A BANNER YEAR

The L.E. Phillips Memorial Public Library is the 2019 Wisconsin Library of the Year! Awarded by the Wisconsin Library Association, this designation recognizes extraordinary achievement by all types of libraries. In the library world, this award is a very big deal.

Library staff received many congratulations from our colleagues after the award announcement. My colleague Bruce Smith wrote to tell me our library has been the “sleeping giant of the North” for a long time. “Well,” he said, “you’ve awoken that giant.” The L.E. Phillips Memorial Public Library is leading the state through innovation, and you deserve no less.

It’s satisfying to get recognition, but the reason is much more important—it’s you. Your comments, suggestions, and especially complaints, provide the information we need to improve. We’re listening.

Now we’re working to remove the biggest barrier to our community’s library needs. The Story Builder campaign is raising the private funds needed to expand and improve the building.

The library needs more space to meet the demand for materials, meeting places, work and play areas, and so much more. Visit www.ecpubliclibrary.info/storybuilder for more information.

Pamela K. Westby, Library Director

- **33,814** cardholders.
- Hotspots loaned **300** times.
- **43,351** uses of Internet computers.
- **50,364** reference questions answered.
- **799,420** items checked out.
- **120,365** downloads of digital media.
- **32,693** people attended programs.
- **370,844** in-person visits.
- **1,772** kids, **558** teens, and **230** adults participated in summer reading programs.
- **17,432** books and audiovisual materials added to the collection.
LIBRARY LOVE

When you make a comment or suggestion to the library, our staff records it and makes sure it gets addressed. You are the secret to our success!

We put most of our energy into resolving your concerns, but once a year it’s nice to look back and feel the love.

PEOPLE FIRST

“Every time I come in here I seem to have a personal conversation with someone. It feels so nice and seems unique to this library. I also appreciate that I’m always treated and respected as a person here—not an old person—just a person.”

HELPING PEOPLE HELP EACH OTHER & THEMSELVES

“One of the youth I work with is talking about how great it has been using the library since the tour you gave our group. He has started bringing his daughter there for the activities, saving money by checking out movies instead of buying them, and using the library computers which has been saving him data on his phone. This is exactly the outcome I had hoped for when I brought them over!”

HELP FOR SMALL BUSINESSES

“One of your librarians helped me to create a document today using AtoZ Databases. I didn’t even know the library offered free access to a database like that, but with her training, my business saved loads of office time.”

ADULT READING CHALLENGE

“This program has broadened what I’m reading. It’s making me consider books that I never would have thought to read before. What a great idea!”

SHARING THE JOURNEY

Youth Services has display cases for young customers to share their collections. One girl shared her Hero Beads, which are for kids and teens with cancer to commemorate their journey. “We made multiple trips to the library in the two weeks her display was up, and one special trip with her grandparents. She was so proud to show them her display.”

COMMUNITY RESOURCE SPECIALIST

“The concept of a social worker at the public library seemed weird at first, but as a transgender woman, it felt so much safer to get services here. I didn’t feel like I had to explain myself. Thank you to the people who made this position happen. This is a space for me and all LGBTQIA+ people to just ‘be’ and get help when we need it.”