Directors Note

This annual report highlights the library's information services, which meet important everyday community information needs and help to maintain the enlightened citizenry so important to our democratic form of government. In this column, however, I want to mention some of the other major events of the year.

Projected reductions in state and federal aids to the City of Eau Claire required that all City agencies, including the library, make plans during the year for budget cuts to become effective in 1988. Library staff and the Library Board planned for personnel reductions and for freezing non-personnel expenditures at the 1987 levels, including purchases of materials for the collection. The cuts, which were implemented on January 1, 1988, were made in the areas that would least affect services to the public.

Following these reductions, the library made a presentation to City Council on trends in the library's funding and operations to demonstrate why it would not be possible for the library to reduce or freeze its budget again in 1989 without significant reductions in services to the public.

Plans for the 1987 portion of the library's 10-year renovation program were completed, including the move of the Technical Services Unit from the first floor to the basement. Planning also began during the year for the expansion of the Children's Room into the area which will be vacated by the Technical Services Unit.

During 1987, their first year of operation, the Friends of the Library showed great energy and enthusiasm. In addition to taking care of all of the organizational details necessary for a new group, the Friends co-sponsored a very successful program on "Loon Magic" with author Tom Klein. Volunteers their help with the collection of data on the library's ability to meet the reading and information needs of library users, helped with art exhibits, and agreed to resume the sales of discarded books to benefit the library. Membership in the Friends has grown to more than 140, and we are very appreciative of the important contributions the Friends are making to the library.

Mark Morse
Library Director

Where To Get Help!

The L. E. Phillips Memorial Public Library has become a central source of information and referral for the Eau Claire area. Over the past several years, we have seen the creation of a complex network of government and private service agencies designed to help people cope with their lives. People sometimes need assistance through this modern maze. In an effort to improve the dissemination of information about these organizations, the Information/Reference staff have developed a computerized service called Area Information and Referral Service (AIRS). For this project, the library received a Library Services and Construction Act federal grant in 1986. We hope that AIRS will help link people needing assistance with agencies, organizations and individuals who can assist them.

Using all of the library's information resources as well as the newly developed AIRS file, Information/Reference staff use their skills of listening to people and interpreting their information needs to direct them to essential human services or any other information desired. The AIRS database contains information on local clubs and organizations; government and private health and human services; support groups; local, state and federal government contacts; emergency hotlines and services; and a variety of miscellaneous community resources.

Here are some examples of the kind of questions that can be answered using AIRS: "My husband and I are having difficulty finding suitable child care for our 15-month-old. Can you direct us to someone who may be able to help?" "To whom can I complain if my neighbor isn't shoveling his sidewalk?" "I've used all my food stamps for the month. Where can I get a two or three day supply of emergency food?" "Is there a vintage car club in the area?"

The primary focus of AIRS is to provide information and referral for services available in Eau Claire County. However, AIRS will also provide information and referral to services throughout Wisconsin and the United States.

AIRS is available to anyone, regardless of residence, by calling 839-5004 or by stopping at the Information/Reference desk in the main lobby of the library. The person handling your request will make sure your call is kept confidential. We also provide a comprehensive, continuously updated pamphlet file which complements the database, and a directory of community agencies, organizations and individuals offering services. The directory, as well as the other AIRS services, is available to the public free of charge.
Library Board of Trustees

Bette Wahl, President
Daniel Enright, Vice-President
Robert Fraser, Secretary

Dorothy Atkinson
Colleen Bates
Patrick George

Janis Haywood
Marvin Lansing
Fred Urmann

Library Collection

At the end of 1987, the library collection included:

Books ........................................... 198,011
Browsing Books ................................... 17,832
Phonograph Records ............................. 7,047
Cassettes ........................................ 3,254
Compact Disks ..................................... 728
Books on Tape .................................... 983
Videocassettes ................................... 965
Art Prints ......................................... 277
Slide Tapes ....................................... 52
Software ........................................... 16
8mm Films ....................................... 202
16mm Films ..................................... 272
IFLS Films ....................................... 302
Periodical Subscriptions ....................... 456
TOTAL ........................................... 231,087

Annual Statistics and Output Measures

Total Circulation ................................. 726,415
Circulation Per Capita* ........................... 8.5
Total Registered Borrowers ..................... 28,224
Registration as % of Population Served ....... 33%
Turnover Rate (Number of times each item
circulated) ..................................... 3.2
Reference Questions Answered ................ 36,044
Volunteer Hours Contributed ................... 1,071

*Population includes City and County of Eau Claire

1987 Cash Gifts & Grants

Anonymous Donor
Charter Bank of Eau Claire
Cora Rust Owen Memorial Trust
Cray Research, Inc.
Eau Claire County Bar Association
Eau Claire Service League
Eau Claire Women's Club
Excellence in Education
Financial Aid Coop Group
First Wisconsin National Bank
Fraternal Order of Eagles
Friends and Family of Charlene Walker
Friends and Family of Mary & John Brunson
Friends of the L.E. Phillips Memorial Public Library
Gramac's For Her, Inc.
Hobbs Foundation
L.E. Phillips Family Foundation, Inc.
National Mutual Benefit
Northern States Power Company
Oster Creek Garden Club
Pearl McGown Hookkrafters Guild
Rotary Club of Eau Claire
Royal Credit Union
Financial Report (Pre-Audit)
For the Year Ended December 31, 1987

BEGINNING BALANCE, JANUARY 1, 1987 ........................................... $69,369

Receipts:
- City of Eau Claire .......................................................... $1,304,994
- County of Eau Claire ......................................................... 192,244
- Indianhead Federated Library System ..................................... 158,931
- Fines & Fees ....................................................................... 63,244
- Grants & Gifts ...................................................................... 27,681
- Miscellaneous Revenue ...................................................... 87,371

Total Receipts: ........................................................................ 1,834,465

Disbursements:
- Salaries & Benefits ............................................................... $844,440
- Contractual Service ............................................................... 300,898
- Materials & Supplies ............................................................. 258,692
- Debt Service ........................................................................ 255,935
- Capital Expenditure .............................................................. 59,032
- Miscellaneous ..................................................................... 22,704

Total Disbursements: ................................................................. (1,741,701)

BALANCE .................................................................................. $162,133

Reserve for Appropriation to 1988 Budget ..................................... (125,570)
Transfer to Gift Reserve Fund .................................................... (1,782)

ENDING BALANCE, DECEMBER 31, 1987 ..................................... $34,781