To the Library Board:

Public demand for library services not only increased substantially in 1982, but did so at an increasing rate. In 1981, more than 486,000 items were borrowed from the library, which represented an increase of 6.4% over the previous year. During 1982, there were 533,734 items borrowed, for an increase of 9.7% over the preceding year.

In order to handle these continual increases in public demand, in the face of severe fiscal limitations which prevent the hiring of additional staff, the library began installation of a computer-based circulation system.

The Hewlett-Packard hardware and Virginia Polytechnic Institute software for the system were installed late in the year. Further work on data entry and labeling will be done in 1983, with final implementation of the system scheduled for the summer of 1983.

After difficult negotiations, agreement was reached during 1982 on a five-year contract for countywide library services. The agreement stipulates that each public library participating in the agreement will be reimbursed by the County for the cost of services that library provides to non-residents. A unique system involving a county levy plus rebates to municipalities ensures that each municipality will pay for exactly the amount of library services its residents use. The contract has now been accepted by the Library Board, City Council, the County Board of Supervisors, the Towns Association of Eau Claire County, and the Cities of Altoona and Augusta. Only the Villages of Fall Creek and Fairchild have failed to join in the agreement. The agreement promises to serve as the basis for a long-term commitment by the parties to stable, equitable funding for countywide library services.
A staff proposal was completed during the year for a strategic plan for library services for the years 1983-86. If adequate financial resources are available during that period, the plan calls for automating functions where possible to improve efficiency, improving services to several target groups, developing staff and improving public relations.

The library's program of services continues to rely on positions which are federally funded and are therefore vulnerable to federal budget cuts. If these positions are eliminated, the library will be forced to make unpopular reductions in library services.

The library staff worked hard during the year to provide the same dedicated service to our citizens as always, and made many valuable suggestions for improving our operations.

The Library Board struggled successfully with some very difficult issues and problems during 1982. Your direction and guidance have been a great benefit to the library.

Sincerely,

Mark Morse
Library Director
REPORT OF THE ART, MUSIC, AND AUDIO-VISUAL DEPARTMENT

Three areas of change occurred in 1982 in this department. Half-inch videocassettes were introduced into the circulating collection late in 1981; by the end of 1982 circulation had grown to over 800 per month, surpassing 16mm film circulation. Viewing equipment was used nearly constantly, necessitating the elaboration of new procedures. Policies concerning the access to R-rated videocassettes by minors were passed by the Library Board and defended against a small, but determined group of opponents from the public.

The second change took place in the film service. Sharon Charles, IFLS Coordinator, and Mildred Larson visited Seattle and King County libraries looking at a possible microcomputer purchase for establishing an automated film booking system. They found ways to greatly improve the manual film booking system. These changes, funded by IFLS, along with space reorganization planned by staff member Larry Nickel, resulted in a significant savings in work time. 16mm film circulation increased from 6,109 in 1981 to 6,493 in 1982, but the workload increase was absorbed easily with the new manual system.

The third change resulted from a library staff reorganization in June. Mildred Larson was assigned personnel and planning responsibilities and Reference Desk duties which took her away from the department much of the time. Larry Nickel assumed the major responsibility for the daily planning and supervision of the department. Full staffing in the department has not yet been achieved.

The major art event of the year was the completion and dedication of a large metal sculpture by Michael Christopherson in September along with a show of his works. Funding was provided by a grant of $3,250 from the Wisconsin Arts Board and about $8,000 from the gift fund. Other shows included Arts West, a juried regional show with partial funding from Northwest Fabrics; an exhibit of art work from UW-Eau Claire's permanent collection; fibers by Emma Hutchens and UW-Eau Claire's students; Hmong Art and Culture organized by the AAUW; and the last art exhibit of the late Ed Fish, faculty member at UW-Eau Claire.

Special public programs were offered during the year:

- An art trip with UW-Eau Claire to "de Stijl: 1917-1931: Visions of Utopia", Walker Art Center
- Guthrie Theater trips (5 plays)
- Guthrie discussions (Mildred Larson and John Bucholz, UW-Eau Claire English Department)
- "An Evening with Robert Gard"

35 participants
194 participants
44 participants
42 participants
"The Literary Value of Jokes" 3 programs with August Rubrecht, English Department, UW-Eau Claire (funding from Wisconsin Humanities Committee)

Brown Bag Movies (22 programs)

By the River-Feature Films (John Stonberg, Informational Services Department)

AV licenses awarded in 1982

These figures do not include first-time users of the videocassette players.

Staff members participated in library, professional, and community activities during 1982.

Larry Nickel served on the library's Automation Task Force and the Committee to Improve the Film Service. He taught an Advanced Television Workshop with the Public Access Center during the summer.

Mildred Larson was a member of the Collection Development Committee, Videocassette Selection Committee, Committee to Improve the Film Service and Staff Development Committees at the Library, and Chair of the Planning Task Force. She served on the UW-Eau Claire Campus Beautification Committee and as President of the Public Access Center Board of Directors. On the state level, she was Public Relations Coordinator for the Wisconsin Library Association, a member of the DLS Audiovisual Study Committee, vice-chair of the Wisconsin Humanities Committee and a board member of the Wisconsin Library Film Circuit. For the Film Circuit, she acted as project director for a state-wide Videocassette Circuit Demonstration Project funded by LSCA.

REPORT OF THE CHILDREN'S DEPARTMENT

1982 was a lively year filled with a variety of activities. Continued involvement of the community with the library, increased emphasis on staff development, the beginning of a new service (Toys-to-Go), and continued large participation in most activities and programs stand out as one reviews the past year of children's services at the library.
People entering or leaving the library often notice the circulation desk first. The Circulation Department staff at this desk are visible members of the department whose responsibilities include checking out materials, answering questions, and issuing new cards. Other less visible members of the department work hard in the workroom or stack areas checking materials in, taking reserves and notifying patrons when materials are available, shelving and straightening returned materials, retrieving magazines, withdrawing cards of inactive patrons, and notifying patrons about overdue items.

During 1982, 533,734 items were checked out of the library—an increase of 9.7% over 1981. For the Circulation Department staff, that meant that each minute the library was open, an average of three items were checked out, three items were checked in, and three items were shelved.

The Circulation Department staff issued 8,285 new cards and withdrew 5,903 cards during the year. At the end of December 1982, the library had 38,117 borrowers—an increase of 6.2% over 1981. Of the total current borrowers, 33,376 were city residents (87.6%); 3,938 were county residents (10.3%); and 803 were reciprocal borrowers (2.1%).

The increase in both new registered borrowers and number of items circulated helped add to the volume of other tasks the department handled. Figures show that reserve cards for 7,572 items were processed by the department; fine slips were written for 27,382 items; post cards were sent to 1,946 children who had overdue materials; and patron and item information for 5,327 bills and 2,252 legal letters were submitted to the Administrative Office for typing.

The Circulation Department will benefit greatly from the implementation of the automated circulation system project in 1983. In 1982 some benefits were already realized. The circulation desk was renovated so that patrons now have easier access for checking out materials and equipment. The renovation also helped the staff when they emptied the outside book drops. The new "horseshoe-shaped" desk that will be used for check-out in the future has already been put to use. Members of the Friends of the Library and other volunteers have begun taking applications for the new "computer patron cards" that will be used by the automated system. Terminals were made available to help introduce staff to the new system and its procedures. When "The Zebras Come" in 1983, the Circulation staff will be prepared.

During 1982, the computerization of the circulation system advanced rapidly. The Automation Task Force spent many long hours doing re-
search, discussing alternatives, and making recommendations on many phases of the project. Among the most difficult things to work with were setting parameters for numbers of items loaned, establishing date due notice periods, determining the wording for those notices, compiling standard price lists and other such housekeeping tasks. The committee also reviewed plans for remodeling and kept abreast of developments in the system.

During the year, the Division for Library Services in Madison decided to publish our manual which was compiled during the retrospective conversion project in 1981. This is an outstanding compliment to the library and to Jo Davidson who supervised the project and compiled the manual. We still have some retrospective conversion work to do, however, that will be completed in 1983.

The decision was made early in 1982 to combine the necessary functions of the Police Department and the library so that we could share one Hewlett-Packard mini-computer to be housed at the City Data Processing Center. In April, members of those three staffs flew to the University of Texas at Houston in order to test the Virginia Technical Institute Library software with the police software from another vendor. Houston was using the Virginia package and offered to add the police package to it so that we could see if they would both work compatibly. We did the benchmark test there and were satisfied that for the basic circulation functions which we wanted, the Virginia package would suffice. Therefore, the City Data Processing staff (along with the Police Department and library staff) continued to explore hardware and contracts for the software for both the systems. In August, the computer arrived and was installed at the City Data Processing Center. The police software was added shortly thereafter.

In mid-November, the Virginia installation team arrived in Eau Claire to install the software and train the library staff. We had considerable problems getting the terminals and multiplexers and other hardware in place and functioning by that time; however, we did install and begin our training.

Concurrently with this work, we were planning the remodeling of the circulation area so that we could continue to use a checkpoint security system in a bypass mode. We also ordered needed furniture. At the same time, we were working with vendors to secure our barcodes for patrons and items, and Richard Page of the Indianhead Federated Library System designed a patron card for the library. He also helped with publicity, and we designed brochures to inform people that we were planning to automate and to encourage them to pre-register for their new cards.

We experienced unexpected difficulties with our tapes which delayed our loading of those tapes into the computer for several weeks. However, those difficulties were finally resolved. The Task Force, along with the entire staff, worked with problems as they arose, tested several ideas, and advanced our project of computerizing the circulation system so that in 1983 we can finally realize our goal of being online and much more efficiently and accurately serving our patrons.
REPORT OF THE INFORMATIONAL SERVICES DEPARTMENT

What is Informational Services? At its most fundamental, it may be defined as answering questions. An individual has a query about a topic and expects the librarian to provide an answer or indicate where or how answers, information, and/or materials may be found by using materials within the library, by going through Interlibrary Loan, or by using other resources outside of the library. On a secondary level, informational services involves guiding the patron in the use of the library and its materials and many indirect support activities such as the selection, maintenance, and development of auxiliary informational collections.

In 1982, the Informational Services Department continued to offer the highest level of service possible with its existing staff and resources, to provide patrons with the answers and materials they needed, and to improve the use and access to the library as a whole. At 24,884, the adult reference question count was still over 10 percent higher than 1980's count of 22,586, and only slightly lower than 1981's figure of 25,212.

On June 1, as part of a general reorganization plan, the Information/Reference and Interlibrary Loan Departments were merged into a single operation, the Informational Services Department, with a Reference Unit and an Interlibrary Loan Unit. The new merged department is supervised by the Reference Librarian. In the Interlibrary Loan Unit, the Interlibrary Loan Coordinator continued to be the person responsible for decisions about the day-to-day work flow in the unit. The new arrangements have worked out well so far and continue to improve.

During the months of October, November, and December, we succeeded in maintaining a fairly normal level of service, despite the loss of an experienced Library Associate and the temporary freeze on that position. The Reference Unit staff was able to continue to provide a reasonable level of service only through the capable assistance provided by the staff of other departments and by hiring excellent temporary help.

Of the many new materials acquired during the year for the department, Magazine Index was certainly one of the most, if not the most, popular item, providing ready access to over 370 magazines through the use of a microfilm terminal. Pamphlet and historical files continued to be weeded, reorganized, and enhanced in order to make them more useful as supplementary informational aids to books, magazines, and so on. A Career and Jobs Corner was set up and continues to grow—providing book and pamphlet materials on careers and getting a job, as well as state job and want ad information and more. A local businesses file was set up with the hopes of developing access to information on local business concerns. The department continued to provide time to aid the Circulation Department in its fines and overdues process.
In the latter half of the year, the Interlibrary Loan Coordinator and the Reference Librarian worked on and developed two new interlibrary loan forms to replace the single old form: (1) an author/title form which is a revised version of the old request form, and (2) an entirely new subject request form. It was hoped that the new forms would be helpful for all concerned in providing patrons with the most thorough and appropriate response possible. After being graphically designed and printed, the forms were to be introduced to the System in mid-January.

Nancy Ausman, Interlibrary Loan Coordinator, continued during the year to work on her graduate degree in Library Science at the University of Minnesota. Gail Spindler and Jayne McMahon, Library Assistants in the Interlibrary Loan Unit, both took the introduction to reference class at the University of Wisconsin-Eau Claire.

During 1982, the Interlibrary Loan Unit staff saw a fairly significant increase in the number of requests they processed:

<table>
<thead>
<tr>
<th>Requests from IFLS and non-IFLS Libraries in the Indianhead Federated Library System region</th>
<th>1981</th>
<th>1982</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests from Libraries Outside the IFLS region</td>
<td>20,046</td>
<td>23,273</td>
<td>+ 16.10</td>
</tr>
<tr>
<td>LEPMPL Direct Referrals to Other Libraries and Agencies</td>
<td>1,549</td>
<td>1,669</td>
<td>+ 7.75</td>
</tr>
<tr>
<td>TOTAL</td>
<td>316</td>
<td>114</td>
<td>-63.92*</td>
</tr>
</tbody>
</table>

*This figure reflects a dramatic decrease due almost completely to the shutdown of the federally funded U.S. census microfilm loan program.

Regional cooperation between LEPMPL and the three academic libraries of UW-Eau Claire, UW-River Falls, and UW-Stout became a reality during 1982. The number of requests that LEPMPL referred for IFLS libraries to the three academic libraries is reflected in the total above for requests for IFLS libraries. The following is a breakdown for those referrals:

<table>
<thead>
<tr>
<th>Referrals to UW-Eau Claire (Feb-Dec 1982)</th>
<th>1,104</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals to UW-River Falls (Oct-Dec 1982)</td>
<td>38</td>
</tr>
<tr>
<td>Referrals to UW-Stout (Feb-Dec 1982)</td>
<td>634</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,776</td>
</tr>
</tbody>
</table>
The Interlibrary Loan Unit fill rate at LEPMPL for IFLS requests remains steady at 60 percent, but with the regional cooperation between LEPMPL and the three academic libraries, an additional one-fifth of the Interlibrary Loan requests were able to be filled within the region.

Libraries in a democracy exist to encourage freedom of thought through open access to information and ideas. "Access" implies more than "availability"; it indicates "usability", and it is the primary responsibility of the Informational Services Department staff to bring the library's resources and outside resources to potential users through a variety of techniques and levels of activity. As our world grows increasingly complex, the challenge becomes one not merely of acquiring and storing information in its many forms, but of making it available in a meaningful way to a public that uses the library for a variety of purposes.

REPORT OF THE TECHNICAL SERVICES DEPARTMENT

During 1982, a staff task force was set up to study how sound recordings could be cataloged more efficiently. A survey of cataloging practices was composed and sent to 19 Wisconsin libraries, 13 of which responded. Based on the results of that survey, the task force made recommendations for ways to streamline sound recording cataloging practices while still maintaining adequate quality in our cataloging.

Late in the year, the Technical Services Department staff began training on the new computer terminals which will be used by the staff to input data into the new automated circulation system.

Staff members Jo Davidson, Pat Hawkins, and Jean Nemitz joined Head of Technical Services Mike Klossner on a visit to the Hennepin County Library in Edina, Minnesota to observe their computerized technical services operation.

Planning was begun for possibly automating the department's acquisitions functions.

The number of items processed by the department was as follows:

<table>
<thead>
<tr>
<th></th>
<th>1980</th>
<th>1981</th>
<th>1982</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children's Books</td>
<td>4,250</td>
<td>4,652</td>
<td>4,781</td>
</tr>
<tr>
<td>Children's Browsing</td>
<td>1,722</td>
<td>896</td>
<td>1,243</td>
</tr>
<tr>
<td>Children's Non-book</td>
<td>360</td>
<td>167</td>
<td>354</td>
</tr>
</tbody>
</table>
REPORT OF THE HOMEBOUND PROJECT

Service to homebound residents of the City and County of Eau Claire continued in 1982 thanks to the combined efforts of the Friends of the Library, senior aides, volunteers from the community, and members of the library staff.

Selection of materials for homebound users was handled by the senior aides and some volunteers. Interests vary considerably among homebound readers so the selectors kept careful records to minimize duplication and keep the readers' interests peaked.

After materials had been selected and checked out, deliveries were made to area health care facilities and homes of private users approximately once every three weeks. Funds from the Friends of the Library were used to keep the delivery van serviced. The Retired Senior Volunteer Program provided mileage reimbursement for some of the volunteers.

Fifteen volunteers were responsible for selecting and delivering books in 1982. They included: two senior aides, one van driver, seven volunteers from the City of Eau Claire, one from Fall Creek, two from Augusta, and two from Fairchild.

These volunteers delivered 7,156 books to the 79 homebound users. The breakdown of users included the following: City of Eau Claire, 26; Center of Care, 6; Syverson Home, 7; Buffington, 2; Eau Claire Manor, 6; Regis, 3; Altoona, 4; Fall Creek, 10; Augusta, 8; and Fairchild, 7.

The importance of this program is constantly conveyed to those involved in the program by the many complimentary responses from users. A favorite letter received in 1982 stated "Each delivery of books has been a real joy."
The Friends of the Library were extremely helpful to the library during 1982. The Friends held seven book sales and used the proceeds to purchase a typewriter and a paperback carousel for the library, and to provide $400 for the expenses of running the Homebound program.

They gave almost 1,400 hours of volunteer time to the library for various tasks, including registering patrons for their new library cards, mending books and maintaining the paperback collection. In addition, they provided uncounted hours as volunteers working with the Homebound program.

The Friends hosted eight receptions for art shows and provided coffee and tea for the Brown Bag movies and the Monday night movie series.

During the year, the Friends issued three newsletters in order to increase public awareness of their activities.
REGISTRATIONS

Borrowers' Cards in force January 1, 1982 35,735
Cancelled or Expired Cards - 5,903
Registered or Re-registered + 8,285
Borrowers' Cards in force December 31, 1982 38,117

LIBRARY COLLECTION

Number of items January 1, 1982 181,553
Number of items added during the year 22,670
Number of items withdrawn during the year 6,310
Number of items December 31, 1982 197,913

The library collection includes:

Books ................. 178,907
Phonograph Records.. 5,505
Cassettes ............. 3,284
Slides ................. 2,129
Filmstrips ............ 1,900
Periodical Titles ... 417

16mm Films ............ 366
8mm Films ............. 197
Microfiche ............ 196
Framed Art Prints ... 184
Juvenile Art Prints .. 104
Microfilm Titles ...... 63

CIRCULATION

Fiction Books ............ 284,121
Non-fiction Books ....... 169,579
Periodicals ............. 24,291
Phonograph Records .... 22,336
Cassettes ............... 10,661
Films & Filmstrips ..... 8,247
Videocassettes ......... 5,963
Pamphlets ............... 4,042
Miscellaneous .......... 3,039
Art Prints .............. 788
Equipment Rental ....... 667

TOTAL 533,734

OTHER EQUIPMENT USAGE

In house use 3,380 annually
Instruction (formal) 429 annually (includes junior high, high school, and adult)
### Financial Report

For the Year Ended December 31, 1982

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning Balance January 1, 1982</td>
<td>$22,444</td>
</tr>
<tr>
<td>Adjustment for Encumbrances</td>
<td>10,894</td>
</tr>
<tr>
<td><strong>RECEIPTS:</strong></td>
<td></td>
</tr>
<tr>
<td>City of Eau Claire</td>
<td>$1,118,384</td>
</tr>
<tr>
<td>County of Eau Claire</td>
<td>55,500</td>
</tr>
<tr>
<td>Indianhead Library System</td>
<td>76,917</td>
</tr>
<tr>
<td>Fines and Fees</td>
<td>37,762</td>
</tr>
<tr>
<td>Grants</td>
<td>18,956</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>45,327</td>
</tr>
<tr>
<td><strong>Total RECEIPTS</strong></td>
<td>1,352,846</td>
</tr>
<tr>
<td><strong>DISBURSEMENTS:</strong></td>
<td></td>
</tr>
<tr>
<td>Salaries</td>
<td>$500,039</td>
</tr>
<tr>
<td>Benefits</td>
<td>106,217</td>
</tr>
<tr>
<td>Materials &amp; Supplies</td>
<td>188,554</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>195,228</td>
</tr>
<tr>
<td>Debt Service</td>
<td>254,105</td>
</tr>
<tr>
<td>Capital Expenditures</td>
<td>7,714</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>10,473</td>
</tr>
<tr>
<td><strong>Total DISBURSEMENTS</strong></td>
<td>(1,262,330)</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$123,854</td>
</tr>
<tr>
<td>Reserve for Appropriation to 1983 Budget</td>
<td>(78,864)</td>
</tr>
<tr>
<td><strong>Ending Balance December 31, 1982</strong></td>
<td>$44,990</td>
</tr>
</tbody>
</table>
GIFTS RECEIVED DURING 1982 (in excess of $100)

Hobbs Foundation (for books) ........................................ $30,000
Hobbs Foundation (for programming) ................................ $ 345
American Television & Communications Corporation .......... $ 2,500
Friends of the Library .................................................. $ 1,630
Cora Rust Owen ........................................................... $ 1,000
Anonymous ................................................................. $  600
Northwest Fabrics ........................................................ $  200
Rotary Club ............................................................... $  100
Fraternal Order of the Eagles ......................................... $  100
Dorothy Hanson Memorial .............................................. $  100
Fern Spear ................................................................. $  100

ORGANIZATIONS VOLUNTEERING TIME DURING 1982

Friends of the Library
Eau Claire Jaycettes
American Association of University Women