1998 annual report

L.E. Phillips Memorial Public Library

Eau Claire Wisconsin
DIR ECTOR’S NOTE

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

(continued on following page)
1998 ANNUAL STATISTICS
AND OUTPUT MEASURES

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

LIBRARY COLLECTION

At the end of 1998, the library collection included:

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

FINANCIAL REPORT (Pre-Audit)
For the year ended December 31, 1998

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 47,449

Total Receipts 2,366,387

Disbursements:
- Salaries and Benefits $1,402,893
- Contractual Service 386,695
- Materials and Supplies 402,336
- Debt Service 140,677
- Capital Expenditure

Total Disbursements (2,332,601)

BALANCE
- Reserve for Appropriation to 1999 $94,665
- Transfer from Gift Reserve Fund (40,000)

ENDING BALANCE, DECEMBER 31, 1998 $57,500

THANKS TO OUR 1998 DONORS!

AFSCME Local 284A
Ayres Associates
William & Kathleen Balcom
Tracey E. Brummond
Cora Rust Owen Trust
Cray Research, A Silicon Graphics Company
William F. DeCesare, M.D.
Firstar Bank-Eau Claire
Friends of the L.E. Phillips Memorial Public Library
Jeff & Elizabeth Goodwin

Mary Hanney
Jim Carter Ford
Thomas & Carolinn Jeo
Suzanne Kniville
Kiwanis-Clearwater
Kiwanis-Early Risers
Kiwanis-Indianhead
Kiwanis-Noon Group
L.E. Phillips Memorial Public Library Circulation Staff
L.E. Phillips Memorial Public Library Staff

M&I Community State Bank
Diane & Carl Manz
Mary Ellen Mihajlov
Mutual Savings Bank
Northern States Power Company
Norwest Bank Wisconsin, NA
Walter & Geraldine Reece
Gary R. St. Vincent
Mill & Mardi Siker
Elmer & Marilyn Sundby
Sweetwaters Restaurant & Bar

1998 ANNUAL REPORT

Layne Yost
1998 President

LIBRARY

At the conclusion of the year...

BOOKS
- New arrivals: 4,500

BROWNS
- New arrivals: 1,200

PHONE BOOKS
- New arrivals: 2,000

AUDIOPHONIC BOOKS
- New arrivals: 1,200

VIDEOS
- New arrivals: 1,000

ART pictures: 6

SLIDES
- New arrivals: 1,000

PERIODICALS
- New arrivals: 3,000

SERIALS
- New arrivals: 1,500

MAPS
- New arrivals: 500

TOTAL...