



1987 Annual Report

L.E. PHILLIPS
MEMORIAL PUBLIC LIBRARY

Director's 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, volunteered 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 Collection

At the end of 1987, the library collection included:

Books	198,701
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

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

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 Ad 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 LE Phillips Memorial Public Library
 Gramac's For Her, Inc.
 Hobbs Foundation
 L.E. Phillips Family Foundation, Inc.
 National Mutual Benefit
 Northern States Power Company
 Otter Creek Garden Club
 Pearl McGown Hookkrafters Guild
 Rotary Club of Eau Claire
 Royal Credit Union

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



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	
		<u>1,834,465</u>

Disbursements:

Salaries & Benefits	\$844,440	
Contractual Service	300,898	
Materials & Supplies	258,692	
Debt Service	255,935	
Capital Expenditure	59,032	
Miscellaneous	22,704	
		<u>(1,741,701)</u>

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



**L.E. Phillips Memorial
Public Library**

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