

# 1998 annual report

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

**Eau Claire  
Wisconsin**

## DIRECTOR'S NOTE

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At the start of the year, Library Board members and staff focused on updating the library's long-range plans, with a strong emphasis on customer service improvements. Another area of major emphasis was higher visibility in the community for the library and its programs.

In the spring, Ayres Associates were hired to do a feasibility study of possible improvements to the library building within the existing exterior walls. The goal was to enhance the services that the library provides and to maximize efficient use of the existing building.

During the summer, the Library Board authorized a scientific survey of the community (including both library users and non-users) to test the feelings of area residents about a range of possible service changes which the Library Board had identified during the planning process and during the building improvement feasibility study. Based on the community's responses to the various options for service improvements and on the relative costs of projects compared to their anticipated benefits, the Library Board submitted to City Council a 1999 budget request which included a major upgrade of the computer based information systems at the library, initiation of reserves and renewals by telephone, set-up of drop boxes at eight locations around the city for return of borrowed library materials, an increase in funds for purchase of books for adults and children, and extension of the library's closing time on Fridays from 5 p.m. to 6 p.m.

The library is very appreciative that City Council approved full funding of the library's 1999 budget requests. The budget approved by City Council constituted an increase of 29% in the library's budget for 1999, to allow for planned major improvements in the library's information technology and for the new services which the community indicated in the survey that they want.

Later in the fall, the library brought the collection of music compact discs out from behind the Circulation Desk and

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## **1998 ANNUAL STATISTICS AND OUTPUT MEASURES**

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Total Circulation	789,861
Circulation per capita—8.5	
Total Registered Borrowers	37,541
Registration as a percentage of the population served—34.4%	
Turnover Rate	2.6
The number of times each item is circulated.	
Reference Questions Answered	82,108
Volunteer Hours Contributed	2,202

## **LIBRARY COLLECTION**

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At the end of 1998, the library collection included:

Books	219,360
Browsing books	10,811
Phonograph records	1,069
Audiocassettes	3,701
Compact discs	6,320
Books on cassette	3,553
Videocassettes	8,779
Art prints	100
Slide tapes	49
Periodical subscriptions	577
Serials	5,327
Maps	<u>66</u>
<b>TOTAL</b>	<b>259,712</b>

**(Director's Note, continued)**

made them available to our customers on open shelves. Public Internet service was also inaugurated, with the installation of two workstations in the adult area and one in the Children's Services area.

At the end of 1998, the Library Board reviewed the library's policies to identify where changes could be made that would improve customer service. Following this review, the Board voted to allow customers to send their library cards with someone else for checkout of materials, dropped the requirement that customers bring in items which they wish to renew, eliminated the prohibition on beverages in the library and liberalized checkout restrictions. The Library Board also significantly improved customer service standards by establishing that customers will have no more than a 30-day wait to receive best sellers or any other title owned by the library.

*Mark Morse, Library Director*

## **LIBRARY BOARD OF TRUSTEES**

Layne Yost, President  
Tom Hanson, Vice President  
Emily Moore, Secretary

Cheryl Cutsforth  
Carol Olson  
Sylvia Schilling  
Terry Sheridan  
Delores Thompson  
Craig Vogt

<b>FINANCIAL REPORT (Pre-Audit)</b>	
<b>For the year ended December 31, 1998</b>	
BEGINNING BALANCE, JANUARY 1, 1998	\$60,879
Receipts:	
City of Eau Claire	\$1,709,580
County of Eau Claire	397,259
Indianhead Federated Library System	93,850
Fines and Fees	106,733
Grants and Gifts	11,516
Miscellaneous Revenue	<u>47,449</u>
	2,366,387
Disbursements:	
Salaries and Benefits	\$1,402,893
Contractual Service	386,695
Materials and Supplies	402,336
Debt Service	0
Capital Expenditure	<u>140,677</u>
	(2,332,601)
BALANCE	\$94,665
Reserve for Appropriation to 1999	(40,000)
Transfer from Gift Reserve Fund	<u>2,835</u>
ENDING BALANCE, DECEMBER 31, 1998	\$57,500

## **THANKS TO OUR 1998 DONORS!**

AFSCME Local 284A  
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William & Kathleen Balcom  
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**L.E. Phillips Memorial  
Public Library**

400 Eau Claire Street  
Eau Claire, WI 54701

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