

DIRECTORS REPORT MARCH 2014

Notes on Library Services, Programs, and Staff:

- In spite of continued bad weather in February, checkouts were higher than last year. A close look at the report shows large percentage increases in eBooks and downloadable audiobooks, both of which can be checked out regardless of the weather. Having more online services and collections continues to help us serve our patrons better.
- The annual Title 1 Family Night program shows continued growth. This is another successful partnership with the schools, greatly helped by the engagement of Children's & Youth Services staff. The number of participants included 76 adults, 35 K-2 graders and 22 3-5 graders. Attendance was higher than expected, but a quick response from our staff in rearranging tables and chairs made it possible to accommodate everyone. Parents were fully engaged in finding ways to help their children be successful in school and grateful for the resources offered by CCPL. Shortly after the night of the program, CCS Supervisor of Learning sent a note of appreciation to our staff, indicating the Schools' desire to continue the partnership next year.
- The Adult Winter Reading Program, planned jointly by staff from Reference and AV Services, was a great success. Again, weather was a likely factor because it was difficult to be outdoors and because the program functions completely online. Highlights include 20% increase in participation; 55% of registrants completed the program requirement to read six books; 12% of registrants were "Centennial Readers," which means they completed books representing six different decades. The cost of the program prizes was quite modest: \$3.84 per active participant.
- AV's monthly movie night attendance has been excellent in 2014: 97 for *Enough Said* and 93 for *The Butler*. Sixty-two guests enjoyed a performance by the Indianapolis Chinese Orchestra during the launch of Carmel Clay Reads the Arts.
- The IT department has upgraded Enterprise, which enables faster catalog searching and new sorting capabilities. A new feature called e-Resource Central will enable patrons to access eBooks directly from the library catalog without going through OverDrive first. Another enhancement coming later in the spring is Mobile Circ which will allow offsite sign-up of library cards.
- The YA department is piloting a project to register Teen Volunteer Corps members online. Volgistics is a volunteer management software system that, if found to be successful in YA, could be of use to other departments as well as Friends and Foundation. An annual subscription is reasonably priced and allows for two system operators plus 500 active and 500 archived volunteers.

- One of the highlights of the month was attending the national conference of the Public Library Association. As previously noted, this is the first year Indianapolis has hosted a national library conference. We are still getting feedback from library staff who are excited by the experience and plan to make the conference the focus of the April 30 staff meeting. We are grateful to the Library Board for authorizing the funds to pay staff membership to ILF, which qualified us for the lowest PLA conference rate. As a result, we were able to send 32 staff members to the conference, with additional individuals attending as volunteers.

Budget/Finance:

- This early in the year, there is little to report other than we are on target with the budget.

Building and Grounds:

- Lehman's Inc. has been working the past month to prepare for delivery of the new chiller, which will be installed the first week in April. Nancy Newport has been doing a great job as the onsite contact for the project.
- Homeland Security has been busy paying unexpected visits to inspect the elevators and to make sure we've had timely inspections of the boilers. They discovered some issues with the elevators (e.g., cleanliness, phone line, alarm button) that have been addressed with our service provider Schindler. The boilers, which were recently overhauled, are the responsibility of the insurance company which conducts regular inspections. Nancy was the primary contact for these issues as well, keeping her even busier than usual.
- I have contacted Stair Associates regarding a roof inspection prior to the warranty expiration in June. They inspected it themselves as part of a building audit and found only a couple of areas of interest. These were documented in photos which they provided as part of a presentation to the Board. In order to make sure there aren't any significant issues looming, however, they are in the process of scheduling an inspection with the roof manufacturer Carlisle. I have asked Woody Holm and Martin Truesdell from Stair Associates to provide a status report at the April 28 Board meeting.

Foundation Report from Ruth Nisenshal:

- The foundation is in the process of converting their donor files into Donor Perfect, a different system than the one we have been using that met our needs for many years, but would have been very challenging for others to master. Once all of the information has been successfully transferred, it should be more user friendly than our old system and will include e-mail and phone support.

- A planned giving newsletter was mailed last week that features a special story from our Centennial Society's Honorary Co-Chairs Jim & Joyce Winner about why they support the foundation. The topic of the 1904 Society newsletter is about wills and the importance of everyone needing one, regardless of their financial situation. It is a document that should be reviewed periodically and revised according to a person's life-changing circumstances.
- A Centennial Society mailing is being sent within the next few days to a targeted list of prospective donors. The mailing includes a letter written and signed by Centennial Society Chairman Linda Kennen, an informational brochure and pledge card. We are very optimistic that the goal of 100 founding members (\$1,000 each) will be reached by the end of 2014.
- The guild held their first evening meeting last week and had a very good turnout. There had been interest in offering a few meetings during the year at a different time than the usual mid-morning meeting since it was difficult for some to attend.
- The foundation board's regular board meeting is March 27th and updates from that meeting will be shared at the next Trustee meeting in April.

Friends:

- The Friends Board met March 20. I was not able to attend because of a schedule conflict; but we were well represented by Beth Jenneman, who manages publicity and communications; and Nancy Newport, who serves as Treasurer.

March is the final meeting before the spring book sale, which is scheduled April 24-27. Other highlights include excellent numbers from the book store, whose income in January (>\$3,500) and February (>\$4,000) exceeded revenues from the same period in 2013. This is remarkable, given our winter weather challenges.

The Membership Committee presented a draft proposal to identify prospective Friends Board members. Their discussion of succession planning bodes well for the future of the Friends organization.

- Minutes of the Friends Board January planning retreat give an excellent picture of the current state of the organization. It is more information than I can include in this report, but I will provide it to you separately.

Legislative Issues:

- *"All's well that ends well"* is an apt description of the 2014 legislative session. Bills with negative impact on libraries included HB 1266 (local government finance issues), HB 1001 and SB 1 (focus on business personal property tax). The first would have required approval of library budgets by the city or county fiscal body and the second two could dramatically reduce local government revenue

from the business personal property tax. HB 1266 was adopted without any language affecting libraries. In the end SB 1 trumped HB 1001, resulting in a phase down of the corporate income tax and giving local government new options for cutting the business personal property tax. This will produce a gradual drain on revenue of local government units, including libraries. It is not the drastic measure to eliminate the tax, however, which was proposed originally by the Governor. Time will tell on both issues (fiscal body review and business personal property tax), but it's a relief to end the session with minimal negative impact.

Strategic Planning

- The Steering Committee held their monthly meeting on March 18 to discuss strategic plan activities. The March update will be provided and a verbal report given at the March 24 Board meeting.

Other

- We discussed having department presentations (15-20 minutes) following monthly Board meetings. The following proposed schedule avoids the dates when financial consultant Mike Reuter makes his fiscal plan presentation.
 - May 19 – Children's & Youth Services
 - June 16 – AV Services (note: this is the Joint Board meeting)
 - July 28 – Communications
 - September 22 – Technical Services
 - October 27 – Circulation Services
 - November 24 – Reference Services
 - December 15 – YA Services
 - January 26, 2015 – IT Services
- Given the results of the staff quiz about library operations, I would like to invite all Board members to attend a library staff meeting. Some of our current Board members visited several years ago. Since we have a few new Board members and new staff members, I would like to invite all Board members to the April 30 staff meeting. This will be an opportunity for you to introduce yourselves to the staff and also to hear highlights from the PLA conference. We meet in the Program Room from 8 to 9 a.m. I wanted to introduce the idea in my report and will follow up after Monday's Board meeting.