



CITY COUNCIL REPORT

October 14, 2009

TO: John Szerlag, City Manager

FROM: John M. Lamerato, Assistant City Manager/Finance & Administration
Cathleen A. Russ, Library Director

SUBJECT: Troy Public Library Annual Report 2008-2009

Background:

- In an effort to keep City Council members updated on the many collections, programs and services offered by the Troy Public Library, the Library Director respectfully submits this Troy Public Library Annual Report, for the year 2008-2009.

Financial Considerations:

- There are no financial considerations associated with this item.

Legal Considerations:

- There are no legal considerations associated with this item.

Policy Considerations:

- This recommendation addresses the following Outcome Statements:
Troy adds value to properties through maintenance or upgrades of infrastructure and quality of life venues.
Troy is rebuilding for a healthy economy reflecting the values of a unique community in a changing and interconnected world.

Options:

- City management recommends that the Troy Public Library's Annual Report for 2008-2009 be received and filed.

Troy Public Library Annual Report FY 2008-09

Introduction

The fiscal year that began July 1, 2008 and ended June 30, 2009, brought many changes to the Troy Public Library, largely due to the changes in the economy.

Library Staffing and Administration

The staffing level at TPL was reduced from 107 positions to 102. There are currently 14 full-time staff members and 88 part-time staff members. The full-time Youth Services position will not be filled; those responsibilities are being handled by the library director. Other positions left vacant through attrition have not been filled. The staff and I work hard to keep service at a high level so that these changes have been invisible to the public

Radio Frequency Identification (RFID) Implementation

One of the major projects for this year was the implementation of the RFID project. RFID is both an inventory and security system, which also results in the speedier “check in” and “check out” of library materials. This project, which was funded by the Suburban Library Cooperative, required the tagging of over 300,000 items in TPL’s collections. 129 volunteers donated a total of 1,803 hours to complete this project by the deadline of April 30. Volunteers from Troy Athens High School; Troy High School; National Honor Society; Wayne State University’s Library Science program; Oakland Community College’s Library Technology program and many interested residents volunteered and got this huge job done! The project could not have been completed on time and as successfully without the help of these dedicated volunteers.

Polaris Implementation

Another major project was the change in the library’s automation system, from the Suburban Library Cooperative’s shared system, SIRSI, to running a “standalone” system called Polaris. City council approved the change to Polaris at the January 26, 2009, meeting. Library staff and IT staff followed an aggressive timeline for implementation in order to realize cost savings in the 2009-2010 fiscal year. The change to the Polaris system results in an aggregate savings of \$450,000 over 5 years. Preparation for this change, including training of library staff, took place over the summer. The library went “Live” with the system on Wednesday, September 30. While there are some transition issues that staff is addressing, overall the transition is going well.

Collections

Librarians continue cross-reference print reference material with databases for consolidation of resources, which results in further cost savings. A new rental collection of TV series on DVD was added. There are plans underway to expand the special needs collection for adults.

Services

The Troy Public Library now offers proctoring service for students. Staff is available to proctor both paper and online exams. Troy residents pay a \$25 fee for this service; non-residents pay a \$30 fee. In the first quarter of FY 2009-10, \$860 in revenue has been generated.

TPL also began charging non-residents a fee for Internet usage, beginning in April 2009. While this change was not terribly popular with residents of Clawson, Rochester Hills, Madison Heights and Royal Oak, and resulted in a drop in usage of the Technology Center, it did free up public computer access to Troy residents. \$1,600 in fees for Internet usage were generated in the first quarter of FY 2009-10.

Exhibits

The Troy Public Library's galleries are popular places for local artists to display their work. Over the last year, 47 exhibits were held, displaying 1,742 pieces of art, photography, or other types of artifacts. In the first quarter of FY2009-10, \$225 in fees were generated, by asking artists for a \$25 fee to exhibit their work in TPL's galleries.

Programs

The library offers programs on a variety of topics, to inform, entertain, educate and enrich the community. Topics for adults range from travel to poetry to concerts to explorations of different cultures. For teens, gaming programs, college funding workshops and writing programs, continue to grow in popularity. Children's programs include story times, crafts, holiday celebrations and much more. In 2008-2009, 1,138 programs were offered, breaking down as follows:

- 455 adult programs offered, 11,045 total attendance
- 57 teen programs offered, 840 total attendance
- 626 children's programs offered, 16,078 total attendance
- A total of 1,138 programs were offered, for a total attendance of 27,963

In addition, the library offered its popular Summer Reading Programs for Adults, Children, and Teens. A separate program for City of Troy Employees was introduced this year. 145 adults participated in the Adult Summer Reading Program; 146 teens participated in the Teen Summer Reading Program; and 1,331 children participated in the Children's Summer Reading Program. The inaugural Staff Summer Reading Program attracted 46 city employees.

The programs offered by Technology Center staff are absolutely booming! There are usually waiting lists for many of the programs offered. The classes range from E-bay and blogging to Excel, PowerPoint and other MS applications, to hands-on classes with digital cameras, and how to use the library's resources.

The latest program to be added to the full roster of offerings at TPL is "As A Matter of Fact..." the new non-fiction book group, which the Friends of the Library are subsidizing. This brings the total of book discussion groups offered to five, and was added in response to patron request.

Grants, Awards & Professional Achievements

It was a true honor to receive the World Book/American Library Association Information Literacy Grant of \$5,000 for the program, "Information Literacy for the Job Seeker." Library Director Cathleen Russ accepted the award on behalf of the library at the ALA conference in

July. This grant is awarded to only one public library in the nation each year. The Job Seeker Program, which is funded by the grant, will begin in January 2010.

John Robertson will receive the Walter H. Kaiser Award from the Michigan Library Association at the annual conference in November. The Walter H. Kaiser Award is given to one librarian per year. The award is presented annually to a librarian, trustee or person associated with libraries and the broad educational goal of librarianship, who contributes an idea, procedure, concept, or adaptation which results in the improvement of a library or libraries.

Library Director Cathleen Russ was asked by Michigan Library Association President Larry Neal to chair the 2009 Michigan Library Association Annual Conference, to be held in Lansing November 4-6. It is an honor to be asked to participate in the conference at this level, as the annual conference attracts librarians across the state to participate in professional development.

Friends of the Troy Public Library

The Friends of the Library continue to support the Troy Public Library by funding the library's programs. In addition, the Friends fund the annual Summer Reading programs, the five book discussion groups, and the very popular Spice of Life Humanities Discussion group. The new Friends Shop opened in September, and the new look of the shop has brought renewed interest to this area of the library.

Volunteers

In addition to the volunteer hours noted above with regard to the RFID project, 321 volunteers contributed 14,572 hours of service time to the Troy Public Library, an average of 45 hours per volunteer. A celebration to honor all of the library's volunteers was held in the library in March 2009.

Partnerships with the Troy Museum

To build on the close partnership between the Troy Public Library and the Troy Historical Museum, the library director and museum manager have been working on coordinating program offerings. Several joint programs were offered this year, which is the bicentennial of Abraham Lincoln's birthday. The two organizations are also working together to promote each other's genealogy and local history resources, as genealogy is the nation's second most popular hobby.

Physical Maintenance and Buildings

The Cup & Chaucer, the library's vending café, re-opened to the public following renovations on June 1, 2009. The name of the café was chosen by patron Alanda Slusser in a library-sponsored contest. The library's fire alarm panel was replaced, as the existing panel was well over 20 years old.

Usage Statistics and Interpretation

TROY PUBLIC LIBRARY ANNUAL STATISTICS

July 1, 2008 through June 30, 2009

Total Circulation	1,532,610
# of new Library cards	6,151
Total # of Cardholders	50,062
# of hold placed	160,324
Items in Transit to TPL (Items borrowed)	170,565
Items in Transit from TPL (Items loaned)	162,170
Total # of Items in Collection	319,357
Items added	36,400
Items deleted	28,787
Program attendance	27,963
# of Programs	1,138
Total # of patron visits	655,266
Total # of Web Page Hits	628,927
Total # of Computer Users (adult, teens, children)	108,941

While overall circulation of materials increased by over 20,000 items from last year, the number of patron visits to the library decreased by about 18,000. People are visiting the library less frequently, but checking out more materials. Part of this can be attributed to the high prices of gasoline a year ago, and the current trend of “one stop shopping” that many have embraced.

Computer usage decreased by 8%, the reduction of which can be attributed to the charges for non-resident computer usage. More non-residents are either visiting their home libraries, or libraries that do not charge for Internet usage.

The number of visitors to the library's website is approaching that of people who visited the library in person, which demonstrates the popularity of electronic services, and the "do it yourself" nature of electronic/Internet service that is becoming more prevalent. The huge numbers of holds being placed, as well as the number of items in transit to and from the Troy Public Library, also show that patrons are placing their own holds online, frequently from their home computers.

Program attendance has increased, with many great programs continuing to be offered for adults, teens and children.

Conclusion and Goals for 2009-2010

Library usage increases in a down economy. Although visits to the Troy Library have decreased, program attendance, materials circulation, and new library card applications have increased. People turn to their public library in a down economy, as the library provides low-cost, if not free, entertainment for people of all ages. As more and more people cut down on their personal expenditures, Internet usage at the library becomes more common. Many people use the library as a place to search for jobs, or to network with others about job possibilities. A popular saying these days is, "Libraries will get you through times with no money better than money will get you through times with no libraries." The truth of this statement is in evidence every day at the Troy Public Library.

In order to meet the challenges of the current economy while continuing to provide stellar service to Troy residents, goals for 2009-2010 include:

- Evaluating services, programs, and collections and make necessary changes to put library resources to the best possible use;
- Continuing to think critically regarding creating usable space;
- Adapting to the new Polaris system and using it to its fullest potential, so patrons derive maximum benefit;
- Evaluating staffing levels and reassigning responsibilities as needed.

The Troy Public Library continues to be a very busy, very popular, and well-used community resource. Open 65 hours per week, Sunday-Saturday, the library truly offers something for everyone.



The Troy Public Library

Annual Report July 1, 2008 – June 30, 2009

Cathy Russ – Library Director – x3544

Major Projects

Radio Frequency Identification (RFID) Implementation

- Inventory system
- Security system
- Speedier return and check out of Library materials
- Over 300,000 items in the Library's collection were tagged
- 129 volunteers donated 1,803 hours of time to finish this project on time



Major Projects

Polaris Library Catalog Implementation

- In the works since January 2009
- Live date: September 30, 2009
- Working out the “bugs”
- Aggregate Savings of \$450,000 over 5 years

Cup & Chaucer Café

- Reopened June 1, 2009

Redesigned Website: *troylibrary.info*

- In the works since August 2008
- Live date: September 29, 2009



Programs

1,138 Programs / 27,963 attendance

- 455 programs for adults / 11,045 attending
- 57 programs for teens / 840 attending
- 626 programs for children / 16,078 attending

Computer Classes for Adults

- 14 classes per month, for beginning to advanced computer users
- Increased number of classes offered by 78% to meet patron demand
- Class attendance up 68% to over 1,350 students



Programs

Summer Reading Programs

- Four programs offered this year:
 - Children's Program: 1,331 participants
 - Teen Program: 146 participants
 - Adult Program: 145 participants
 - NEW: Employee Program: 46 participants

*All prizes and programs sponsored by the
Friends of the Troy Public Library*



Grants, Awards, Achievements

Information Literacy for Job Seeker

- \$5,000 award sponsored by World Book and the American Library Association
- Program to run in January, March, and April 2010

Walter H. Kaiser Award

- Awarded to Technology Librarian, John Robertson
- Sponsored by Michigan Library Association

Professional Achievement

- Cathleen Russ, Chair, 2009 Annual Conference, Michigan Library Association



Partnerships

Troy Museum and Historic Village

- Coordination of programs and events

Friends of the Troy Public Library

- Funds all the Library's programs, and the Special Needs Collection. Plans are underway to create a Special Needs Collection for Adults in 2010

Volunteers

- In addition to RFID volunteers, 321 volunteers contributed 14,572 hours, or an average of 45 hours per volunteer.



TPL by the Numbers

Total Circulation	1,532,610
Total Number of Cardholders	50,062
Number of Holds Placed	160,324
Total Number of Items in Collection	319,357
Total Number of Patron Visits	655,266
Total Number of Website Visits	628,927
Total Number of Computer Users	108,941



What is the Library worth to you?

is the Library Worth to You? | ...

Troy Public Library

Where the focus is on you!

LIBRARY LINKS

- Apply for a Card
- Programs
- Calendar
- eResources
- Downloadable Audiobooks, Video
- Browse Reviews
- Friends of TPL
- Troy Museum
- City of Troy
- Contact Form
- Department Directory
- Recent Posts
- FAQ

What is the Library Worth to You?

See how much you save monthly by using Troy Public Library.

- On the left, enter the number of times per month you use each service.
- The estimated retail value of each service will be calculated on the right.
- Total value of your library use is shown at the bottom of the worksheet.
- Tip: Tab between entries and do not use commas.

Value of Library Services

Input Your Use	Library Services	Value of Services
<input type="text" value="4"/>	Books Borrowed	\$ 100.00
<input type="text" value="2"/>	Movies Borrowed	\$ 12.00
<input type="text" value=""/>	Audio Books Borrowed	\$ 0.00
<input type="text" value="2"/>	Music CDs Borrowed	\$ 20.00
<input type="text" value=""/>	Magazines Read in the Library	\$ 0.00
<input type="text" value=""/>	Newspaper Articles Read Online	\$ 0.00
<input type="text" value=""/>	Other Electronic Resources Used Online	\$ 0.00
<input type="text" value="1"/>	Adult Programs Attended	\$ 10.00
<input type="text" value="2"/>	Children's Programs Attended	\$ 12.00
<input type="text" value=""/>	Hours of Computer/Internet Use in the Library	\$ 0.00
<input type="text" value=""/>	Number of Times Wireless Internet Used	\$ 0.00
<input type="text" value="1"/>	Reference Questions Asked	\$ 15.00
<input type="text" value=""/>	Items Borrowed from Another Library	\$ 0.00
<input type="text" value="1"/>	Museum Passes Borrowed	\$ 15.00
<input type="button" value="Calculate The Value of Your Library Use"/> <input type="button" value="Clear Form"/>		\$ 184.00



Goals for 2009-2010

Evaluate our services, programs, and collections, and implement changes to provide stellar service

Continue to **think critically** regarding creating usable space

Evaluate staffing levels and **re-assign responsibilities** as needed

Use the Polaris system to its fullest potential, so the public derives the maximum benefit



Conclusion

The Troy Public Library is one of the **busiest** places in town.

The Library is open **65 hours per week, 7 days** per week.

The Library staff and I are **ready to assist**; please call or email us!

With the wide variety of programs, services, and collections, **the Troy Public Library truly offers something for everyone** in Troy.



Library Annual Report

Questions?

Comments?

Thank you!

