Library customers responded enthusiastically to the new online catalog, called "MORE", that was implemented in July 2000. The MORE catalog, shared by 21 libraries, contains a database of all the items contained in the collections of the participating libraries. The number of orders placed for books located at other libraries has skyrocketed since customers have been able to place orders electronically on their own and have been able to pick up the books at their home library in just a few days. Library planners are now looking at how to encourage other libraries to join this shared system and how to provide staff for the greatly increased workload which the system's popularity has brought.

Increased popular programs for all ages at the library in 2000, along with a library presence at major community fairs and festivals, enhanced the library's visibility to area residents. The number of children reached in the schools by visits of public library staff increased greatly. In addition, programming at the library to attract school age children was expanded, especially programming for teens.

Building improvements during the year included the expansion and improvement of the reference desk, new furniture and more convenient display shelving for the lobby, along with renovation of basement space for handling the new electronically placed customer requests for books and other collection materials.

Bright yellow drop boxes were installed at eight area grocery stores early in the year for the convenient return of borrowed library materials. They have proven to be very popular.

In 2001, Library Board, library staff and Friends of the Library representatives will be participating in a planning process that will consider what further changes are needed over the next five years in all aspects of the library's services and operations. In many ways, the Internet is setting a new standard for fast, convenient customer service and it (continued on following page)
## 2000 Annual Statistics and Output Measures

<table>
<thead>
<tr>
<th>Total Circulation</th>
<th>843,187</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note: Circulation is partially estimated due to conversion to new library circulation software implemented mid-year.</td>
<td></td>
</tr>
<tr>
<td>Total Registered Borrowers in MORE consortium from:</td>
<td></td>
</tr>
<tr>
<td>City of Eau Claire</td>
<td>29,619</td>
</tr>
<tr>
<td>Eau Claire County municipalities without libraries</td>
<td>6,367</td>
</tr>
<tr>
<td>City of Altoona</td>
<td>2,572</td>
</tr>
<tr>
<td>City of Augusta</td>
<td>120</td>
</tr>
<tr>
<td>Village of Fall Creek</td>
<td>225</td>
</tr>
<tr>
<td>Town and Village of Fairchild</td>
<td>51</td>
</tr>
<tr>
<td>Registration as a percentage of the population served</td>
<td>41.0%</td>
</tr>
<tr>
<td>Annual Library Visits</td>
<td>375,245</td>
</tr>
<tr>
<td>Reference Questions Answered</td>
<td>97,481</td>
</tr>
<tr>
<td>Volunteer Hours Contributed</td>
<td>1620</td>
</tr>
</tbody>
</table>

## Library Collection

At the end of 2000, the library collection included:

| Art Prints | 100 |
| Audiobooks - cassette | 4,236 |
| Audiobooks - compact disc | 82 |
| Books | 223,206 |
| CD-ROM software | 3 |
| DVDs | 158 |
| Magazines | 45,116 |
| Microfilm/fiche | 3,945 |
| Music cassettes | 3,920 |
| Music compact discs | 8,169 |
| Videocassettes | 12,023 |
| Other materials | 12,142 |
| TOTAL | 313,100 * |

*Accounting method was changed in 2000.*
(Director's Note, continued)

appears likely that many of the remaining inconveniences and barriers to electronic services will be lessened or eliminated as e-commerce develops over the next five years. The planning process will consider how the library's services are to be shaped for this era of changing customer expectations.

Mark Morse
Library Director

LIBRARY BOARD OF TRUSTEES

Tom Hanson, President
Cheryl Cutsforth, Vice President
Emily Moore, Secretary
Bob Fraser
Mary Jean Hazelton
William Nielsen
Susan Savolainen
Sylvia Schilling
Jon Theisen
Delores Thompson

FINANCIAL REPORT (Pre-Audit)
For the year ended December 31, 2000

BEGINNING BALANCE, JANUARY 1, 2000. $39,646

Receipts:
- City of Eau Claire $2,247,000
- County of Eau Claire 552,607
- Indianhead Federated Library System 147,564
- Fines and Fees 98,399
- Grants and Gifts 19,121
- Miscellaneous Revenue 79,699

3,144,390

Disbursements:
- Salaries and Benefits $1,670,613
- Contractual Service 601,503
- Materials and Supplies 424,483
- Debt Service 137,738
- Capital Expenditure 216,087

(3,050,424)

BALANCE $133,612

- Designated for Appropriation to 2001 (40,000)
- Designated for Carryover-B&T (12,800)
- Transfer to Gift Reserve Fund (4,588)

ENDING BALANCE, DECEMBER 31, 2000 $76,224

THANKS TO OUR 2000 DONORS!

Advocates for Multi-Cultural Education, Inc.
Ayres Associates
Jim Carter/Nicki Miller
Catholic Charities of the Diocese of LaCrosse
Charter Bank Eau Claire
Cora Rust Owen Memorial Trust
Cray Research, A Silicon Graphics Company
Eau Claire Hebrew Congregation Temple Sholom
Eau Claire International Folk Dancers
Firstar Bank
Friends of the L.E. Phillips Memorial Public Library
Kiwanis Club of Eau Claire
M&I Trust & Investment Management
Norwest Bank Wisconsin, NA
Sweetwaters Bar & Restaurant
Xcel Energy

Bookmarks Remembrance Donors over $100:
- William T. and Kathleen M. Balcom
- Bob and Jane Fraser
- Elizabeth T. Goodwin
- Bud and Elsie Krause
- Elizabeth Preston