room and have become tremendously popular. We are requesting money to purchase additional dies of varying sizes and shapes to continue to develop our collection.

Amount Requested: $1,000

Supplemental Materials for Daycare Kits
In 2004, Youth Services created 24 themed daycare kits with a generous contribution from the Friends. We have been visiting 10-12 early learning centers since then, bringing the library experience to an average of 350 children and providers each month. Most centers opt to have one of these themed kits left at their center for the month to use between visits. After several years of use, many of the items are in need of replacement, so Youth Services would like to request these funds to purchase new, age-appropriate items that will enhance each of the kits.

Amount Requested: $500

Educational Toy Collection
In 2001, the Friends gave funds to start up an educational toy collection to be used by infants in the playtime portion of our lapsit storytime. The program and the toys have been extremely popular with both parents and their children. Youth Services also provides an informal playgroup that uses the toys. We would like to purchase new items to replace those that are worn so that this collection may be used and enjoyed by our expanding infant and toddler audience.

Amount requested: $500
Early Literacy Areas
In an effort to begin work on Goal 2 of the Library’s Strategic Plan, we would like to create “early literacy spots” in various places throughout Youth Services. The idea is to create activity spots that will enhance the six early literacy skills with activities that feel like play to the children and convey how fun and easy “teaching” these skills can be to parents. These activities would be created by the Youth Services staff and would ideally rotate every month or so.

Amount Requested: $1,500

Chippewa Valley Book Festival
In 2007, the Friends asked that funds for the Chippewa Valley Book Festival be requested from them each year. Held in the fall annually since 2000, the festival showcases authors of regional and national reputation and features readings, discussions and workshops for readers and writers of all ages. The library supports the book festival with a donation of $500 through its own programming funds.

Amount requested: $500

Arts West Prizes and Refreshments
As in the past, we’d like to invite the Friends to support the cash prizes we give to the top four entries in the Arts West event as well as the special refreshments and decorations. The amount requested reflects expected funding needs for 2010.

Amount requested: $1,000

Ads in Leader-Telegram
The library would like to continue to advertise its programs, services and materials in a small ad to run frequently in the Eau Claire Leader Telegram and Volume One magazine. The government rate for small ads is in the newspaper is approximately $140.00 per time.

Amount requested: $1,000

Club Read
Club Read, the adult summer reading program, will be offered at the library again this year. Participants will complete cards by reading books selected from pre-defined categories (mystery, romance, westerns, etc.) or of their own choice. This program has been successful in the past to encourage adults to read. The money is used for decorations and prizes.

Amount requested: $400
**Audiobooks on Compact Discs**
Library customers continue to demonstrate a hard-to-satisfy demand for unabridged audiobooks, especially when it comes to the depth and breadth of what we can offer. Although the library and the MORE Consortium libraries in general spend a significant amount on unabridged audiobooks, they are expensive and it is hard to keep up. Most audiobooks on compact disc (65-75%) are out at any one time. This amount will purchase approximately 100 unabridged items.

**Amount requested: $6,000**

**Refreshments**
The Public Relations and Programming Committees would like to request funds from the Friends for refreshments at library programs. We continue to receive comments from customers that they enjoy and appreciate refreshments when they are served. Refreshments are a standard part of art receptions and special programs.

**Amount requested: $1,000**

**Giveaway Items**
The library staff attends several community events at which they give away small items such as pencils and notepads imprinted with the library logo and contact information. These items attract attention to the library at the event itself and serve as a reminder about the library after the event has concluded. Our recent mini dry-erase boards have been a big hit, and our supply is now nearly depleted. Our supply of imprinted balloons also is in need of replenishment.

**Amount requested: $2,300**

**Print Summer Art Show Postcard**
This year, the Friends are partnering with the library to sponsor an invitational “shoebox” art show. To publicize the event, we’d like to use postcards rather than our usual 8½” x 11” paper publicity flyer. The design of the card will be donated by an art committee member. We are requesting funds for outsourcing the printing of the card.

**Amount requested: $300**

**Display Stands**
The library recently purchased two portable display stands that can be used in the library as well as at community events. They have a versatile style that allows for displaying signs of varying sizes. At times throughout the year, we encountered situations when we could have used additional display stands. We would like to purchase two more.

**Amount requested: $300**
**Table Top Lectern**
The library currently does not own a table top lectern with a built-in microphone mount. This type of lectern would be especially useful at events like poetry readings and author visits.

**Amount requested: $200**

**Fund Transfer Request**
Currently, there are small balances remaining from amounts Friends had donated in prior years. This request would transfer those funds to be used for current projects. The specific balance transfers requested are as follows:

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<tr>
<td>3.00</td>
<td>Chinese language materials - juvenile</td>
<td>YS prizes/incentives</td>
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Amount is approximate based on accruing interest.
February 10, 2010

To: The Library Board of Trustees

From: John Stoneberg, Library Director

Subject: Revised MORE Membership Cost Formula and MORE Governance Voting

The MORE Directors Council voted unanimously at its November 19 meeting to remove access points from the current MORE membership cost formula. The access point formula had always been hard to explain and understand and had increasingly punished MORE libraries for adding computers.

According to Appendix A of the MORE Participation Agreement: “Access points are counted as follows; one for each staff work station* (each self-checkout station will be considered as 1 staff workstation); one for each four public Internet stations (for purposes of assessing access points, the number of Internet stations will be rounded up—1 through 4 Internet stations will equal 1 access point, 5 through 8 Internet stations will equal 2 access points, etc.); and one for each dedicated public access catalog workstation or each 1-70 daily library users per door count whichever is higher. (* The term staff member does not include maintenance personnel or other staff who do not use a computer workstation to access Innovative Software for cataloging, reports, circulation, interlibrary loan, acquisitions or serials as part of their established job duties. Staff workstations that do not have Innovative Software loaded will be counted as one Internet station for purposes of counting access points. The MORE Administrator reserves the rights to verify which workstations have Innovative software loaded.)

Also at the November 19 meeting, the MORE Directors Council voted 21-18 to base a new MORE membership cost formula on circulation and items owned with subsidies to be determined by IFLS. This will mean that the cost of individual libraries will vary from year to year.

At its January 21 meeting, the MORE Directors Council voted to change MORE governance to a weighted voting based on circulation and items owned. The vote was 30 YES, 11 NO and 4 ABSTENTIONS.

Revised by-laws, which include all of the above changes, need to be available for 60 days before they can be voted on by the MORE Directors Council. The revised by-laws do not have to be voted on by individual MORE Library Boards, but I have included them in the packet for your review and discussion.

The by-laws must be passed on March 25 by a “super majority”—a three-quarter (¾) majority vote of the member institutions plus a three-quarter (¾) majority of all votes based on access points. There is no guarantee at this time that the revised by-laws will pass with a “super-majority.”
New Approved MORE Voting Method

Based on the library's contribution to MORE which is now based on a library's percentage of total items and circulation. IFLS gets the median number of votes.

*The percentage column shows what percentage of the total number of votes a library has.

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APPENDIX C
Bylaws of “My Online Resource” (MORE)
01/21/2011 - DRAFT

Article I: Name.

Section 1. The name of this organization shall be “My Online Resource” (hereinafter referred to as “MORE). The MORE automation consortium is an Indianhead Federated Library System (hereinafter referred to as IFLS) service in which IFLS area libraries may choose to participate based on the MORE Participation Agreement with IFLS as a Service Provider for a Fee (hereinafter called the “Participation Agreement”).

Article II: Purpose.

Section 1. The purpose of MORE includes, but is not limited to, provision of the following functions: controlling circulation; managing data base content; sharing resources; maintaining the system hardware and software; managing of online web-accessible public access catalog; and evaluating MORE staff and services.

Article III: Members.

Section 1. The members of MORE shall be the parties to the Participation Agreement. MORE membership shall begin upon receipt of the signed Participation Agreement and payment of the initial start up fee.

Section 2. The MORE Directors Council must approve the timetable and schedule of payments for adding each new MORE member before a Participation Agreement shall be issued.

Article IV: Meetings and Notices.

Section 1. The Chair of the Directors Council or the Chair of each committee shall distribute notices and agendas of meetings via email.

Section 2. All MORE meetings must be noticed in compliance with the Wisconsin Open Meeting Law (Wisconsin Statutes, Sec. 19.84). Notices must include a statement of time, date, place and information as to the subject or subjects to be considered.

Section 3. Notices of all regular MORE meetings must be sent to the directors
of all MORE member institutions at least 7 days prior to the date of the meeting.

Section 4. Special meetings of the Directors Council may be called by the Chair, or upon written request of five voting members of the Directors Council. Notice of any special meeting shall be sent to the director of each MORE member institution at least 14 days in advance of such meeting.

Section 5. The Chair of Directors Council with at least 24 hours notice may call emergency meetings of the MORE Executive Committee or Directors Council.

Section 6. The order of business at all regular MORE meetings shall be determined by the Chair and may include the following: Call to Order; Establish Quorums; Certification of Compliance with Open Meeting Law; Accept/Modify Agenda; Mileage vouchers; Approval of Minutes; Financial Report; Reports listed by presenter; Issues from other MORE Committees; Current Business with subject matter listed; New Business with subject matter listed; Issues and assignments for next meeting; Next meeting date; Adjournment.

Section 7. All regular meetings will be conducted according to Robert’s Rules of Order.

Article V: Directors Council.

Section 1. The purpose of the MORE Directors Council shall be to set policies, standards and plans for the MORE system and conduct regular business of MORE such as routine expenditure, routine policies and/or emergency policies as needed, etc.

Section 2. The Directors Council shall be comprised of the directors of the libraries of the MORE member institutions, acting on behalf of those institutions, and the director of IFLS, acting on behalf of IFLS. The MORE Administrator and MORE System Administrator and other MORE staff shall be ex officio non-voting members of the Directors Council.

Section 3. The regular meetings of the Directors Council shall be held at a time, date and place to be established by the Directors Council, but shall be held at least quarterly. The date, time, and place may be altered provided that such decision was made at the meeting in question or by emergency decision of the Chair,
and provided that proper notice was given. The Chair shall distribute notices and agendas of meetings.

Section 4. A quorum of the Directors Council shall be required to conduct the business of the Directors Council. A quorum shall be defined as the presence of members possessing at least 51% of all existing votes based on vote distribution by access points and 51% of member institutions.

Article VI. Voting

Section 1. Votes will be assigned to members in two ways: a single vote for each member library and a vote based on vote distribution as outlined in Appendix B of the MORE Participation Agreement.

Motions that pertain to the budget will be decided by three quarter (3/4) majority vote of the member libraries and three quarter (¾) majority vote based on vote distribution of the total access points assigned to member libraries. Both majorities are required for a motion on the budget to pass.

Motions that pertain to amending the bylaws will be decided by three quarter (3/4) majority vote of the member libraries and three quarter (¾) majority vote of the total access points assigned to member libraries. Both majorities are required for a motion on the adoption of amended bylaws to pass.

All other motions will be decided by 51% vote based on vote distribution.

Section 2. Whenever the director of any member library is, for any reason, unavailable to attend Directors Council she/he must appoint by proxy a representative to vote in her/his place. The proxy so appointed shall have authorization to vote at the Directors Council meeting and the director represented by the proxy is considered present for purposes of recording the vote. A proxy may be a staff or Board member of the library requiring the proxy, or may be another MORE member library director. The proxy is valid only if the signed form is received by the Secretary of the Directors Council prior to the opening of the meeting. Failure to appoint a proxy or verify receipt of proxy will not invalidate any action of the Directors Council.

Section 3. A member library may appeal a decision of the Directors Council.
The library making the appeal must notify the Chair of the Directors Council, by fax or e-mail within one standard business day of the meeting at which the Directors Council decision was made, that it intends to file an appeal. The completed Appeal Form (Appendix F of the Participation Agreement) must be delivered to the Chair of the Directors Council within 14 standard business days from receipt of notification of the intent to appeal for review by the MORE Executive Committee. The Executive Committee will provide a written response within 14 standard business days from receipt of the completed Appendix F-Appeal Form. If the appellant is not satisfied with the Executive Committee decision he/she must notify the Chair of Directors Council in writing within 3 business days of receipt of response. The Chair of the Directors Council will then forward the original appeal, the Executive Committee decision and the letter stating that the appellant is not satisfied with the Executive Committee decision to the Director of IFLS within 3 business days. The Director of IFLS will forward the documentation along with her/his recommendation to the President of the IFLS Board. During the appeal process any action on the Directors Council decision that is on appeal will be suspended unless it is system critical as determined in the sole discretion of the MORE Administrator and/or the MORE System Administrator.

Section 4. The President of the IFLS Board may choose whether or not to hear the appeal. The decision of the IFLS Board shall be final.

Article VII. Budget

Section 1. The draft budget for funds from the MORE members for MORE operations will be prepared by the Executive Committee and the MORE Administrator and the MORE System Administrator with the assistance of the IFLS Business Manager. It will be prepared in time to hold a budget hearing to allow input from all MORE members, allow for budget revisions and for presentation to the Directors Council at the last meeting before the budget deadline.

Section 2. The Directors Council, on or before August 1 of each year, shall adopt a budget for the following calendar year. This budget will include the sums required to cover all costs and expenses to be incurred by MORE during the next year in carrying out the purposes of this agreement, including, without limitation, all operating, maintenance, and contractual expenses, and capital costs such as the purchase of substitutions, replacements, improvements, and additions to the components necessary to fulfill the initial functional
requirements of MORE with the exception of those funds to be contributed by IFLS. All budgets must be adopted by a three-quarter (¾) majority vote of the member institutions plus a three-quarter (¾) majority of all votes based on vote distribution access points.

Section 3. Midyear budget adjustments must be adopted by a three-quarter (¾) majority vote of the member institutions plus a three-quarter (¾) majority of all votes based on vote distribution access points.

Section 4. The budget adopted by the Directors Council will be forwarded to the IFLS Board for final approval.

Article VIII: Officers and Duties.

Section 1. The officers of the Directors Council shall be the Chair, the Vice-Chair and the Secretary, to be elected annually at the final meeting of the calendar year. There is a limit of three consecutive terms as an officer. After one year off, any member may again be elected as an officer. Acting and interim directors are not eligible to be elected as officers. Officers will assume their duties at the end of the meeting at which the election was held. Should an office be vacated during the calendar year, a special election shall be held at the next regularly scheduled meeting of the Directors Council to fill such vacancy.

Section 2. The Chair shall establish the agenda for and preside at all meetings of the Directors Council; shall appoint all committees, designating one member of each committee as Chair; shall authorize calls for special meetings; and shall generally perform the duties of a presiding officer.

Section 3. The Vice-Chair shall perform all of the duties of the Chair in his or her absence.

Section 4. The Secretary shall take roll at meetings, establish quorums, and record minutes of the Directors Council and Executive Committee Meetings.

Article IX. Committees.

Section 1. The Chair of the Directors Council shall appoint the members of all MORE committees, except the Executive Committee. The Chair of the Directors Council shall appoint all MORE committee members, except the Executive Committee, by December 15th.
and the MORE Administrator shall publish the membership lists by January 1st. MORE staff shall be ex officio non-voting members on MORE Committees. The IFLS staff shall be a voting member of committees. Any IFLS staff member appointed to a committee shall be a voting member.

Section 2. Executive Committee. The purpose of this committee is to conduct the regular business of MORE between meetings of the full Directors Council, to investigate and make recommendations regarding matters requiring the action of the full Directors Council, and to draft a preliminary budget. The Executive Committee members shall include the Chair, Vice-Chair, Secretary, Director of IFLS and one Directors Council member Director-at-Large elected by the Directors Council. The Director-at-Large position shall follow the same guidelines as officers regarding terms of office. The MORE Administrator and the MORE System Administrator shall be an ex officio non-voting members of the committee. This committee shall meet at least bi-monthly or as necessary.

Section 3. A. Committees. Committees may be established to address the following issues:
- Circulation
- Resource Sharing
- Collection Development
- Database Maintenance and Management
- Bibliographic Records and Standards
- Public Relations
- Training and Professional Development
- Bylaws Review
- Nomination of Officers
- Other issues as needed
Committees shall contain no more than one voting member from any MORE library. Committee members may provide a proxy using the standard form. MORE staff shall be ex-officio non-voting members on Committees.

B. The role of the committees shall be to recommend guidelines, procedures, and policy to the MORE Administrator, the MORE Executive Committee, and the MORE Directors Council.

Article X: Policies and procedures.

Section 1. The Directors Council shall, on a regular basis, adopt policies and
procedures for the efficient and effective operation of the automated system. Each member institution is responsible for adherence to these policies and procedures, provided that they have been distributed to each member institution at least 28 days prior to the date they go into effect.

Section 2. IFLS may enforce compliance with MORE policies by sanctions that include, but are not limited to, the billing of an institution for substantial costs incurred due to institutional failure to comply with MORE policies or by finding of cause for termination of MORE membership in Article VIII, par. 1 of the Participation Agreement.

Any member institution which, knowingly and repeatedly, fails to observe such policies will be billed by IFLS for any substantial costs incurred in correcting a problem directly caused by that institution's failure to comply with said policies and procedures. The MORE Administrator will notify and warn a non-complying institution on the following schedule:

1\textsuperscript{st} notice will be made orally by the MORE Administrator to the director of the library in violation.
2\textsuperscript{nd} notice and warning of potential penalty will be made in writing by the MORE Administrator to the director of the library in violation.
3\textsuperscript{rd} notice and warning of potential penalty will be made in writing by the MORE Administrator to the Board of the library in violation.
4\textsuperscript{th} violation will result in billing for the costs incurred or finding of cause for termination of MORE membership.

Section 3. IFLS may establish such procedures as are necessary to implement MORE policies and standards for the efficient and effective operation of the MORE system. Institutions shall be expected to follow such procedures.

Article XI: Amendment of Bylaws.

Section 1. The Bylaws may be altered, amended or repealed in whole or in part by approval of the IFLS Board and a three-quarter (¾) majority vote of the member institutions plus a three-quarter (¾) majority of all votes based on vote distribution access points, provided that the text of the amendment(s) is made available to all member institutions forty-five sixty (4560) days prior to the meeting at which the amendments are to be decided.

The Bylaws shall be reviewed every two years.
WHEREAS, Virginia Wright enthusiastically served on the Library Board of Trustees and its Committees for almost three years and served as the Board’s Secretary for a year; and

WHEREAS, she ably served on the Executive and Planning Committees and chaired the Distinguished Service Award Committee of the Library Board; and

WHEREAS, she served as the Library Board liaison to the Friends of the Library Board while also being an active Friends of the Library volunteer as well as Co-Chair of the Friends’ Give-a-Kid-a-Book Project; and

WHEREAS, she sought to strengthen the Library’s services to youth and the Library in general;

NOW, THEREFORE, BE IT RESOLVED: That the L. E. Phillips Memorial Public Library Board of Trustees expresses its appreciation to Virginia Wright for her service on behalf of the library and the Eau Claire Community and orders that a copy of this Resolution be entered into the proceedings of the Board.

February 2011
L.E. Phillips Memorial Public Library participates in the MORE Community Information Database (CID), a cooperative online database providing descriptions and contact information on organizations, and agencies, clubs and businesses serving residents in the counties in the Indianhead Federated Library System service area. L.E. Phillips Memorial Public Library enters and maintains information on agencies and organizations within the L.E. Phillips Memorial Public Library's service area, and makes decisions on what information to include based on this policy.

The MORE Community Information Database includes information on health and social services, educational services, career and job information, consumer information and protection services, ethnic resources and information and recreation and cultural information. The L.E. Phillips Memorial Public Library participates in the MORE Community Information Database by adding all agencies and organizations in the local area that fit the scope of the MORE Community Information Database. Most of the resources and services the L.E. Phillips Memorial Public Library includes are non-profits, clubs and organizations and for profit businesses that provide unique or popular services that are frequently requested by customers. For profit organizations are included if the services they provide fit the scope of the database and are unique, hard to find, free, and/or unavailable in the non-profit sector, e.g., home care services.

Any agency or organization that wishes to be included in the database and has been denied by the Library Director based on this policy may ask for the decision to be reviewed by the L.E. Phillips Memorial Public Library Board of Trustees. The Board will evaluate the request in terms of this policy at the next full Board meeting following the request.