To the Library Board of Trustees:

The library had a successful year in providing much needed library services to the citizens of the City and County of Eau Claire. Public demand for the library's services continued to increase with a jump of 6.4% recorded in the number of items borrowed as compared to the previous year. Since 1970, when the number of items borrowed was 224,410, the library's circulation has increased 117% to a total of 486,612 items borrowed in 1981.

The library continued to do much more in 1981 than simply check books in and out. Vital information and reference services were also provided to satisfy the public's need and right to know; children's programs and services were provided to promote reading and library use by pre-school and school age children; sound recordings, films and microforms were made available in order to provide the public with information and educational materials in the most effective and efficient package; fine art displays and cultural programs were held to fulfill the library's mission as an important cultural institution for the Eau Claire area.

The circulation automation project moved forward during the year with the near completion of the work of putting data about the library collection into machine readable form. The decision was made to plan for a joint library and police automated system which should enable the library and police to automate within the limited funds available and at a cost much below what two separate systems would amount to.

Two major problems which were not solved in 1981 and which still face the library are the lack of agreement on an equitable funding formula for countywide library services and continued heavy reliance on federally funded employees.

At the last moment agreement was reached between the County and the library for funding for countywide library service for 1982, but no agreement on a funding formula was achieved. The County Board did vote, however, to establish a Special Committee to examine countywide library services and to recommend a method for funding those services. That Committee was appointed early in 1982 and has begun its work. We
earnestly hope that a formula satisfactory to all parties can be worked out so that time-consuming, annual library funding disagreements will become a thing of the past and important services will be preserved for all residents of Eau Claire County.

The library continues to rely heavily on federally funded employees for doing routine, essential tasks. Since federal funds are highly unreliable, the library may suffer the loss of six half-time Senior Aide positions and three part-time Work-Study students. It will be impossible for the library to maintain the same level of services if the federal funding is lost and these positions are eliminated. If that happens, serious and unpopular service cuts will have to be made.

The library staff has worked courageously to meet the increasing public demand in the face of serious shortages of needed staff positions. The staff has done a wonderful job again this year, and they deserve the warmest praise for their dedication, energy and creativity.

My thanks to each of you on the Library Board for the support and direction you have given the library and me during 1981. Your careful guidance has been a benefit to our whole community.

Sincerely,

Mark Morse
Library Director
Art, Music and Audiovisual services increased in most areas in 1981 and held steady in others; demands on staff grew as more materials circulated outside the library than ever before, and as greater numbers of people were taught to use equipment within the library. (Some equipment and several types of materials require staff inspection after each use).

Staffing was strengthened when one fifteen hour per week work-study student was replaced with a twenty hour per week library assistant. Present staff includes two federally funded employees, a fifteen hour per week work-study student, and a twenty hour per week senior aide. The problem of the department's work space continued to plague the staff; space is inadequate and poorly-planned for the daily operations of the department. In addition, there is no place for staff to work away from the public.

MATERIALS AND SERVICES

Acquisition of 3/4" videocassettes was discontinued and replaced with 1/2" VHS videocassettes, purchased with L.E.P.M.P.L. videocassette budget and, primarily, with IFLS cash allocation. A 1/2" videocassette recorder was purchased with the cash allocation. This equipment, together with a television set given by the Friends of the Library, permits viewing of 1/2" videocassettes in the library. These materials, which circulate for home viewing as well, have proven to be extremely popular.

The 16mm film service reached a crisis point in 1981. Film circulation increased 27% from 1980, a significant jump, and greater than the 12% increase between 1979 and 1980. This meant that 1,306 more films had to be individually booked, prepared for mailing or checkout, checked out or mailed, checked back in, inspected, cleaned and shelved. The IFLS film coordinator can no longer handle the volume, and LEPMPL staff provide three hours per day for film booking, and 16 hours per week for film inspection.

After analyzing the situation, Sharon Charles, IFLS coordinator, recommended that IFLS purchase automated film booking equipment in 1982. This proposal was approved by the IFLS board, as well as funding for a 16 hour per week film inspector 1982.

Art shows during the year included Arts West, a juried regional show co-sponsored with IFLS and funded, in part, with a grant from Northwest Fabrics; Youth Art Month; paintings and drawings by Steve Katosits, UW-Eau Claire art professor; Traditional Rug Hooking; Chippewa Valley Embroiders' Guild; and individual exhibitions by a local potter, painters and photographers. The Eau Claire Rotary Club provided support for "The Hand of Man on America", a traveling exhibit from the Smithsonian, shared with UW-Eau Claire.
The library received a grant from the Wisconsin Arts Board for $3,250 toward a commissioned work of sculpture by Michael Christopherson, Eau Claire sculptor. The remainder of funds needed to complete the $12,000 sculpture project were provided by Cora Rust Owen and Tom and Ann Barland.

A grant from the Wisconsin Humanities Committee underwrote a series of eight film and discussion programs from the second American Short Story, originally aired on PBS. UW-Eau Claire faculty members from the English Department served as discussion leaders. Several other special programs were offered during the year included:

"Labyrinths", storytelling for adults with George Shannon

"The Viking Achievement, slide lecture by Howard Lutz, UW-Eau Claire history professor

"Wisconsin Writers", with Richard Boudreau, English professor, UW-LaCrosse (Humanities Committee funding)

"Mobile Curio Museum", a traveling one-day art show (Arts Board funding)

"Wisconsin Wilderness Fires", with Peter Stambler, poet from Green Bay (Humanities Committee funding)

Bus trips were organized to four plays at the Guthrie Theatre, and were joined by 231 people. A bus trip was also arranged to the Minneapolis Institute of Art for the Viking Exhibit, which was attended by 47.

The following film series were offered throughout the year:

"By the River" and Captioned Feature Films
11 programs with 618 in attendance

"Brown Bag Movies
23 programs with 451 in attendance

John Stoneberg, Reference Librarian, donated his time for the two film series.

Larry Nickel, Library Associate in the AV Department, taught a ten-week television production class to fifteen junior high school students, in cooperation with the Public Access Center staff.
REPORT OF THE CHILDREN'S DEPARTMENT

The fifth full year in the new building was a year of growth, progress, and lively activities as well as a year of changes, introspection and long-standing problems in the Children's Room. The lively aspects and growth of the services and programs in the Children's Room are reflected in the following statistics:

<table>
<thead>
<tr>
<th>Program Attendance</th>
<th>1981</th>
<th>1980</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preschool Story Times</td>
<td>2,145</td>
<td>1,818</td>
</tr>
<tr>
<td>Film Showings for Groups</td>
<td>922</td>
<td>380</td>
</tr>
<tr>
<td>New audio-visual licenses earned</td>
<td>198</td>
<td>180</td>
</tr>
<tr>
<td>Summer reading program</td>
<td>1,382</td>
<td>1,387</td>
</tr>
<tr>
<td>Other activities</td>
<td>1,829</td>
<td>1,713</td>
</tr>
<tr>
<td>TOTAL</td>
<td>6,476</td>
<td>5,478</td>
</tr>
</tbody>
</table>

The other activities included a conference on literature for gifted and talented children, two puppet shows about handicaps, co-sponsorship of a short story contest (100 entries) about mental retardation, two song programs, magic shows, Dungeons and Dragons game demonstrations, plays, a skit, a harp program, a forest fire prevention presentation (Smokey the Bear), sponsorship of a basic leader training course of the Great Books Foundation, combined second and third grade Junior Great Books discussions, and four presentations about children's services and materials to adult groups (parents and early childhood educators).

Most of the activities and programs were made possible by the use of volunteers (individuals or groups) and/or by the cooperation with businesses or other agencies. Examples of outside groups with which the Children's Room cooperated included the UW-EC's Library Science Department, the Friends of the Cooperative Children's Book Center, the Public Access Center, The Eau Claire County Association for Retarded Citizens, a restaurant, a bookstore, the Wisconsin Department of Natural Resources, and the Great Books Foundation. Twelve volunteers from the community participated in the production of the "Merlin's Midsummer Magic" videotapes.

The Children's Librarian participated in a panel discussion on children's books on separation and loss and prepared a related bibliography and exhibit as part of this Indianhead System workshop on this topic. She served on two state committees under the sponsorship of the Division for Library Services; the 1982 Summer Library Program Planning Committee and the State Survey (children's services in public libraries) Planning Committee. She attended the Division for Library Services "Contemplation Reprise" at which the results of the state survey were studied. In addition, she was a guest...
lecturer on two occasions in an UW-Eau Claire outreach short course conducted by a local children's author on writing and publishing for children. In the fall, she was invited to become a regular contributor to the new children's services section of the Indianhead System's newsletter.

The changes during 1981 in the Children's Room included experimentation with the distribution of tickets for several programs to control the sizes of the audiences, the compilation of a photograph/publicity scrapbook during the summer library program, the loss of the Senior Aide position (transferred to the Circulation Department), the loss of the Western Dairyland position, some changes in the magazine titles, adoption of a definite public desk schedule, the promotion of weekly features at the Media Desk, the adoption of a library board policy on unattended young children in the library, closer cooperation with the Circulation Department and with the Art, Music, and Audio-Visual Department, and the assignment of virtually all class visits and tours to Emma Peterson.

The Children's Room placed a greater emphasis on staff development in accordance with the entire library's increased interest in this area. The outstanding example of staff development in the Children's Room during the year was the completion of the Children's Literature course at UW-EC by Jane James. Emma Peterson participated in an E.T.N. session on small press books for children. Lucile Neitzel attended a UW-EC workshop on Improving Secretarial Communication Skills.

Weeding of the Children's Room collection was begun in October, 1980 and was completed in May, 1981. A major part of this task was performed with the aid of a temporary work-study employee. About 3,000 items were withdrawn. The paperback collection and the phonograph record collection each were weeded twice during the year.

In conjunction with the library's long-range planning process, the Children's Room this summer evaluated its situation and then drafted its proposed goals and objectives. One of the proposed goals is to improve communication among the Children's Room staff members. Progress has been made in this area with the following techniques: the use of a bulletin board system, the daily use of a log book, daily briefing sessions, more frequent Children's Room staff meetings with detailed minutes and an opportunity for any staff member to add items to the agenda before or during the meetings.

Most of the problems in the Children's Room in 1981 were long-standing ones, which have not yet been solved. These problems include:

1) Lack of a regular funding source for Media Desk software.

2) Lack of any definite service to young adults (specifically the junior high level)

3) Need for more written procedures, policies, long-range plans, and evaluation procedures
4) Need for more organized orientation and training procedures for new staff
5) Need for additional staff development for present employees
6) Crowded shelves and crowded floor space
7) Lack of work and storage space
8) Because of inadequate staffing, the Media Desk is only available 25% of the time, the Department must continually rely on other departments to supervise the Children's Room, and it minimizes the amount of time available to provide tours and class visits
9) Insufficient time for the Children's Librarian to work on departmental management tasks, collection development (selection and weeding), programming, public relations, and cooperation with community groups

In summary, this past year, 1981, was a successful year in the Children's Room, but it was also a year of struggling with long-standing problems.

REPORT OF THE CIRCULATION DEPARTMENT

Webster's Dictionary defines "circulation" in a number of ways including: (1) to come into the hands of readers; (2) to become known and familiar to many; and (3) to disseminate widely. All of these definitions reflect the goals and functions accomplished by the Circulation Department Staff in 1981.

The library had a busy year with an increase in its circulation of 6.4% over 1980. This increase in circulation meant the department not only checked out more items to users, but also that more items were checked in, reshelved, reserves taken, borrowers registered, and overdues sent.

And, perhaps most important, this increase in circulation meant the staff served more people of all ages. The Circulation staff, realizing that for many people the department is the only contact the public has with the library staff, worked hard to give good, pleasant service to all users.

During the year the following statistics were compiled: 457,264 items were circulated (up 6.4%); reserves for 7,611 items (up over 20%) were handled; over 10,000 overdue notices were sent; and 7,798 new borrowers cards were issued.
The above figures indicate that circulation duties increased during the year at a far greater rate than staff expanded. Yet the staff was able (again reflecting Webster's): (1) to become known and familiar to users and (2) to put materials in the hands of users.

As the staff of the Circulation Department looks ahead to 1982, they renew their commitment to providing good, efficient service. To this end they view the projected automated circulation functions as an exciting way to allow them to provide this service.

REPORT OF THE INFORMATION/REFERENCE DEPARTMENT

Once again, the activities of the Information/Reference Department were pretty much "business as usual," with the Information/Reference staff attempting to maintain as high a level of service as possible with the size staff available. The primary mission of the department is to answer questions, whether in person or on the phone, and to execute that objective with the greatest accuracy, speed, and completeness possible. The adult reference question count came in at 25,212 an almost 12% increase over 1980's 22,586 which had been down from the 23,671 questions in 1979.

After a two-day training session of selected library personnel in mid-February, the Information/Reference Department began to provide Machine-Assisted Reference Service (MARS) as an integrated part of its total reference effort in late March and early April. MARS offers library patrons computerized database searches on a fee basis. The on-line information system that the library is using is Lockheed's DIALOG Information Retrieval Service which offers access to more than 130 databases. The new service got fairly good coverage in the media, especially the newspaper. Both in August and November, the department sent out open invitations to over 400 local businesses offering free time as an introduction to what could be provided. The response was quite low, about 1%. During the year there was scattered use of DIALOG and it is hoped that the number of searches performed will increase in the coming year.

There was a reasonable amount of "housekeeping" performed in 1981 as the entire reference collection was inventoried, weeded, reorganized, and shifted to allow for more efficient and effective use of all materials. Since 1977, the collection size has increased almost 56% to a present count of over 9,200 items. About 56 items turned up missing at a cost of slightly over $300 of which about $80 worth was actually replaced. In November, the periodicals collection was weeded, reorganized, and shifted to make for easier access to the nearly 400 titles.
The new college catalogs-on-microfiche service which we began in 1981 got heavy use. Our pamphlet file collections were weeded, reorganized, and enhanced in order to make them even more useful as supplementary informational aids to books, magazines, and so on. Iconographic and manuscript collections in our rare book room got fairly good use during the year as well. To aid the Circulation Department in its fines and overdues process, the Library Associate II's in the department worked on about 6,270 items, spending some 129 hours over the course of the year.

**REPORT OF THE INTERLIBRARY LOAN DEPARTMENT**

The number of interlibrary loan requests which the department receives continued to increase in 1981. The comparative figures for the last two years are given below:

<table>
<thead>
<tr>
<th></th>
<th>1980</th>
<th>1981</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Requests Received from Outside the library</td>
<td>17,470</td>
<td>18,501</td>
</tr>
<tr>
<td>Number of Requests Filled by the Department</td>
<td>10,248</td>
<td>11,164</td>
</tr>
<tr>
<td>Number of Requests Referred on to Other Libraries</td>
<td>7,222</td>
<td>7,337</td>
</tr>
<tr>
<td>Fill Rate</td>
<td>59%</td>
<td>60%</td>
</tr>
<tr>
<td>Requests From Walk-In Patrons Referred to Other Libraries</td>
<td>1,417</td>
<td>1,547</td>
</tr>
</tbody>
</table>

At the end of 1981, the Department began a trial study in which the library teletyped some requests directly to the UW-Eau Claire library instead of following the usual procedure of referring all unfilled requests to Madison. The initial results were promising and it is hoped that direct cooperative arrangements can be worked out with UW-Stout, the District One Technical Institute as well as UW-Eau Claire.
REPORT OF THE TECHNICAL SERVICES DEPARTMENT

At the beginning of 1981, the new Anglo-American Cataloging Rules, 2d ed., (AACR2) was adopted by most American libraries. At this time, the library's professional staff analyzed and discussed LEPML local practices in cataloging which differed from AACR2. Some local practices were eliminated, others were simplified, and some were retained. All local practices were put in writing for the first time as a result of these meetings.

In early 1981, the American Library Association issued new and greatly simplified filing rules. The professional staff met and discussed these rules and all LEPML local filing practices. Many local practices were thrown out or simplified; others were justified and retained. The Technical Services Department then produced a complete filing manual for the use of the library staff.

The number of items processed by the department during 1980 and 1981 was as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>1980</th>
<th>1981</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children's books</td>
<td>4,250</td>
<td>4,652</td>
</tr>
<tr>
<td>Children's browsing</td>
<td>1,722</td>
<td>896</td>
</tr>
<tr>
<td>Children's non-books</td>
<td>360</td>
<td>167</td>
</tr>
<tr>
<td>Adult books</td>
<td>9,257</td>
<td>9,743</td>
</tr>
<tr>
<td>Adult browsing</td>
<td>3,531</td>
<td>3,771</td>
</tr>
<tr>
<td>Adult non-books</td>
<td>384</td>
<td>722</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>19,504</strong></td>
<td><strong>19,951</strong></td>
</tr>
</tbody>
</table>

REPORT ON RETROSPECTIVE CONVERSION

One of our visibly successful projects during 1981 was converting to machine-readable form our printed shelf list, the file of all cataloged and classified items owned by the library. We are planning to improve our circulation services to the public and contain the present number of staff hours in the Circulation Department by computerizing all the repetitive, routine tasks now performed manually in that area of the library.

In order to build a machine-readable data base for the circulation of library materials, we undertook to enter our holdings on OCLC tapes. OCLC is a computerized bibliographic service which we have utilized since February, 1977. Simply stated, OCLC has on computers a data base of approximately 8,000,000 items which have been cataloged by the Library of Congress and some 2500 other member libraries. On our terminal, we check
whether the item we own is already on the data base in Ohio. Print materials are usually already on OCLC, as well as some non-print materials. If our item matches the record on OCLC, we make any local changes necessary, push a button, and our record is on the data base. If we wish card sets for the public catalog, they are sent to us from Ohio. We estimated that about 20% of our collection was already on OCLC tapes; and after investigating various methods of converting the remainder of the collection, estimated to be 100,000 items, we decided that OCLC was our most inexpensive choice.

We hired Jo Davidson as half-time project supervisor to plan the work flow and to train personnel for the retrospective conversion project. After some initial planning, we added an assistant supervisor, David Olson, and hired terminal operators. The state's Division for Library Services loaned us two additional terminals for the duration of the project, and we started training on November 3, 1980. Between that date and September 19, 1981, we searched 86,305 titles and updated (put on tape) 72,189. We flagged as problems 13,356 items, of which the operators updated 4,726. Another 507 of those flagged items were withdrawn or recataloged, and we still have approximately 8,000 that need the attention of our catalogers. We averaged a commendable 24.16 searches per hour.

In conjunction with the retrospective conversion project, the professional staff weeded the collection areas for which they are responsible. Only a few selected areas had been weeded previously; therefore, this was a major undertaking spanning an eighteen month period. At the same time, we were able to inventory the fiction collection which had never been done and also to inventory the sound recordings once again. As a result of weeding and inventorying, we accomplished two goals: (1) we eliminated unnecessary, outdated, or worn-out material to save the expense of putting it on the data base, and (2) we were able to use special funds to replace many missing titles, thus strengthening our collection.

We documented the entire project, which no other public library had done, so that Jo Davidson could prepare a retrospective conversion manual for the Division of Library Services to distribute to other librarians facing conversion. Mrs. Davidson has volunteered time spent working on this manual since November 1, and the major portion of the manual is now on the DLS word processor in Madison.

Though we still have the uncataloged areas of our collection (magazines, pamphlets, equipment, etc.) to convert, the most time-consuming, difficult portion is now in machine-readable form for our circulation data base.
FRIENDS OF THE LIBRARY

The Friends of the Library continued their support, both financially and as volunteers during 1981. The Friends contributed 865 hours of volunteer time for library tasks, as well as hosting eight receptions for art shows, furnishing refreshments for the National Library Week Open House and donating coffee and tea for the Brown Bag and Captioned Film Series.

They continued to have sales of weeded and contributed books and records throughout the year and with the proceeds from these sales purchased a paperback display carousel, an overhead projector, and a TV monitor.

The Friends have also supported the Homebound Program financially, paying for all van expenses, such as gas, servicing, tires, insurance, and any other needed items.

HOMEBOUND PROGRAM

Two Senior Aides have done the in-house work for the Homebound Program with some assistance from the Friends of the Library so that we are able to continue to serve those people in Eau Claire County who cannot get to the library. Community volunteers continue to deliver library materials to those confined to their own homes, while most van deliveries are made to health care facilities. We continue to serve from 150 to 317 patrons, depending upon the season, weather, and illnesses.
REGISTRATIONS

Borrowers' Cards in force January 1, 1981 33,840
Cancelled or Expired Cards -5,903
Registered or Re-registered +7,828

LIBRARY COLLECTION

Number of items January 1, 1981 162,678
Number of items added during the year 15,284
Number of items withdrawn during year 8,759
Number of items December 31, 1981 169,203

The library collection includes:

Books------------ 149,921
Phonograph Records 6,413
Cassettes-------- 3,896
Periodical Titles-- 415
16mm Films------- 318
8mm Films------- 214
Framed Art Prints- 277
Juvenile Art Prints 104
Microfilm Titles--- 173
Filmstrips-------- 1,816

CIRCULATION

Fiction Books ----------------- 258,761
Non-Fiction Books ------------- 159,810
Phonograph records ------------- 21,063
Periodicals ------------------- 22,320
Cassettes --------------------- 8,138
Films and Filmstrips ----------- 7,904
Pamphlets --------------------- 4,160
Art Prints --------------------- 1,205
Miscellaneous ----------------- 2,098
Equipment Rental--------------- 796
Videocassettes --------------- 357

TOTAL	 486,612

OTHER EQUIPMENT USAGE

In house use 80 people/week, approximately 4,100 per year
Instruction (formal) Includes junior high, high school and adult
480 per year

### Beginning Balance January 1, 1981

$10,260.73

### Receipts:

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Eau Claire</td>
<td>$1,020,047.00</td>
</tr>
<tr>
<td>County of Eau Claire</td>
<td>45,859.00</td>
</tr>
<tr>
<td>Indianhead Library System</td>
<td>65,413.00</td>
</tr>
<tr>
<td>Fees and Fines</td>
<td>19,390.96</td>
</tr>
<tr>
<td>Gift Revenue</td>
<td>19,443.16</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>26,764.04</td>
</tr>
</tbody>
</table>

**Total Receipts:** $1,196,917.16

### Disbursements:

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Salaries</td>
<td>$426,015.47</td>
</tr>
<tr>
<td>Regular Benefits</td>
<td>88,286.80</td>
</tr>
<tr>
<td>Purchased Services</td>
<td>194,584.84</td>
</tr>
<tr>
<td>Materials and Supplies</td>
<td>133,884.23</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>15,756.69</td>
</tr>
<tr>
<td>Gift expenses</td>
<td>1,129.73</td>
</tr>
<tr>
<td>Debt Service</td>
<td>272,435.09</td>
</tr>
</tbody>
</table>

**Sub-total:** $1,132,092.85

- Reserve for Appropriation to 1982 Budget: $45,327.00
- Reserve for Encumbrances: $10,894.00

**Balance December 31, 1981:** $18,864.04
GIFTS RECEIVED (in excess of $100) DURING 1981

Marquardt Motors-------------------------------------------$ 500.00
(for video cassettes)

Rotary Club -----------------------------------------------$ 100.00
(for art exhibit)

Northwest Fabrics ----------------------------------------$ 162.24
(for Arts West exhibit)

Hobbs Foundation ------------------------------------------$17,728.92

Dorothy Hanson Memorial------------------------------------$ 877.00

Cora Rust Owen --------------------------------------------$ 2,000.00
(held in reserve for sculpture outside library)

Friends of the Library ------------------------------------$ 2,223.16
(support of the Homebound Program)

ORGANIZATIONS VOLUNTEERING TIME DURING 1981

Friends of the Library ------- 846 hours
Eau Claire Service League ------ 300 hours