

**CITY OF DEARBORN
DEPARTMENT OF LIBRARY**

**ANNUAL REPORT
September 1, 2017**

**MARCEL J. PULTORAK, CHAIR
DEARBORN LIBRARY COMMISSION**

Maryanne Bartles, Library Director



Dearborn
Public Library

Henry Ford Centennial
Bryant Branch
Esper Branch

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VISION STATEMENT

The Dearborn Public Library fosters the spirit of exploration, the joy of reading, and the pursuit of knowledge for all ages and cultures starting with the very young.

Approved by the Dearborn Library Commission

September 9, 2005

MISSION STATEMENT

The Dearborn Public Library provides a broad range of effective, courteous, quality services and a balanced collection of materials for the educational, informational and recreational needs of the Dearborn community.

Approved by the Dearborn Library Commission

September 9, 2005

VALUE STATEMENTS

In order to provide effective management with ethical standards, we will:

- Respond to community needs
- Be good stewards of community resources
- Protect privacy rights of patrons and staff
- Promote teamwork
- Encourage use by all
- Collaborate with community groups

- Provide a user friendly environment

Approved by the Dearborn Library Commission

September 9, 2005

LIBRARY ROLES STATEMENT

POPULAR MATERIALS:

The library is committed to providing materials that reflect popular culture and trends and which fulfill the community's desire for a satisfying recreational experience.

REFERENCE RESOURCES:

The library is committed to providing materials that fulfill the community's need for information and answers to questions on a broad array of topics related to work, school, and personal life.

INDEPENDENT LEARNING:

The library is committed to providing materials that help address the community's desire for self-directed personal growth and development opportunities.

Approved by the Dearborn Library Commission

December 12, 2000

INTRODUCTION TO THE DEARBORN PUBLIC LIBRARY SYSTEM

The Dearborn Public Library operates the Henry Ford Centennial Library (HFCL) and two branch libraries, the Bryant Branch Library (BBL) and the Esper Branch Library (EBL), which are connected by a wide-area network. The staff consists of 28 full-time and approximately 60 part-time employees for a total of 58.33 full-time equivalents (FTEs). The library's total operating budget is approximately \$6 million. Our primary

service is lending material for home use. This fiscal year we lent 481,356 items to patrons, a 6.6% decrease over last fiscal year. We attribute this decrease to a variety of factors, including changes in patron usage of libraries, limited programming at Bryant and Esper branches, extended loan periods for popular material, a decrease in the library's material budget, and the ease of online ordering through vendors such as Amazon which deliver products directly to residents, either through mail or the internet. It should be noted that the digital checkout of library material is continually increasing. Online e-books and e-audio checkouts through the Overdrive service have increased 6.86% this fiscal year. Checkouts of streaming audio and video through our hoopla™ service have increased nearly 111% in FY2016-2017. Even with the decrease in total circulation, the Dearborn Public Library continues to circulate about 1,400 items each day the libraries are open.

Our next largest service is assisting patrons with research or other questions either in person, by telephone, through e-mail, or by text message. On average, we receive more than 100,000 patron inquiries each year. Our third major service is programming for adults, teens and children. During FY2016-2017, library staff coordinated 738 programs with a total attendance of 22,363. Compared to the previous fiscal year, program attendance increased about 5.34%. In addition, we provided outreach service to the homebound, delivering 174 items during FY2016-2017.

HIGHLIGHTS OF THE YEAR

Library Commission

A nine-member Library Commission, whose members are appointed by the Mayor,

governs the library system. (See page 57 for a list of Library Commissioners). Each commissioner serves a three-year term and may be reappointed. The Library Commission deals with library policy, general library oversight, long-range planning, and budgeting. During FY2016-17, the Library Commission:

- Changed library hours in order to better serve our users. All libraries will be open Saturdays year-round and branch libraries will open earlier and close earlier. Library hours, effective January 1, 2017, will be as follows: HFCL: Monday-Thursday 9:30am - 8:30pm; Friday and Saturday 9:30am – 5:30pm; Sunday from September thru May 1pm – 5pm. Bryant and Esper branch libraries: Monday-Tuesday 11:00am – 7:00pm; Wednesday-Thursday 11:00am – 5:30pm; Closed Friday; Saturday 11:00am – 5:30pm; Closed Sunday. (September 2016)
- Approved a fine amnesty program to be held in December 2016 in conjunction with a program celebrating the 50th anniversary of the groundbreaking of the Henry Ford Centennial Library. The purpose of the amnesty program was to encourage patrons with extensive fines to “come back to the library.” Fines up to \$100 were waived. All lost books must be returned before fines were waived. Any balance over \$100 must be paid in full. In order to qualify for the fine waiver, library patrons with expired library cards were required to renew their library cards. (October 2016)
- Reviewed and modified the library rates and fee schedule for FY2017-2018. The non-resident library card fee will be raised from \$80 to \$100 annually and the processing fee for lost material will be raised from \$3.00 to \$5.00. All other increases are for room rentals. A summary document of library fines and fees appears on pages 60-62 (December 2016)

- Approved a motion to allow the integration of hoopla™ bibliographic records into the library catalog (December 2016)
- Approved the library moving forward with an application for a Library Services and Technology Act (LSTA) grant to fund the installation of a remote library locker at the Salina Intermediate School (December 2016)
- Approved a change to the Unattended Children policy requiring all children under the age of 13 to be accompanied by someone 18 years or older. Previously children under six could be under the supervision of someone as young as 13. (January 2017)
- Authorized the execution of the Library of Michigan Board Resolution Statement of Assurances for the LSTA grant for the remote library locker at the Salina Intermediate School (January 2017)
- Authorized library staff to move forward with the stricter student guidelines policy during finals study time in June and January. The guidelines appear on page 59. (March 2017)
- Reviewed the results and the recommendations of the library survey conducted by Cobalt Community Research (March 2017)
- Agreed that the tax increment revenues generated by library millages shall be fully subject to capture by each of the Authorities (the West Dearborn Downtown Development Authority, the East Dearborn Downtown Development Authority, the Dix-Vernor Business Improvement Authority and the Warren Business District Improvement Authority) beginning with FY2016-2017. (March 2017)

- Agreed to continue allowing travel bus customers the ability to park in the library parking lot, subject to library rules and regulations (March 2017)
- Agreed to allow the loan of mobile hotspots subject to library rules and regulations (April 2017)
- Reviewed and approved the Request for Proposal (RFP) for a library strategic planning consultant. We will be soliciting for this service in early FY2017-2018. (May 2017)
- Approved the library plan to allow the loaning of media (DVD's, audiobooks on CD and music CD's) through MeLCat. This will allow Dearborn residents with library cards to borrow media from other libraries and vice-versa. (June 2017)

Commissioners Jihan Jawad, Ryan Lazar and Marcel Pultorak were reappointed by Mayor Jack B. O'Reilly, Jr. Marcel Pultorak was re-elected as the Library Commission chair, Ryan Lazar was elected as the Library Commission Vice-Chair and Jihan Jawad was re-elected as the Library Commission Secretary-Treasurer.

Building Repairs, Upgrades / Capital Projects

- Increased the size of the American flag on the south side of the HFCL from 5 x 8 ft. to 10 x 15 ft. Also increased the size of the Michigan flag from 3 x 5 ft. to 6 x 10 ft. Both flags are under a quarterly replacement contract with Rocket Enterprises. (August 2016)
- Completed the Veterans Park and War Memorial and held a dedication in partnership with the Dearborn Allied War Veterans Council on Saturday, September 24, 2016. Neuman-Smith was the architectural firm and the Economic and

Community Development Department was the lead City department on the Veterans Park and War Memorial construction. (September 2016)

- Installed duress buttons in each library building in order to quickly and soundlessly notify law enforcement of an emergency situation such as an active shooter (August 2016). Staff training was provided by Cpl. Daniel Bartok of the Dearborn Police Department. (November 2016)
- Replaced 100 worn and uncomfortable wood frame library chairs at the Esper Branch Library (January 2017)
- Replaced the electric car charger at the HFCL (May 2017)
- Began preliminary work for the purchase and installation of a new network video recorder (NVR) at the HFCL. This will provide better surveillance camera recording and film access. (May 2016)
- Installed a new four-computer workstation at the Bryant Branch Library. The older unit was removed, which opened a section of shelving that was previously blocked by workstations. (June 2017)
- Installed comfortable and adjustable chairs at the public computer stations at the HFCL (Adult and Youth services) and the Bryant Branch Library. These chairs replace non-adjustable wooden chairs. The wooden chairs will replace other public chairs that are worn and splitting.

Cost Savings or Revenue Producing

- Increased the charges for the meeting rooms as well as for non-resident library cards and for the processing fee on lost material. See page 60-62 for a summary of all FY2017-2018 rates and fees. (effective July 2017)

Customer Service

- Conducted a fine amnesty program between November 28, 2016 - December 14, 2016 so that patrons with fines of \$100 or less could renew their library card and start using the library once again. The final statistics for the amnesty program are as follows: patrons with fines and fees forgiven: 499; number of cards renewed: 863; total fines forgiven: \$7,088; number of lost items returned 118. (November – December 2017)
- Launched new library hours (see page 58) which opens and closes the branch libraries earlier and keeps all libraries open on Saturdays year-round (January 2017)
- Launched a new purchase suggestion portal through the Booksite subscription software which provides for a greater degree of interaction between the purchasing librarians and patrons (February 2017)
- Installed Comprise software which allows patrons to pay for all purchases (flash drives, copies, earbuds, used books, book bags etc.) as well as fines and fees with a credit or debit card. Patrons can also conduct some transactions through self-service kiosks. In addition, patrons can now pay fines online. (March 2017)
- Began accepting American Express credit cards both online and in the library (May 2017)
- Collected over 300 cans of food for the Dearborn Firefighters Burn Drive through a 'staff jean week' program (December 2016)
- Loaded the online content (500,000 plus bibliographic records) of hoopla™ into the library catalog so that patrons could easily see these additional titles (February 2017)

- Provided meeting space for 2,817 groups (10,678 people) during FY2016-2017 in the HFCL group meetings rooms and conference room. In February 2017, it was decided that each group must have at least one participant that is 18 years or older due to repeated damage to the rooms by our younger patrons.

Physical Arrangement of Buildings

- Rearranged six reference book stacks in Adult Services at the HFCL. City workers dismantled two shelving units, put them in storage, and moved the four remaining units to their new location, replacing the two corner tables by the large window. The Business and Career material was interfiled with the reference material. The book club kits remained in the same area, on separate shelves. This was done in order to open up the area for more table space and to provide a better line-of-site for building security. (November 2016)

Programs

In addition to regular programming activities such as story time, lectures, movies, computer learning and craft workshops, the library participated in several exceptional events.

- Celebrated the 50th anniversary of the groundbreaking of the HFCL. Mayor John B. O'Reilly Jr. began the festivities with a short speech followed by a presentation by Shirley Damps who is a Clara Ford expert. (December 2017)
- Launched a new Adult Winter Reading program at all libraries (January 2017)
- Continued the ever-popular monthly Classics Revisited book club series (September 2016 to May 2017)

- Continued the weekly Friday afternoon program at the HFCL entitled *Drop-In Tech Time* where patrons who need assistance with technology can meet with a library technology expert (July 2016 – June 2017)
- Continued, at the HFCL, the very successful English as a Second Language (ESL) program entitled Conversation Circle in addition to a few bi-lingual programs (July 2016-June 2017)
- Conducted *Tech Time* sessions at the Henry Ford Village, and both the Hubbard Manor West and the Hubbard Manor East housing buildings (August 2016 – June 2017)
- Launched several six-week *Cooking Matters* programs, sponsored by Beaumont Hospital, in order to educate participants through demonstrations and presentations about stretching a food budget while still cooking healthy (August 2016 - June 2017)
- Partnered with the Arab Community Center for Economic and Social Services (ACCESS) to provide citizenship classes (April 2017 – June 2017)
- Conducted several outreach events to promote library services. Examples include outreach at the Farmers and Artisans Market, the Food Truck rallies, Homecoming and at local eateries. (July 2016-June 2017)
- Conducted a week-long programming blitz celebrating the 20th anniversary of the Harry Potter series of books. Events included several movie showings at the HFCL, a trivia contest held at the Esper Branch Library and a Yule Ball for the 21 and over crowd held at the Bryant Branch Library. (June 2017)

Staff Efficiencies/Training/Communication Initiatives

- Maryanne Bartles continues to serve on the Library Services and Technology Act (LSTA) Advisory Council (October 2016)
- Julie Schaefer serves as the Chair of the Michigan Consortium Library Services Overdrive Users Group (2016-2017)
- Mark Hancock serves as the Chair of the Michigan Users of Sirsi-Dynix (2016-2017)
- Purchased and distributed new radios to security and custodial staff (November 2016)
- Installed Comprise software which provides for better cash handling as each staff member responsible for money has their own cash drawer and must balance their cash daily (March 2017)
- Created cash counting stations in each building, providing staff with a computer and a cash counting machine. All stations are under camera surveillance in designated staff areas. (May 2017)
- Staff attended a variety of training sessions which included: The Library Network (TLN) technology forum; the annual Michigan Users Group (MUG) meeting for SirsiDynix libraries; the Michigan Library Association (MLA) conference; Project Outcome training; and the MLA Spring Institute for youth librarians.

Staff Changes

- Laura Geiken began working as a teen librarian in Youth Services at the HFCL (October 2016)

Technology

- Installed duress buttons in all three library buildings (August 2016)

- Implemented e-mail check-out receipts (August 2016)
- Discontinued the chat reference service as The Library Network (TLN) will no longer provide the software. Chat reference was seldom used. (September 2016)
- Replaced the in-house purchase suggestion software with a solution provided by Booksite (February 2017)
- Launched Comprise software which provides for better cash management, more ability for patrons to use credit and debit cards, better public computer scheduling and printing as well as wireless printing in the near future (March 2017)
- Enabled *Recommended Reads* on the HFCL self-check machine (April 2017)
- Installed cameras for additional security as well as data lines for the Comprise software and the forthcoming Wi-Fi upgrade (March – June 2017)
- Reloaded the MeLCat Dearborn patron database (statewide interlibrary loan service) so that only Dearborn residents and paid non-residents are included. This is in preparation for the upcoming expansion of MeLCat services to include media. Non-resident patrons who receive free library cards will be asked to use their home library rather than Dearborn Public Library for their MeLCat requests. (June 2017)
- Migrated from the library e-mail server to the City email server (June 2017)
- Implemented the check-out of Wi-Fi hotspot devices which allows patrons to borrow these mobile devices for two weeks (no renewals) giving them access to the internet as long as there is Sprint receptivity (June 2017)

Volunteers

- Bryant Branch Library volunteers processed 3,530 paperback books

- Friends of the Library-Dearborn (FOLD), through their monthly used book sale and the sale of products such as totes, earbuds, headphones and flash drives, raised \$26,787.93 for the library. In addition, FOLD received \$2,316.49 in donations and grants for the library. (July 2016-June 2017)
- In 2016, the Dearborn Public Library Foundation raised \$18,299.94 through the annual residential mail campaign and the *Kroger Community Rewards* program
- Hosted the *Annual Volunteer Recognition Luncheon* at Dearborn Hills Golf Course (May 2017)
- Two volunteers who managed the Little Free Library at the John Dingell Transit Center contributed 68 hours in FY2016-2017. Nearly 1,000 books and magazines were distributed to visitors. (July 2016-June 2017)
- A total of 6,413 hours of work were donated by 131 volunteers

Other Significant Activities/Events

- Installed and dedicated the Dearborn Public Library's first Little Free Library at the John D. Dingell Transit Center. The Free Library, which is a replica of a locomotive engine, was designed by Brendan Hay of Troop 1147 as his Eagle Scout project. (Dedication November 2016)
- Suffered multiple power losses throughout the year. The first loss was March 9, 2017 through March 12, 2017 and the second loss was June 7, 2017 with power being restored by the following morning. (March and June 2017)
- Received an LSTA grant in the amount of \$110,000 to install a remote locker at the Salina Intermediate School. Students and members of the community can place

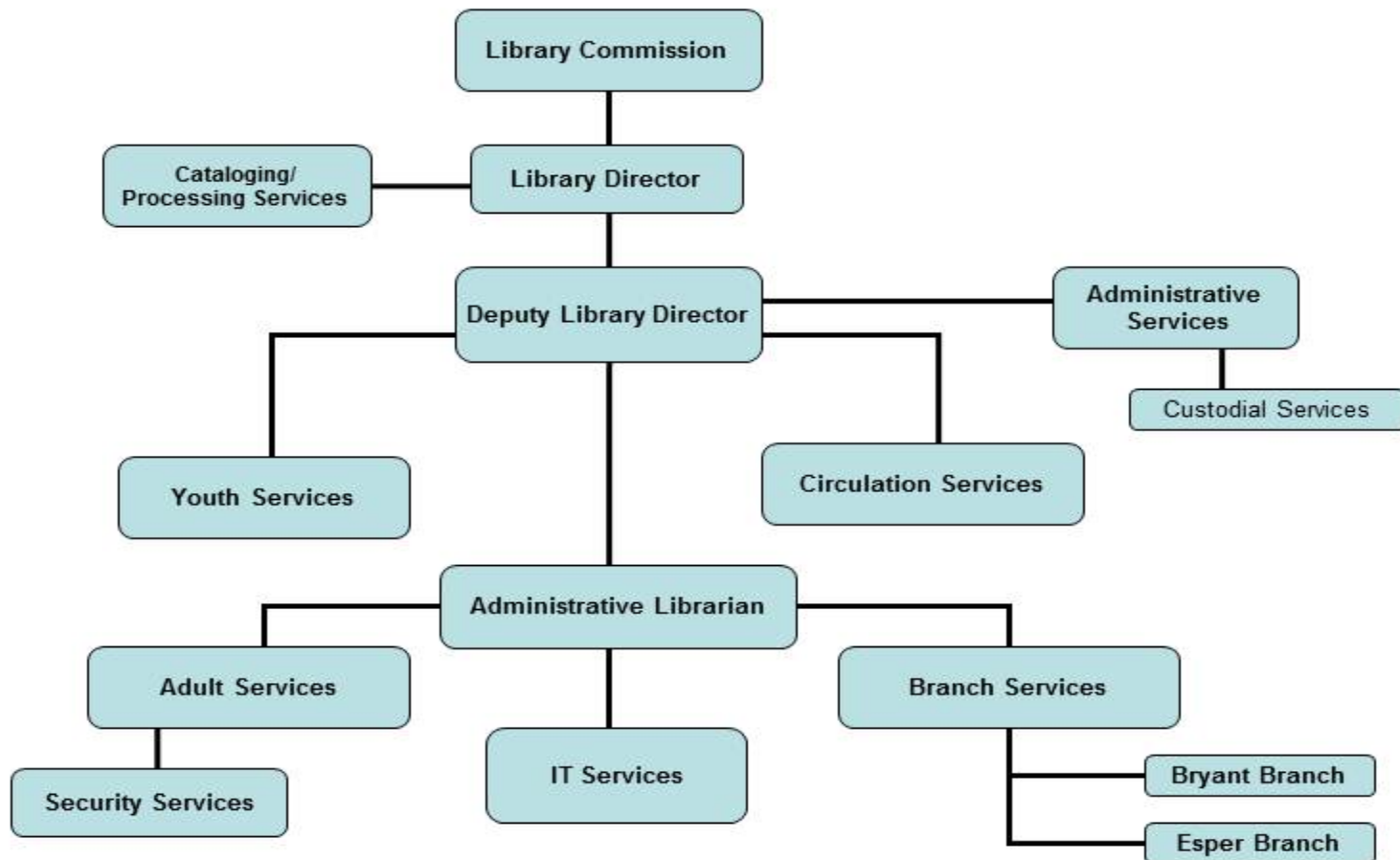
requests on library material which will be delivered when available to the remote locker. (April 2017)

- Selected, for a third time, to receive a grant to participate in the Big Read. The grant amount is \$12,800 and the book chosen by our primary partner, the Dearborn Public Schools, is The Namesake by Jhumpa Lahiri. Our theme is "What's in a name?" The Big Read launch will be on August 22, 2017, the kickoff will be on March 18, 2018, and a wrap-up event will be on April 18, 2018, with many exciting events between the kickoff and the wrap-up party. The Big Read is a program of the National Endowment for the Arts (NEA) in partnership with Arts Midwest. It aims to raise awareness about reading and literature through One Book, One Community programs such as the Big Read. (April 2017)

MAJOR DEPARTMENTAL FUNCTIONS

The Dearborn Public Library, in order to accomplish its mission, operates through four major functions: lending, information, outreach, and public programming. All citizens have access to a wide range of print materials and online resources as well as computers complete with internet access and basic Microsoft software applications. General and research databases, digital audiobooks, e-books and e-magazines, as well as streaming music and video, are also available to library cardholders from their home or office computers and portable devices.

Organizational Chart



PRIORITIZED SERVICES AND RELATED CUSTOMER PROFILES

Lending Material Service

Full-time and part-time employees participate in the Lending Material Service, which is provided at all libraries. Primary components are:

- Selection of adult and juvenile material for circulation. *Librarians*
- Ordering, cataloging, processing and data entry of material. *Librarians, Assistant Librarians, Part-time staff: Department Specialists and Department Assistants*
- Check out of material. *Circulation Supervisor, Department Technician, Part-time staff: Department Specialists and Department Assistants; Librarians and Assistant Librarians at branch libraries*
- MeLCat Lending. *Librarians, Part-time staff: Department Specialists*
- Collection maintenance, inventory and shelving. *Librarians, Assistant Librarians, Part-time staff: Department Specialists and Department Assistants*
- Online resource technical management (Overdrive, Zinio, hoopla, databases). *Automation staff*

Customer Profile: Based on active borrowers during the last fiscal year, 27.65% of users are under 18 years of age, 12.49% are between 18 to 25 years, 14.28% are between 26 to 35 years, 14.09% are between 36 and 45 years, 11.14% are between 46 and 55 years, 10.08% are between 56-65, and 10.27% are over 65 years. Compared to the previous fiscal year, the library has seen an increase in users under 18 (+7%) and over 65 (+3%), while the other age groups experienced slight decreases between 3% and 7%. See Attachment 1d for more information.

Information Service

Full-time and part-time employees participate in the Information Service, which is provided at all libraries. Primary components are:

- Selection of adult and juvenile material for the reference collection. *Librarians*
- Ordering, cataloging, processing and data entry of materials. *Librarians, Assistant Librarians, Part-time staff: Department Specialists and Department Assistants*
- Provision of accurate information in response to patron questions received in person, by phone, by e-mail, through chat or text messaging. *Librarians and Assistant Librarians, Automation staff, Part-time staff: Department Specialists*
- Collection maintenance, inventory and shelving. *Librarians, Assistant Librarians, Part-time staff: Department Specialists and Department Assistants*
- Online resource technical management (reference databases). *Automation staff*
- Customer Profile: We do not gather demographics for the Information Service but believe the customer profile is similar to the Lending Material Service demographics.

Outreach Service

Full-time and part-time employees participate in the Outreach Service, which provides service to individuals, organizations, and homebound citizens. Primary components are:

- Provision of library materials for the homebound citizens and local book clubs. *Librarians, Assistant Librarians, Part-time staff: Department Specialists and Department Assistants*
- Packaging, delivery, and pick-up of materials. *Part-time staff*

Customer Profile: We do not gather demographics for the Outreach Service as we do not know the make-up of the various books clubs who borrow the library book club kits. Homebound citizens are typically over 60 years old.

Public Program Service

Full-time and part-time employees participate in the system-wide provision of creative programs for adults, young adults, and children. Primary components are:

- Planning and conducting regularly scheduled story hour programs for pre-kindergarten children. *Librarians, Assistant Librarians*
- Planning and designing reading programs for children to encourage a lifetime of reading for education, information and entertainment. *Librarians, Assistant Librarians*
- Planning, conducting, and organizing materials for special craft workshops, puppet shows, tours, movies, and story programs for children of all ages. *Librarians, Assistant Librarians, Part-time staff: Department Specialists and Department Assistants*
- Planning lectures, tours, book talks, and special programs for teens and adults. *Librarians, Assistant Librarians*
- Technical assistance. *Automation staff*

Customer Profile: With our emphasis in FY2016-2017 on adult programming, 56% of our total program attendance is attributed to adults and the remaining 44% is attributed to children and teens.

MAJOR FUNDING SOURCES

General Fund

The voter-approved library millage (November 2011) dedicates 1 mil to the library system. As revenue from 1 mil is insufficient to meet the funding needs of the library, the City Council appropriated an additional .78 mils for library services in FY2015-2016 and again in FY2016-2017.

Penal Fines

The Michigan Constitution states that libraries will receive revenues from the court system on a continuing basis.

Library Aid

The library receives per capita monies set each year by the State. Under P.A. 89 of 1977, the General Appropriations Bill, we are eligible to receive revenues in the spring of each year. The payment is spread across two checks; one in June and the other in July or August. In order to qualify for library aid money, the library must complete the State report and be open to the public for a minimum of 55 hours per week.

Fines and Fees

The library receives fine payments for overdue, damaged and lost material. Additionally, fees are paid for non-resident cards, internet user cards, daily internet passes, obituary lookup fees, proctoring fees and room rentals.

For more information, see the 2016-2017 Monies Received information on page 56 as well as the new rates and fees chart on pages 60-62.

MAJOR EXPENDITURE CATEGORIES

Personnel Services: 57%

Operating Expenses: 33%

Supplies: 2%

Capital Outlay (Materials and Equipment): 8%

GOALS, OBJECTIVES, ACCOMPLISHMENTS, AND PROGRESS MADE TOWARD ACCOMPLISHING GOALS

2016-2017

Goal 1: Continue working with the Dearborn Library Commission to develop a strategic plan for the Dearborn Public Library.

In 2016 the Library Commission hired Cobalt Community Research to conduct a survey of 4,000 residents, randomly selected from the voters' registration database. The survey was mailed and residents could complete a paper copy or access and complete an online version using their unique survey identification number. The survey was also available in Arabic. Cobalt Community Research delivered their final report to the Library Commission on April 4, 2017. Over 772 citizens responded, providing a statistically sound measurement. In summary, the survey ascertained that the library had an exceptional citizen satisfaction score and that library staff, customer service and cleanliness of the facilities were strategic strengths. The lowest rated dimension on the survey was the library's effectiveness in communicating its services, programs, events and other news to citizens.

The next step in the strategic planning process is to hire a consultant to assist the Library Commission, using the survey results, in the preparation of a library strategic

plan. The Library Commission expects to begin working with said consultant sometime in the late summer of 2017.

Goal 2: Continue the upgrade of the Horizon software which includes the online catalog, the mobile catalog, online payments, online credit card processing, tele-messaging and self-check, as well as a point-of-sale system.

The following items have been completed through the Horizon software upgrade project: 1) the servers were moved to the cloud environment through the Software as a Service (SaaS) program, 2) Enterprise software was installed as a discovery layer on top of the library catalog in order to provide better searching capabilities, 3) the authority upgrade, which establishes consistent searching functionality for authors, subjects and series, was completed, 4) the telephone messaging server was replaced, 5) the self-check computer at the HFCL was replaced, 6) Comprise software, which provides better cash controls and computer and printer management, was integrated into the Horizon software and 7) hoopla™ bibliographic records were loaded into the library catalog. Upcoming upgrades include: 1) implementation of mobile circulation, 2) uploading borrower photos to library records, 3) deploying text messaging, 4) creating a mobile version of the library catalog, 5) installing catalog enhancements such as stack maps and custom display coding.

Goal 3: Continue work on the library re-lamping project, focusing on additional light-emitting diode (LED) lighting at the HFCL.

There have been no new LED installations this fiscal year. We hope to turn our attention to the first floor corridor lighting at the HFCL in FY2017-2018. However,

this initiative may be delayed by the city-wide review of all lighting in City buildings in the central City campus.

Goal 4: Continue work on the wall repair and ceiling tile repair/replacement project where needed.

We are currently working on the specifications for the repair and painting of the Henry Ford Centennial Library and the Bryant Branch Library ceiling. Our intent is to go out for bid in July 2017.

Goal 5: Install new wallpaper at the HFCL.

Once the ceiling is repaired, we will contract for the replacement of the wallpaper at the HFCL.

Goal 6: Begin design work on the renovation of the HFCL first floor restrooms.

The specifications for the renovation of the HFCL first floor restrooms are 95% complete and we hope to go out for bid by July 2017.

Goal 7: Begin work on the ceiling tile replacement project at the Bryant Branch Library.

After consultation with Building Services, it may be cost prohibitive to replace the ceiling at Bryant Branch. We will pursue this project as a painting contract in combination with the HFCL ceiling painting project in early FY2017-2018.

Goal 8: Install additional security devices (cameras and card swipes).

In August 2016, duress buttons were installed in all buildings at the following locations: the Bryant Branch checkout desk, the Esper Branch checkout desk, the HFCL checkout desk, the adult services desk, the youth services desk and the

library administration office. The buttons, when pressed, will initiate a response from dispatch which includes a call from dispatch as well as an officer being sent to the location. In May 2017, a camera was installed over the money counting desks at both the Bryant Branch and the Esper Branch Library. Also access door controls were installed on both doors leading to the Esper staff office space.

Goal 9: Implement better internal controls for cash handling procedures throughout all library buildings and individual library agencies.

In March 2017, the library, using Comprise software, launched the new point of sale and computer-print management system. Library patrons now have the ability to use a debit or credit card for all financial transactions (including purchasing used books, library totes, earbuds, headphones and flash drives, making donations to the library and paying for copies as well as printouts from the public computers). Online payment of fines and fees is also available.

The point of sale system provides for better cash handling and reporting by library staff. All cash, credit and debit card transactions are processed through the point of sale client at designated locations and reports are run daily. Each staff member that handles money has their own cash drawer and their cash bank is audited regularly.

Goal 10: Begin the process of evaluating the second floor of the HFCL with a space and need analysis in order to improve traffic flow, sight lines and access to materials.

This project is delayed until the completion of the patron survey and the library strategic plan.

OTHER SIGNIFICANT EFFORTS DURING THE YEAR

Library Collection Maintenance and Development

The library's collection of material continues to be the primary focus for the majority of our staff. In FY2016-2017, we allocated \$450,000 to purchase library material.

The selecting librarians choose the library material to be purchased and the Processing staff order, receive, invoice, and process the new material into the system. Approximately 17,572 items were entered into the system, including new material, material being transferred from one library agency to another, and material being repackaged. In addition, 212 donations were added to the collection. As a point of reference, in FY2004-2005, prior to the country's recession, over 37,000 items were processed into the system. The changing behaviors of our patrons' usage and a reduction in the library material budget are contributing factors in the library's decreasing circulation of material.

Because we purchase a majority of our cataloging records from our library material vendors, only 82 items required staff to create original cataloging.

During FY2016-2017, 32,026 items were deleted. The library collection totaled 210,437 items at the end of the fiscal year. Total value of the collection is \$4,213,902.

Our online resources continue to grow in popularity. The library subscribes to a total of 72 databases (20 are paid subscriptions and 47 are without-charge subscriptions provided through the Library of Michigan Electronic Library.) The library's most used paid subscription databases continue to include All Data Pro (car repair information), Ancestry Library Edition (genealogical information), Britannia Image Quest (picture and photo database) and Mango Languages (language learning products). In addition,

digital content services such as hoopla™, Zinio, and Overdrive, which include music, books, magazines, video, and audiobooks, make up a large portion of the library's use. Their combined use each month constitutes a digital "branch" which continues to grow in popularity.

Circulation Services

Check out of material by patrons decreased by 6.6% this fiscal year. Traffic decreased by 2.75% which is less than the 9% decrease in FY2015-2016. The library has 31,903 active card holders (library card usage during the last three years), which is approximately 2.8% less than last fiscal year. First time registration decreased 5% but active users (those who have used their card at least once during the past year) increased 2%.

Patrons continue to use the library's "hold" service (a request to be put on a list for library material that is checked out). In FY2016-2017, 52,953 holds were placed, which is a 13% decrease from the previous fiscal year. The library has 25,164 patrons signed up for e-mail notifications of hold and overdue material, a 16% increase over last fiscal year. This increase can be attributed to the fact that staff query patrons at the time of renewal of their library account about signing up for email notifications. Also, patrons can now receive their check-out receipts through e-mail. In addition, all patrons who use the MelCat interlibrary loan service must be signed up for email notification.

In late 2016, in celebration of the 50th Anniversary of the Groundbreaking ceremony for the Henry Ford Centennial Library, an Amnesty program was held to assist patrons who wanted to clean up their library record and begin using the library again. In total almost 500 patrons had fines and fees forgiven. These patrons previously were unable to use

their library cards because of the large balance. In addition, over 100 lost items were returned to the library during this period.

Unique Management, our collection agency, continues to do a great job in contacting our delinquent patrons, encouraging them to return material and pay delinquent accounts. Our rate of recovery has again increased over the last fiscal year. During FY2016-2017, Unique generated \$13,951 more cash than they billed in fees. In addition, they recovered over \$9,900 worth of library material. This translates to a \$6.33 return for each \$1.00 invested.

Outsourcing overdue mailers, in its eighth year with Unique Management Services, eliminates library and City mail room staff time spent preparing, printing and processing the mailers as well as the supplies and postage associated with the mailers. The mailers that Unique Management sends out are much easier to read than the previously used carbon crash mailers and patrons receive them in the same timely manner as when the library staff was responsible for this task. In FY2016-2017, Unique invoiced the library \$1,976.87 for the overdue mailer service.

Programming Services

The library continues to offer a wide range of activities for people of all ages. The majority of programs are centrally held at the HFCL, but the branches do offer patrons the ability to participate in library events such as the summer reading program. In addition, the branch libraries, during the past year, have been adding programs for families.

The Youth Services staff at the HFCL provided a variety of story hours, craft workshops, and contests, as well as contracted programs with professional entertainers for special

events throughout the year. During the summer months, reading programs are offered for people of all ages. Over 950 adults, teens and children registered to read and for an opportunity to win prizes during the summer 2016 reading program. New this year, the library staff had an opportunity to participate in the summer program and about 50 staff took advantage of this in-house staff program in 2016. In August 2016, the library held the Annual Reading Wrap-Up Party which featured a visit from the Detroit Tigers Mascot, Paws. Paws and Mayor O'Reilly performed an animated reading of "Casey at the Bat". Afterward children and their families had an opportunity to meet Paws and take photos with him. Approximately 150 attendees participated in this unique celebration of the joy and fun of reading.

Programs for teens included the 2016 *Teen Read Summer Program* with over 165 teens signed up to participate. Another program that is available is the Teen Advisory Group (TAG). In January 2013, TAG was formed to help teens in grades seven through twelve earn volunteer hours by assisting with projects that help the library and the community. For each meeting they attend, teens can receive one-to-one hours of volunteer service.

Over the course of the year, TAG members unpacked and sorted the supplies for the *Youth Summer Reading Program* (SRP); sorted and cleaned oversized books for story time; selected the teen prizes for the SRP; supervised the Lego Club; supervised and helped children with the weekly Wednesday craft program during the summer; stuffed bags for the SRP and for tours; and worked on a variety of volunteer tasks such as cutting out bookmarks, cutting out shapes for craft projects and making buttons.

To keep teens informed about new young adult library material and programs, they can

sign up to receive BookLetters emails from the library. A total of 332 teens have subscribed to the two teen BookLetters emails.

The 2016 *Adult Summer Reading Program* attracted 265 adult readers. Adult programming also included the ever-popular Blockbusters free film series which is sponsored by the Friends of the Library-Dearborn (FOLD). Forty-five films were shown during the FY2016-2017 season with a total attendance of 3,006. In addition, FOLD offered seven monthly programs for adult audiences that attracted 400 participants. In November 2016, a program about the Dodge Brothers had an audience of about 70 people and the always popular musical program in May 2017 attracted 84 participants.

Adult Services

Adult Services provides shut-in service to Dearborn residents. During FY2016-2017, librarians collected 174 items for delivery to two residents.

The new Kit Keeper software allows patrons to schedule pick-up of book club kits. During FY2016-2017, 291 adult kits were checked out and 23 juvenile kits, for a total circulation of 3,140. There are ten books per kit.

Over the course of the year, Adult Services also has:

- Edited and formatted the library published book Dreaming Dreams No Mortal Ever Dared to Dream Before. The book is a community anthology of Edgar Allan Poe-inspired stories and poems created by over 150 local authors, many of whom have close ties to Dearborn. The Dearborn Public Library published the book using CreateSpace. The book was a result of the 2016 Big Read celebration of Edgar Allan Poe in early 2016.
- Participated in the Michigan Libraries for Life campaign from October 3, 2016 to

October 9, 2016. This campaign includes many other libraries across the state and is in its seventh year. The goal is to inspire people to join the organ donor registry and to provide general information about organ, tissue and eye donation. (October 2016)

- Attended a meeting on “Special Needs Services” (October 2016)
- Held an author meet and greet in the HFCL rotunda and auditorium. Authors of the stories and poems in the Dreaming Dreams book gathered for a meet and greet, as well as public readings and autographs. Light refreshments were served and books were available for \$16 each. This event was linked to the 2016 Big Read. (November 2016)
- Began providing special needs services for adults. The Adult Services supervisor, Patty Podzikowski, purchased special material for "passive programs," and will be giving tours, providing information, and occasionally having a story time with activities for the special needs patrons.
- Rearranged the adult reference stacks. The original reference layout had six total shelving units. City workers dismantled two shelving units, put them in storage, and moved the four remaining units to their new location, replacing the two corner tables by the large window. The business and career material were interfiled with the reference material. The book club kits remained in the area, on separate shelves. The new shelving arrangement opens up more space for tables and provides better line-of-sight for security. (November 2016)
- Initiated a grant proposal and successfully obtained the Dearborn Public Library's third National Endowment for the Arts (NEA) Big Read grant. The grant amount is

\$12,800 and the book chosen by our primary partner, the Dearborn Public Schools, is The Namesake by Jhumpa Lahiri. Our theme is "What's in a name?" The Big Read launch will be on August 22, 2017, the kickoff will be on March 18, 2018, and a wrap-up event will be on April 18, 2018, with many exciting events between the kickoff and the wrap-up party. The Big Read is a program of the NEA in partnership with Arts Midwest. It aims to raise awareness about reading and literature through One Book, One Community programs such as the Big Read. (April 2017)

- Hosted an event with Mr. Glenn Frankel, who spoke about his new book High Noon: The Hollywood Blacklist and the Making of an American Classic. Mr. Frankel's book was available for purchase. (June 2017)

Automation Services

The weekly *Drop-In Tech Time* was very successful, serving a total of 254 people over the course of 42 sessions. Automation staff also continued its technical outreach with four visits to Henry Ford Village and one visit each to Hubbard Manor West and Hubbard Manor East.

Over the course of FY2016-2017, Automation Services has also:

- Ceased the creation of the Library Matters Newsletter with Microsoft Publisher. This change resulted in discontinuing the use of Issuu software and the reduction of old issues linked to from the library website. (July 2016)
- Monitored the installation of duress buttons for all three buildings (August 2016)
- Enabled email checkout receipts at all circulation desks (August 2016)
- Discontinued chat reference service as TLN discontinued hosting the software and the service was seldom used (September 2016)

- Migrated the library webserver to a new virtual host at the Dearborn Administrative Center (December 2016)
- Completed new cabling at HFCL for credit card readers and the elimination of a switch in room 170 (January 2017)
- Implemented catalog changes:
 - Loaded hoopla™ bibliographic records into the library catalog
 - Renamed the “eBooks/eAudio” search target to “Downloadable /Streaming” which will now include both Overdrive and hoopla™ material
 - Removed the holdings, copies, and availability data that displayed on the search results pages. This information remains on the detail display pages.
 - Reduced the search field drop down to “All Fields, Author, Title, and Series” (February 2017)
- Replaced the in-house purchase suggestion software with a solution provided by Booksite. The new system allows for a greater degree of interaction (via email) between librarians and patrons. (February 2017)
- Launched Comprise Smart Money Manager, credit card payments, and time management software (March 2017)
- Enabled “Recommended Reads” on the self-checkout machine (April 2017)
- Added new security cameras over the cash counting areas at the Bryant and Esper Branch libraries (May 2017)
- Installed card access controls to the employee office area doors at the Esper Branch Library (May 2017))

- Began accepting American Express credit cards online and in the library (May 2017)
- Completed migration of all library email accounts to the City email server (June 2017)
- Reloaded the MeLCat Dearborn patron database (statewide interlibrary loan service) so that only Dearborn residents and paid non-residents are included. This is in preparation for the upcoming expansion of MeLCat services to include media. Non-resident patrons who receive free library cards will be asked to use their home library rather than Dearborn Public Library for their MeLCat requests. (June 2017)
- Launched circulating Wi-Fi devices for patrons. Patrons can now check out a mobile Wi-Fi hotspot for two weeks (no renewals) and have access to the internet if there is Sprint availability. (June 2017)

LIBRARY COMMITTEES

ADA Committee

The ADA Committee has dissolved, and its functions have been distributed to other agencies and committees.

Bookletters Committee

The Bookletters Committee is responsible for managing the *BookLetters* service. This is a service that allows patrons to sign up for e-mail newsletters with comments and reading recommendations in a variety of categories, such as fiction, mystery, biography, history, current events, health, home improvement, teen scene, and children's books. *Library Matters*, the official newsletter of the Dearborn Public Library, as well as other newsletters listing the many activities scheduled at the Dearborn Public Library are also distributed using this service. During FY2016-2017, we offered nine staff

generated *BookLetters* including the popular *Staff Picks*. We also used the service to make a special mass emailing targeting lapsed patrons in celebration of the 50th Anniversary of the HFCL groundbreaking. At fiscal year end, the *BookLetters* service had 12,383 subscribers. This service remains popular with patrons.

Youth Services Committee

The purpose of the Youth Services Committee is to promote reading through programs, collections, and service to children and their families. The committee actively pursues methods of marketing the library and its resources to the community. In addition, the committee reviews all requests for changes in service and shares information in ways to improve service, programming, and library collections. In FY2016-2017, the committee:

- Offered a wide-range of programming for children, birth through teens. Programs were conducted throughout the year but especially during all public school breaks to offer youth and their families a variety of activities to stay active during the breaks.
- Began promoting and offering a nationwide program entitled *1,000 Books Before Kindergarten*, which is a free program to encourage families to read with their young children. By keeping track of the amount of books read daily, weekly, or monthly to their young child, families can earn rewards along the way. The greatest reward is, of course, a strong foundation for youngsters as they begin their formal education. A strong base in literacy will improve their experience overall as students.
- Began using reminder texts about registration for programs and other early literacy information
- Incorporated new types of programs focusing on STEM principles in line with the school curriculum

- Added new shelving in the juvenile DVD areas and fiction shelves to accommodate more material
- Created a new punch card system to be used year-round. Each time a child participates in a Youth Services program, they receive a punch on their card. When they accumulate eight punches, they receive a small prize. In FY2016-2017, 51 families participated. (July 2016-June 2017)
- Conducted three summer reading programs at all Dearborn libraries. One was for school-age children, one for preschool-age children, and one for babies
- Presented a variety of programs for families including the bilingual storytimes, a large variety of passive programs, yoga classes for youth, and several all-ages entertainment shows. Animals made several appearances at the library over the course of the year as did a magician and a comedy juggler. Program visits from local firefighters and paramedics from the Dearborn Fire Department were well attended.
- Attended several workshops and conferences centering around programming and service to children
- Hosted 11 guessing contest displays with over 1,800 participants. Families enjoy looking at the colorful displays and using their estimating skills to make a guess for a chance to win a small prize.
- Hosted a fun kick-off for Summer Reading 2017 when Baffling Bill came to entertain a large crowd in the auditorium. Appearing before our very eyes was a duck, two white doves and a bunny! He also managed to avoid sawing his lovely assistant in half.

Circulation Committee

The purpose of the Circulation Committee is to improve customer service and to solve patron and staff problems concerning the Horizon circulation system. The circulation process has many possibilities for customizing service. Each year many improvements in customer service are developed through the efforts of this committee. The main tool of the committee is the *Circulation Manual*, which incorporates the Library Commission policy, system procedures, and sample statements for staff to use when talking to library patrons. In FY2016-2017, the committee:

- Assisted with the development and implementation of the Amnesty program held in conjunction with the 50th Anniversary Celebration of the Groundbreaking of HFCL. This amnesty program was successful in that it incorporated almost 500 patrons back into the system as well as led to the return of over 100 lost items. (December 2016)
- Began offering patrons the option of receiving checkout receipts through email (October 2016)
- Coordinated with the Collection Development committee on the new service called Kit Keeper. Patrons can request specific book club titles to be held for them on specific dates. This new service requires a new way of checking-in and handling returned book club kits. (July 2016)
- Worked on the circulation procedures for another new service called *Mobile Hot Spots* (June 2017)
- Reviewed and updated all printed materials to reflect new library hours (January 2017)

- Facilitated the printing of Arabic versions of patron card applications and circulation-related information (July 2016)
- Increased the renewal of library cards from one year to two years for the convenience of patrons (July 2016)
- Spent the majority of the fiscal year preparing for, training and using the new point-of-sale system called Smart Money Manager (April 2017)
- Began exploration of a new type of library card to be issued to youth in cooperation with Reference and New Technology Committees (July 2016-June 2017)
- Continued to assist with marketing and publicity for all library events and programs using the “word of mouth” strategy and direct-handing of promotional pieces

Collection Development Committee

The Collection Development Committee is composed of all the librarians in the system, as well as technical staff. The committee focuses on common issues involving format of materials, ordering and the library’s overall collection. In FY2016-2017, the committee:

- Trained for and launched a new patron suggestion interface and process. Previously patrons entered suggestions into a database and were not offered feedback when or if the suggested item was added to the collection. The new system allows for feedback in the form of automatic emails and custom emails to be sent to the patron notifying them when a suggested item is added to the collection and, conversely, if it is not added. (November 2016)
- Worked with Circulation Services on the new Kit Keeper service allowing patrons the ability to place holds on specific book club kits for certain dates (July 2016)

- Facilitated the development of a new 'television series on DVD' purchasing policy after many years of not purchasing this genre. A new television series policy was written and approved, allowing certain television shows to be added into the collection once they were no longer available on a television broadcast. (October 2016)
- Investigated and recommended the addition of Novelist Select information to the patron catalog to allow for more complete information and discoverability of other titles that are part of a series or have a similar appeal. This feature was also added to the self-checkout machine.
- Worked on the development of the *Local Author Collection* (May 2017)
- Continued to expand and hone the collection to meet the needs and suggestions of patrons. An example would be the expansion of urban fiction titles into the collection.

Disaster Preparedness Committee

The goals of the Disaster Preparedness Committee are to develop and evaluate procedures for emergencies and disasters that could occur at the Dearborn Public libraries.

The Disaster Preparedness Committee:

- Conducted fire and tornado drills at all Dearborn libraries
- Ensured that batteries in all emergency equipment were fresh and usable
- Ensured that first aid kits were adequately stocked in every agency
- Ensured that all staff emergency contact information was up-to-date and easily accessible

Marketing Committee

The purpose of the Marketing Committee is to market the library to the community. This committee also has responsibility for creating and updating general brochures with information about the library system. Using the publicity flow charts, the committee ensures that each library program is publicized in the library and through print and online outlets. In FY2016-2017, the committee:

- Conducted a series of outreach events promoting library services throughout the community:
 - Farmers and Artisans Market (July – September 2015; June 2016)
 - Homecoming (August 2016)
 - EDDDA/WDDDA Meeting (September 2016)
 - Dearborn Senior Health Expo (October 2016)
 - U of M-Dearborn Early Childhood Education Center (March 2017)
- Continued our partnership with a local Boy Scout, Brendan Hay, Troop 1147, to build a Little Free Library for the train station as his Eagle Scout project
- Began using BookSite rather than MS Publisher to prepare the *Library Matters* newsletter. This monthly online publication provides news and information on library services and events and is optimized for cell phones. (October 2016)
- Subscribed to Library Aware software which allows staff to create marketing material such as bookmarks, flyers and newsletters (July 2016)
- Continued notifying library patrons through the weekly Wowbrary subscription about new library material purchases

- CDTV produced 11 *Dearborn Libraries Check 'Em Out* segments. Segments included information about new library services as well as adult and children's programming events.

New Technology Committee

The purpose of the New Technology Committee is to draft technology plans, policies and procedures and submit these to the Administrative Panel and/or the Library Commission. In addition, the committee will advise and work with other technological-related issues. There is much overlap between this committee and the Automation agency and many things discussed during the New Technology meetings were implemented by Automation.

The New Technology Committee conducted a year of planning and much of the plans discussed will see implementation in FY2017-2018. Over the course of FY2016-2017, the New Technology Committee:

- Managed the design, rules and purchase of equipment for a new *Digitization Lab* to be launched in August 2017
- Managed the purchase, processing, and testing of circulating Wi-Fi hotspot devices for the public
- Discussed and finally rejected the implementation of the circulation of tablets to the public. Android Tablets would be unmanageable and too expensive. The idea has been tabled indefinitely.

Outreach Committee

The Outreach Committee held its first tentative meeting on March 31, 2016. The mission of the Committee is, "To actively reach new adults (post-high school, pre-

parenthood) and create new library card holders and users.” Actively reaching out means that committee members will go out to where prospective patrons are and interact with them as opposed to passively setting up tables and hoping prospective patrons approach us.

One of the tasks to attain this goal will be forming relationships with local businesses and associations to reach both city residents and employees working in Dearborn.

From its inception at the end of the previous year to the end of FY2016-2017, the Outreach Committee:

- Tested a pilot program outreach event at Brome Burger (April 2016)
- Hosted library game nights at Dearborn Brewing (May & August 2016)
- Attended and provided activities at 2016 Food Truck rallies. Committee members answered library questions and provided sidewalk chalk and hula hoops for children. Library participation was appreciated by attendees and presenters, as it gave children something to occupy their time. (June – August 2016)
- Tested a program at Dearborn Brewing called *Beat the Librarians*. After two attempts this event was decided to no longer be advertised as being connected to the library. The librarians are essentially unbeatable. Trivia events are still regularly attended by staff and library brochures are still passed around to Brewery patrons. (June 2016)
- Held a *Library Meet & Greet* at Brome. Many brochures and Smencils™ were passed out, and library staff spoke to many of the establishment’s patrons. (August 2016)
- Planned and helped manage a library amnesty program in preparation for the

50th anniversary of the groundbreaking for the Henry Ford Centennial Library building.

- Planned and helped manage a special 50th Groundbreaking Anniversary Open House at the HFCL. During the week leading up to the actual groundbreaking anniversary the library displayed historical photos of the building's construction. On December 14, 2016, the anniversary event featured Mayor O'Reilly, who spoke about the history of the library. Afterward, Clara Ford enthusiast Shirley Damps, in period costume, elaborated on library history and the enthusiasm Clara held for reading and for providing free books for children. Forty-five people attended the kick-off, and many dignitaries were present. The library provided snacks, staff gave tours, and there was a special children's craft program. (December 2016)
- Provided library information during Green Brain's free comic book day (May 2017)
- Planned and managed Harry Potter (HP) week activities to help celebrate the 20th anniversary of the release of the first Harry Potter book. Library staff presented many HP related events during the last week of June. (June 2017)
 - Held screenings of all of the HP related movies in the HFCL auditorium throughout the week (June 2017)
 - Planned and hosted an HP Trivia Contest on Wednesday, June 28, 2017 at the Esper Branch Library. Quizzo™ provided the trivia and the music. The event was massively successful and was attended by 68 people. The Friends of the Library - Dearborn provided snacks and soda drinks. (June 2017)

- Hosted an HP Yule Ball at Bryant Branch Library on June 30, 2017 for patrons twenty-one and older. The ball featured catered food and beer and wine provided by Park Place and paid for by the Dearborn Public Library Foundation. Also, library staff provided free magic wands and gave classes in Defense against the Dark Arts, Muggle Studies, Divination, and others. Fifty-four people attended the \$25 event. The event was very well received, and many requests were made for the library to host another such event in the future. (June 2017)

Reference Committee

The purpose of the Reference Committee is to coordinate reference service throughout the system. The committee has a major responsibility to continually review reference services and to recommend purchases of material. The committee must rank the value of each service and decide which formats are best for the community's needs. In FY2016-2017, the committee:

- Researched and recommended the addition of a new product entitled Proquest Historical Free Press from 1831-2007 (January 2017)
- Continued to review and analyze all database usage and market them to the community
- Continued to work on improvements to the *Online Resources* page on the library's website
- Evaluated and reviewed numerous database products
- Worked on the promotion of online products

Security Committee

The Security Committee was created to help develop policy and procedures to ensure the safety of library patrons and staff members.

FY2016-2017 presented unprecedented challenges to the committee. Students had become increasingly unruly during finals study time, and unforeseen circumstances led to the loss of all security guards late 2016. Newly-hired security guards began work in the middle of the January, at the onset of the January finals study season.

During FY2016-2017, the Committee dealt with the following issues:

- Struggled without regularly scheduled security guards at the HFCL for several months. The full-time staff took on the extra security duties. (November 2016-January 2017)
- Investigated and purchased new radios for the HFCL which have a far range and are very easy to charge. In addition, the custodial staff has been issued radios so that they can be contacted without having to use the loudspeaker. (November 2016)
- Partnered with Cpl. Daniel Bartok from the Dearborn Police Department to provide extra training on the recently installed duress buttons. Other security issues that plague the library were also discussed. (November 2016)
- Switched supervision of the security guards at the HFCL to Librarian II, Patty Podzikowski (January 2017)
- Hired two security guards for the HFCL (January 2017)
- Hired two security guards for the HFCL (May 2017)
- Drafted and implemented, with the Library Commission's approval, guidelines for students in the library during final exam study time. For the two weeks leading up to

final exams (June 5 through June 16) students were required to have parental supervision while in the library. This resulted in parents remaining in the building while the students did their work. Most regular patrons appreciated the fact that the library did something to help manage the crowd control and behavior issues that were an ongoing problem. (June 2017)

Serials Committee

The purpose of the Serials Committee is to manage the serials module through coordination, training, creation of procedures and problem solving. Serials are materials that are updated periodically, such as magazines, yearbooks, and directories. Because the serials module is stable, it was not necessary for the committee to meet in FY2016-2017.

Social Media Committee

The purpose of the Social Media Committee is to create, organize and manage our social media communication on behalf of the library. The Facebook page was launched on July 23, 2010 and the committee meets monthly to finesse and monitor the page, its content, and to review the usage statistics. More and more patrons are reporting that social media is their preferred method of obtaining information from the library to discover new services and programs. In addition, the Library also hosts Twitter and Instagram accounts.

- Facebook page currently has over 1,600 fans and the committee continues to strive to increase its usage and market the library's services to the public
- Facebook users engage with the library's Facebook page an average of 21 times per day

- Twitter page currently has over 900 followers
- Library tweets are seen by followers an average of 336 times per day
- Library Instagram account currently has over 1,200 followers, which is a 33% increase over the previous year
- Continued to explore and review uses of other social media sites, such as Snapchat to determine use in the public library setting
- Looked at social media statistics in detail to determine which statistics are the most accurate representation of social media use in the community
- Wrote and posted *Top Ten List of Library Accomplishments for 2017* at year end
- Conducted a successful reader's advisory campaign on social media across all platforms during National Library Week held in April 2017

Volunteer Committee

The purpose of the Volunteer Committee is to actively recruit, train and retain high quality volunteers for the Dearborn Public Library. Our volunteers perform a myriad of duties, all of which are an integral part of the library's operations. Many of our library volunteers assist with collection maintenance. This includes checking, cleaning, sorting, labeling, processing and shelving library material. Other volunteers assist with library programming and fundraising. During FY2016-2017, the library had a grand total, including Friends of the Library-Dearborn volunteers, of 131 volunteers who contributed 6,413 hours of volunteer service.

In FY2016-2017, the Volunteer Committee:

- Increased the scope of existing programs:

- The ESL Conversation Circles conducted by trained adult volunteers, teach adult learners of the English language conversation, vocabulary, grammar and writing skills and offer an opportunity to practice speaking English in a fun, relaxed environment. These programs, which were instituted three years ago, continue to grow in popularity and the total attendance for all ESL programs in FY 2016-2017 was 1,392. A summer session was held titled “Traveling Around...A Special Course for ESL Students”, which focused on teaching students how to navigate around their hometown and beyond. Michigan tourist attractions, many located in Dearborn, were presented and discussed. The students commented that this class was very beneficial in making them feel more at ease and capable of exploring their new home town and state.
- Two of our teen volunteer programs, the *Read with a Teen* and the Teen Advisory Group (TAG), both instituted three years ago year, grew in size and scope this year. *Read With a Teen* offers children in grades 1-3 the weekly opportunity to build their reading skills with the help of a volunteer teen role model. The Teen Advisory Group (TAG) offers teens, especially those who are required to fulfill community service hours for school, an opportunity to gain service hours and experience by meeting monthly to help plan library programs for teens. These programs continue to be quite successful, bringing in more teens to the library.
- Updated the Volunteer web page to include current information pertaining to volunteering at the library, the various volunteer positions available at the library and the qualifications needed for these positions. This also included changes to the

website to make the Volunteer page and the link to the volunteer application more accessible.

- Organized and conducted the annual Volunteer Recognition Luncheon held at Dearborn Hills Golf Course on May 17, 2017. Seventy-two attendees enjoyed lunch, a PowerPoint presentation showing our volunteers “in action,” and presentations from Library Director Maryanne Bartles, and other city officials recognizing the contributions of our valued library volunteers. Anne Gautreau, a Library Foundation board member, gave a notable presentation which was very well received by our volunteers. As a token of our appreciation, each volunteer received a Dearborn Public Library logo trunk organizer. Many of our volunteers expressed their gratitude for the event and the acknowledgement they received.

FY 2016-2017 Volunteer Committee Goals:

- Continue to explore new volunteer programs and expand the size and scope of existing programs, including offering classes at locations other than HFCL
- Update the Volunteer Application on the Volunteer webpage
- Actively recruit additional volunteers for ESL programs in order to meet the demand for expanded ESL services, including exploring possible partnerships with local community groups, such as the volunteer group from The First United Methodist Church in Dearborn, who has indicated an interest in volunteering with our ESL programs.
- Revise and conduct group information and orientation sessions for potential volunteers

Dearborn Public Library Foundation

The Dearborn Public Library Foundation seeks to benefit, promote and enhance the library system by building strong public-private partnerships with individuals, businesses, and community organizations that share their mission for creating a stronger library that is meeting the needs of the community. During FY2016-2017, the Foundation:

- Welcomed new board members Serge Danielson-Francois, Farah Kobeissi-Nasser and Adnan S. Nasser. Robyn Mazza replaced Dennis DePaulis, who resigned from the Board, as President. Anne Gautreau, continued as Secretary and Farah Kobeissi-Nasser replaced Lawrence M. Levesque, who resigned from the Board, as Treasurer. Corinne S. Asher and Yousef Alqamoussi also resigned from the Board in 2016. Directors Jenna L. Bray, Holly Frank, Kathleen J. Murray, Christina Schneider Sherding, Margaret Thornburg and Joseph F. Walsh remain on the Board. While Steve Roberts continued to serve as President Emeritus, his participation is limited due to family obligations.
- Continued the residential mail campaign in 2016 and raised \$17,210 in donations from 187 donors. Unfortunately this was 30% lower than the 2015 mail campaign.
- Collected \$950.56, which was 9% higher than the previous year, from the Kroger Community Reward Program
- Suspended the Annual Essay Contest due to a significant change in the members of the Foundation Board and a desire to re-tool the contest

Friends of the Library-Dearborn (FOLD)

The Friends of the Library-Dearborn (FOLD) is a vital volunteer group that encourages the community's support of the library. They hold monthly meetings featuring local authors and speakers and mail a newsletter to all their members. In March 2017, FOLD initiated a Facebook page to further its communication with the community and to assist with promoting FOLD programs as well as general library and literacy information.

As a dedicated group of volunteers, FOLD conducts, as its major fundraising activity, the ever-popular monthly book sale held at the HFCL. In addition, FOLD purchases a variety of items that are sold at each library. These items include book bags, flash drives, headphones and earbuds. In FY2016-2017, FOLD raised \$26,787.93 from the used book and merchandise sales.

Proceeds from the sales subsidized the following programs:

- *Blockbusters* free film series, which includes the yearly renewal of the public performance site licenses
- DVD purchases for the *Blockbusters* free film series
- *Book Page™* publication
- Canvas and “green bags” as well as earbuds, head phones and flash drives for sale at all libraries
- Summer Reading programs as well as the new Adult Winter Reading program
- Staff training workshops
- Computer workshops for the public
- Extra copies of books for the *Classics Revisited* program
- Support for The Big Read-Dearborn program

- Support for the Groundbreaking 50th Anniversary Celebration at the Henry Ford Centennial Library

In addition, FOLD:

- Contributed approximately 3,327 hours of volunteer time
- Planned and sponsored seven programs in their popular lecture series which averaged about 57 people in attendance per event. Highlights of the year included programs on Early Days of Radio, the Dodge Brothers, and a well-attended program on the history of Metro Airport

Without the support of our Friends of the Library-Dearborn volunteers, the library would not be able to offer these kinds of special services and programs which are greatly appreciated by the staff and patrons alike.

Website Committee

The Website Committee worked toward the creation of a library apps page, and the library webmaster has assisted in the creation of a new Library Foundation website. Discussion also occurred regarding the problems in implementing a new StaffNet (library staff intranet), particularly with the staff scheduling page, as it is highly dependent on outdated software. In addition, the committee meets monthly to edit the library webpage to make it more easy to navigate.

DEARBORN PUBLIC LIBRARY - STATISTICAL INFORMATION

	2016-2017	2015-2016	Percent Change
Circulation (Transactions)*	481,356	515,544	-6.63%
Traffic (Individual Visits)	359,571	369,763	-2.75%
Collection (Items)	210,437	217,655	-3.32%
Collection (Titles)	139,110	144,297	-3.59%
Registration (Borrowers)**	31,857	32,829	-2.96%

*Includes MeLCat interlibrary loans

**Patrons who have renewed their card within the last three years

Detailed Collection Statistics

Items	2016-2017	2015-2016	Percent Change
Books, Adult	78,748	85,454	-7.85%
Books, Juvenile	59,136	60,686	-2.55%
Books, Reference	2,109	2,193	-3.83%
Periodicals	13,976	13,790	1.35%
Videocassettes	2	6	-66.67%
DVDs	34,182	32,741	4.40%
Compact Discs, Music	14,027	14,404	-2.62%
Books on Audiocassette	4	2	100.00%
Books on CD	4,638	4,962	-6.53%
Video Games	943	712	32.44%
USB Language Kits	14	16	-12.50%
Book Club Kits, Adult & Youth	217	229	-5.24%
WiFi Hotspots	10	N/A	New Collection

Programs

2016-2017 Number of Programs	2016-2017 Attendance	2015-2016 Number of Programs	2015-2016 Attendance	Percent Change	
				Programs	Attendance
738	22,363	634	21,163	16.4%	5.67%

Photographic Highlights



Brendan Hay, designer and builder (Troop 1147) of the Little Free Library at the John Dingell Transit Center (dedicated November 12, 2016)



50th Anniversary of the Groundbreaking of the Henry Ford Centennial Library (December 14, 2016)

GOALS AND PLANS FOR THE NEXT FISCAL YEAR

2017-2018

1. Continue working with the Dearborn Library Commission to develop a strategic plan for the Dearborn Public Library.
2. Continue the upgrade of the Horizon software which includes online catalog, mobile catalog, online payments, online credit card processing, tele-messaging and self-check as well as a point-of-sale system.
3. Continue work on the library re-lamping project, focusing on additional LED lighting at the HFCL.
4. Continue work on the wall repair and ceiling repair/painting project where needed.
5. Install new wallpaper at the HFCL.
6. Complete renovation of the HFCL first floor restrooms.
7. Install additional security devices (cameras and card swipes).
8. Continue implementation of better internal controls for cash handling procedures throughout all library buildings and individual library agencies.
9. Begin the process of evaluating the second floor of the HFCL with a space/need analysis in order to improve traffic flow, sight lines and access to materials.
10. Begin electrical outlet improvements to all library buildings, beginning with the HFCL.
11. Replaced north public entrance doors at the Esper Branch Library.

**CITY OF DEARBORN
DEARBORN PUBLIC LIBRARY**

	Adopted Budget 2016-2017	Actual Budget 2015-2016	Percent Change
PERSONNEL SERVICES	\$3,453,711	\$3,284,193	5.16%
OPERATING EXPENSE*	\$1,973,076	\$1,358,803	45.21%
SUPPLIES	\$130,650	\$100,995	29.36%
OTHER SERVICES & CHARGES	\$8,520	\$5,700	49.47%
CAPITAL OUTLAY	\$480,300	\$504,800	-4.85%
Undistributed	\$10,000	\$10,000	0.00%
Expenses Allocated Out	\$0	-\$2,400	-100.00%
TOTAL LIBRARIES	\$6,056,257	\$5,262,091	15.09%

*Includes Facilities Lease (Account 271-5100-980.44-04)

Fiscal Year	Facility Lease
FY2016-2017*	\$1,244,879
FY2015-2016**	\$ 675,240
FY2014-2015**	\$ 846,286
FY2013-2014**	\$1,115,250

*Adopted

**Actual

MONIES RECEIVED

		ACTUAL MONIES RECEIVED		
	Account	2016-2017	2015-2016	Percent Change
Library Aid Grant	(330.04-30)	\$ 64,184.20	\$ 61,053.50	5.13%
Penal Fines	(330.07-12)	\$ 72,617.42	\$ 93,114.73	-22.01%
Internet User Cards	(341.80-35)	\$ 12,254.75	\$ 13,684.15	-10.45%
Copier, Printer, Microfilm	(341.80-40)	\$ 35,140.18	\$ 36,319.98	-3.25%
Library Fines/Fees	(351.40-00)	\$ 62,409.61	\$ 68,165.87	-8.44%
Library Room Rental	(363.20-05)	\$ 10,210.00	\$ 9,121.13	11.94%
Gifts	(365.90-00)	\$ 5.00	\$ 0.00	500%
Operating Expenses (Reimbursements)	(366.80-00)	\$ 31,288.41 (e-rate reimbursement)	\$ 4,240.88	637.78%
Miscellaneous	(369.90-00)	\$ 2,609.00	\$ 4,678.32	-44.23%
Designated Purposes Fund				
Friends of the Library-Dearborn Used Book Sale & Merchandise sale	(276...341.60-90)	\$ 26,787.93	\$ 29,753.92	-9.97%
Friends of the Library-Dearborn and The Big Read-Dearborn Donations	(276...365.90-00)	\$ 2,316.49	\$ 14,690.20 (Big Read donations)	-84.23%
GRAND TOTAL		\$319,822.99	\$ 334,822.68	-4.48%

**DEARBORN PUBLIC LIBRARY
LIBRARY COMMISSION**

Marcel Pultorak, Chair

Initial Appointment: 09/01/2002; Current Terms ends: 06/30/2017

Ali Dagher, Vice-Chair

Initial Appointment: 06/04/2013; Current Terms ends: 06/30/2018

Ryan Lazar, Secretary

Initial Appointment: 06/30/2011; Current Terms ends: 06/30/2017

Barth Bucciarelli

Initial Appointment: 06/30/2015; Current Terms ends: 06/30/2018

Jihan Jawad

Initial Appointment: 06/30/2008; Current Terms ends: 06/30/2017

Michelle Jawad

Initial Appointment: 6/30/2015; Current Terms ends: 6/30/2018

Arrwa Mogalli

Initial Appointment: 6/30/2015; Current Terms ends: 6/30/2019

David Schlaff

Initial Appointment: 04/23/1996; Current Terms ends: 06/30/2019

Nancy Zakar

Initial Appointment: 10/07/2009; Current Terms ends: 06/30/2019

DEARBORN PUBLIC LIBRARY

DIRECTORY

HENRY FORD CENTENNIAL LIBRARY

16301 Michigan Avenue
Dearborn, Michigan 48126
313-943-2330

BRYANT BRANCH LIBRARY

22100 Michigan Avenue
Dearborn, Michigan 48124
313-943-4091

ESPER BRANCH LIBRARY

12929 W. Warren
Dearborn, Michigan 48126
313-943-4096

LIBRARY HOURS

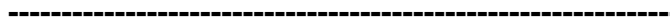
Effective January 1, 2017

HENRY FORD CENTENNIAL LIBRARY

Monday-Thursday 9:30 a.m. - 8:30 p.m.

Friday-Saturday 9:30 a.m. - 5:30 p.m.

Sunday 1:00 p.m. - 5:00 p.m. (September through May)



BRANCH LIBRARIES

Monday-Tuesday 11:00 p.m. - 7:00 p.m.

Wednesday-Thursday 11:00 a.m. - 5:30 p.m.

Friday CLOSED

Saturday 11:00 a.m. - 5:30 p.m.

Guidelines for Students

Using the Dearborn Public Library during Finals

In the recent past, the library has dealt with inappropriate behavior during the two weeks prior to final exams (January and June). Students have been excessively loud, disrespectful, and destructive, causing considerable stress for both staff and other library patrons. Because of these issues, we are putting new guidelines into effect in an attempt to deter this behavior.

During the period of June 5th - June 16th:

- **All students under the age of 18 are required to have parental supervision.** For every four students, at least one parent must stay in the building and supervise the group the entire time they are in the library. Parents supervising students will be required to sign a form listing the students' names and agreeing that they are responsible for the group. This information will not be used for the purpose of creating a library record and, should a disciplinary situation arise, may be shared with law enforcement, school officials, the student's parents and library staff.
- **Additionally, all students must show school ID or other valid photo identification upon entering the building.** To enforce this, the Library will post staff at the public entrance doors to greet people as they enter the building. In the past, when we have had issues, many students gave false names or claimed they did not have identification. We require proper identification so that we can take appropriate measures should an issue arise with the student.

These guidelines are in accordance with advice from the Dearborn Police Department and have been approved by the Library Commission, the Mayor's office and the City Council.

Approved by Dearborn Library Commission April 21, 2017

Library Rates and Fees FY2017-FY2020

Description of fee/rate	<i>Actual Rates/Fees FY2017</i>	<i>Budget Rates/Fees FY2018</i>	<i>Budget Rates/Fees FY2019</i>	<i>Budget Rates/Fees FY2020</i>	Comments
Daily Limited Internet Pass	2.00	2.00	2.00	2.00	No change
Annual Internet Card	20.00 / 6 months or \$35 / 12 months	20.00 / 6 months or \$35 / 12 months	20.00 / 6 months or \$35 / 12 months	20.00 / 6 months or \$35 / 12 months	No change
Copier Fees-Color	1.00	1.00	1.00	1.00	No change
Copier Fees-B&W	0.20	0.20	0.20	0.20	No change
Internet Print Fees-Color	1.00	1.00	1.00	1.00	No change
Internet Print Fees-B&W	0.20	0.20	0.20	0.20	No change
Non-Resident Library Card per year	80.00	100.00	100.00	100.00	INCREASE
Overdue Charges per day	0.25	0.25	0.25	0.25	No change
Overdue Charges per day-Media	1.00	1.00	1.00	1.00	No change
Overdue Charges per day-Entertainment DVD/VHA	2.00	2.00	2.00	2.00	No change
Auditorium Rental Charges-Resident - First 3 Hrs.	130.00	150.00	150.00	150.00	INCREASE
Auditorium Rental Charges-Nonresident- First 3 Hrs.	160.00	180.00	180.00	180.00	INCREASE
Auditorium Rental Charges-Nonresident- Ea. Add. Hr.	55.00	60.00	60.00	60.00	INCREASE
Auditorium Rental Charges-For Profit Org.-First 3 Hrs.	300.00	360.00	360.00	360.00	INCREASE
Auditorium Rental Charges-For Profit Org.-Ea. Add. Hr.	100.00	120.00	120.00	120.00	INCREASE
Auditorium Fee-Security (only after hours as deemed necessary by the Library Director) Less than 100 people = 1 guard. More than 100 people = 2 guards.	30.00 per hour per guard	40.00 per hr. per guard	40.00 per hr. per guard	40.00 per hr. per guard	INCREASE

Auditorium Fee-Custodian (required whenever food is served) Bldg. Open Rate	35.00 flat	40.00 flat	40.00 flat	40.00 flat	INCREASE
Auditorium Fee-Custodian (required whenever food is served) Bldg. Closed Rate per HOUR	35.00/hr.	40.00/hr.	40.00/hr.	40.00/hr.	INCREASE
Auditorium Fee-LCD projector	55.00	75.00	75.00	75.00	INCREASE (this fee includes the assistance of an AV technician)
Auditorium Fee-Microphones each (Wired)	20.00	20.00	20.00	20.00	No change
Auditorium Fee-Microphones each (Wireless)	50.00	50.00	50.00	50.00	No change
Auditorium Fee-TV w/DVD or VHS player	30.00	35.00	35.00	35.00	INCREASE
Computer Class Charges-Advanced Classes per class	25.00	25.00	25.00	25.00	No change
Computer Class Charges-Advanced Classes per Hr.	5.00	5.00	5.00	5.00	No change
Large Conference Room on HFCL Mezzanine OR Esper Conference Room-Resident Non-Profit	35.00/2 hrs.	40.00/2 hrs.	40.00/2 hrs.	40.00/2 hrs.	INCREASE (Remove Non-Profit designation; all one rate)
Large Conference Room on HFCL Mezzanine OR Esper Conference Room-Resident Non-Profit	8.75 each add. 1/2 hr.	10.00 each add. 1/2 hr.	10.00 each add. 1/2 hr.	10.00 each add. 1/2 hr.	INCREASE (Remove Non-Profit designation; all one rate)

Kitchenette on HFCL Mezzanine Resident Non-Profit	10.00 flat rate	10.00 flat rate	10.00 flat rate	10.00 flat rate	No change (Remove Non-Profit designation; all one rate)
Group Study Room Reservation-Resident Non-Profit	6.00/hr.	10.00/hr.	10.00/hr.	10.00/hr.	INCREASE (Remove Non-Profit designation; all one rate)
Processing Fee for lost material-per item	3.00	5.00	5.00	5.00	INCREASE
Lucky Day Collection Rental (popular DVDs)	\$2/DVD or 3 for \$5.00	\$2/DVD or 3 for \$5.00	\$2/DVD or 3 for \$5.00	\$2/DVD or 3 for \$5.00	No change
Proctoring Fee (effective January 2016)	\$25.00 per test/resident; \$35.00 per test/non-resident	\$25.00 per test/resident; \$35.00 per test/non-resident	\$25.00 per test/resident; \$35.00 per test/non-resident	\$25.00 per test/resident; \$35.00 per test/non-resident	No change
Convenience fee for Credit Card purchases	No CHARGE	TBD	TBD	TBD	Waiting for launch of new financial controls software

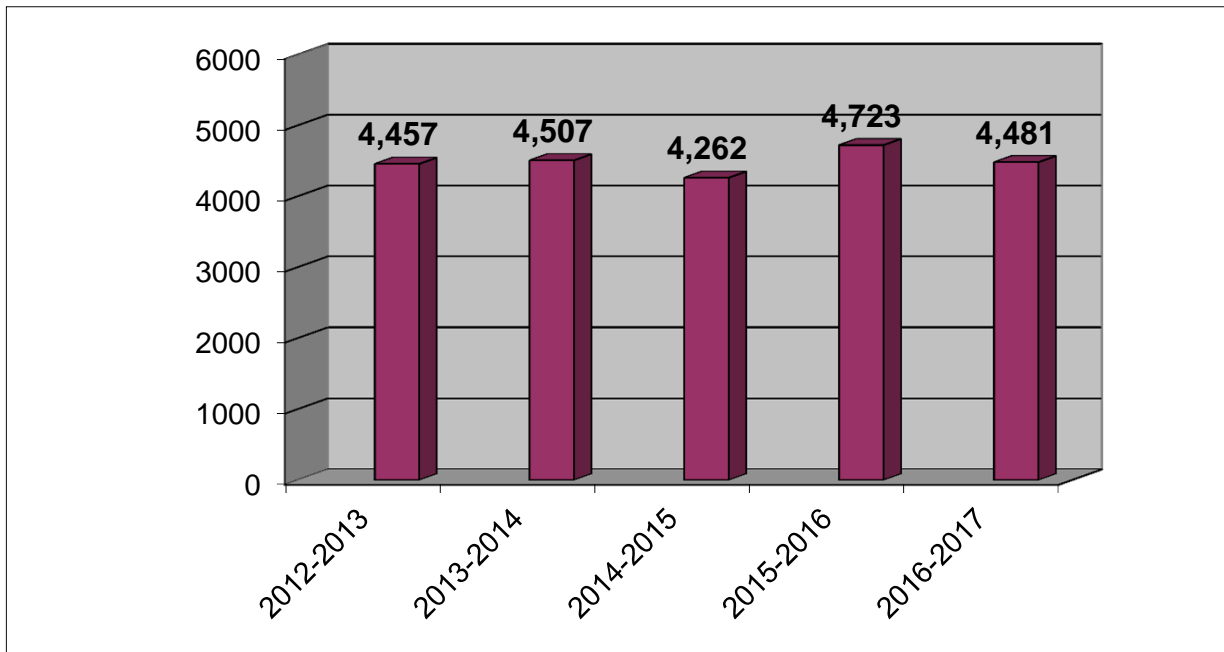
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Patrons Added to System for First Time

First Time Registrants

2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
4,457	4,507	4,262	4,723	4,481



Active Library Card Holders End of Each Fiscal Year

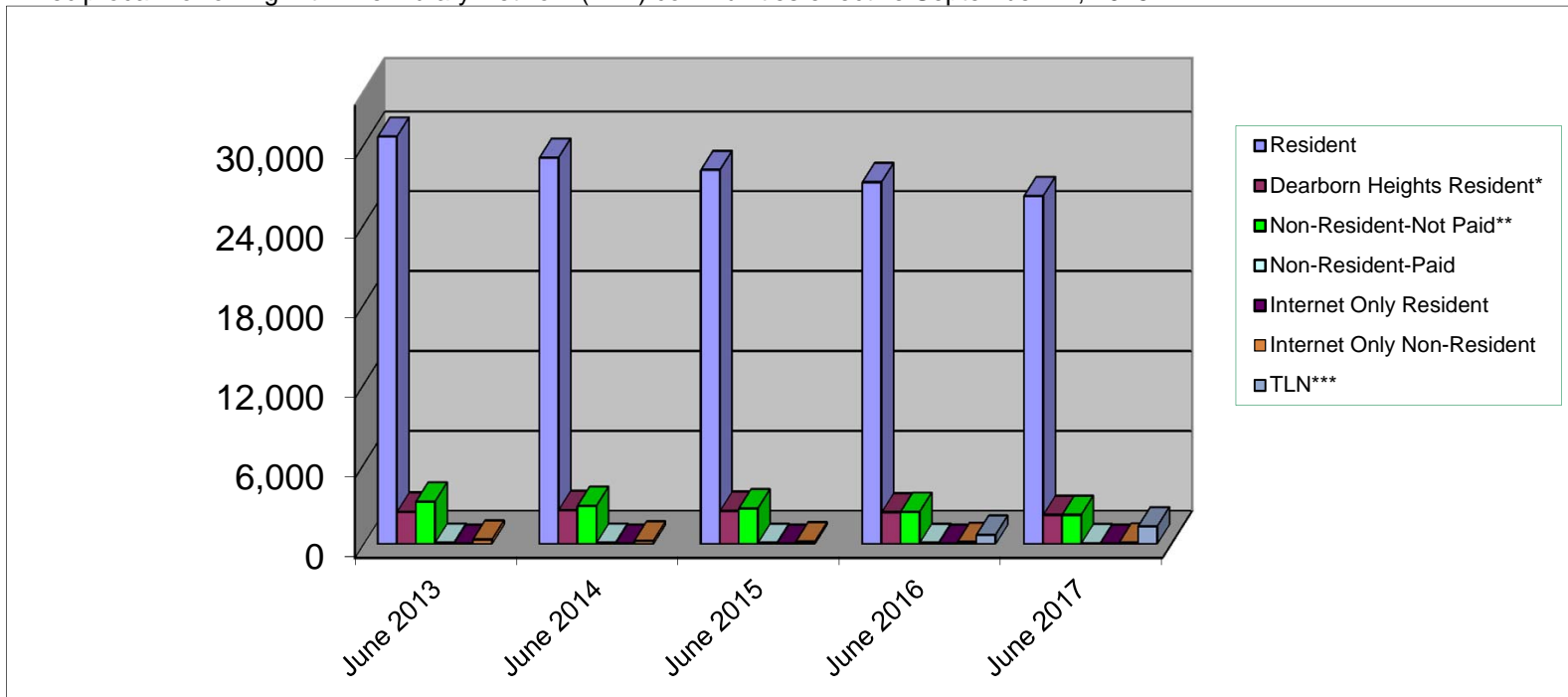
	June 2013	June 2014	June 2015	June 2016	June 2017
Resident	30,600	29,003	28,087	27,174	26,124
Dearborn Heights Resident*	2,409	2,534	2,476	2,368	2,169
Non-Resident-Not Paid**	3,165	2,846	2,662	2,393	2,170
Non-Resident-Paid	83	82	75	68	41
Internet Only Resident	8	10	7	7	2
Internet Only Non-Resident	315	235	175	144	93
TLN***				675	1,304
TOTAL	36,580	34,710	33,482	32,829	31,903

Active Library Card Holder is defined as a patron who has renewed their card within the last three years

*Reciprocal Borrowing agreement effective March 1, 2011

**Includes Dearborn Heights residents in Dearborn School District

***Reciprocal Borrowing with The Library Network (TLN) communities effective September 14, 2015



Resident Cardholders as Percentage of Population

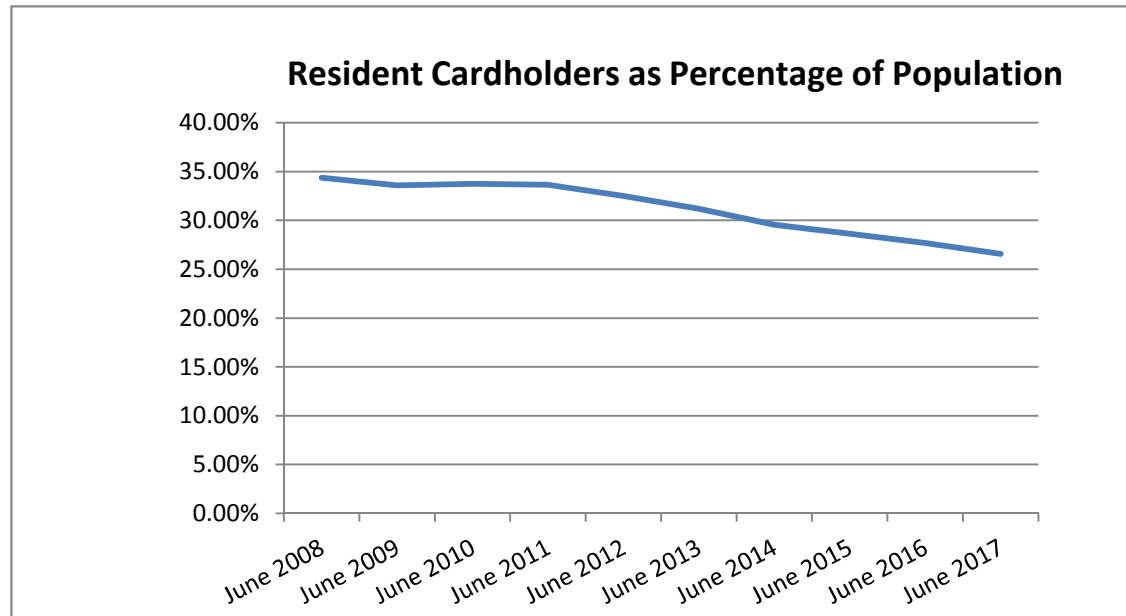
	June 2008	June 2009	June 2010	June 2011	June 2012	June 2013	June 2014	June 2015	June 2016	June 2017
Resident	33,533	32,800	33,002	33,025	31,899	30,600	29,003	28,087	27,174	26,086
Dearborn Heights Resident				401	2,007	2,409	2,534	2,476	2,368	2,166
Non-Resident-Not Paid	5,331	4,927	4,713	4,650	3,412	3,165	2,846	2,662	2,393	2,166
Non-Resident-Paid	120	116	109	108	96	83	82	75	68	41
Internet Only Resident	77	30	11	9	7	8	10	7	7	2
Internet Only Non-Resident	1,770	1,089	628	538	456	315	235	175	144	93
TLN									675	1,303
TOTAL	40,831	38,962	38,463	38,731	37,877	36,580	34,710	33,482	32,829	31,857

Resident % of Total 82.31% 84.26% 85.83% 85.29% 84.24% 83.67% 83.59% 83.91% 82.80% 81.89%

Active Library Card Holder is defined as a patron who has renewed their card within the last three years

Resident Cardholders as % of Population

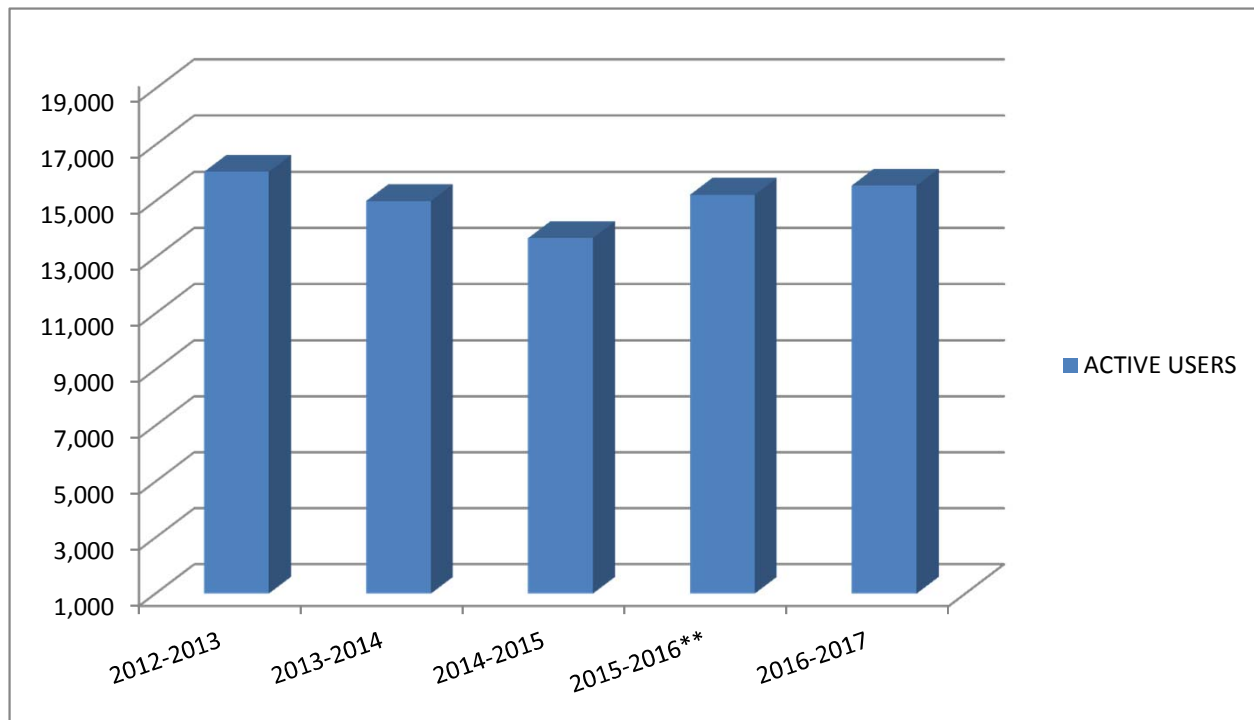
June 2008	June 2009	June 2010	June 2011	June 2012	June 2013	June 2014	June 2015	June 2016	June 2017
34.37%	33.58%	33.76%	33.66%	32.51%	31.18%	29.56%	28.62%	27.69%	26.58%



Active Users

	2012-2013	2013-2014	2014-2015	2015-2016**	2016-2017
ACTIVE USERS	16,042	15,003	13,683	15,226	15,559

**Beginning FY2015-2016: Active User is someone who, during the last 365 days, has either checked out material or authenticated using their library card / PIN for one of our digital services



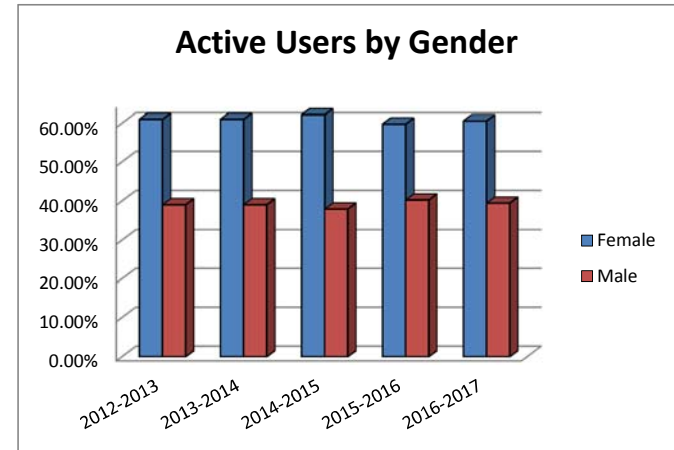
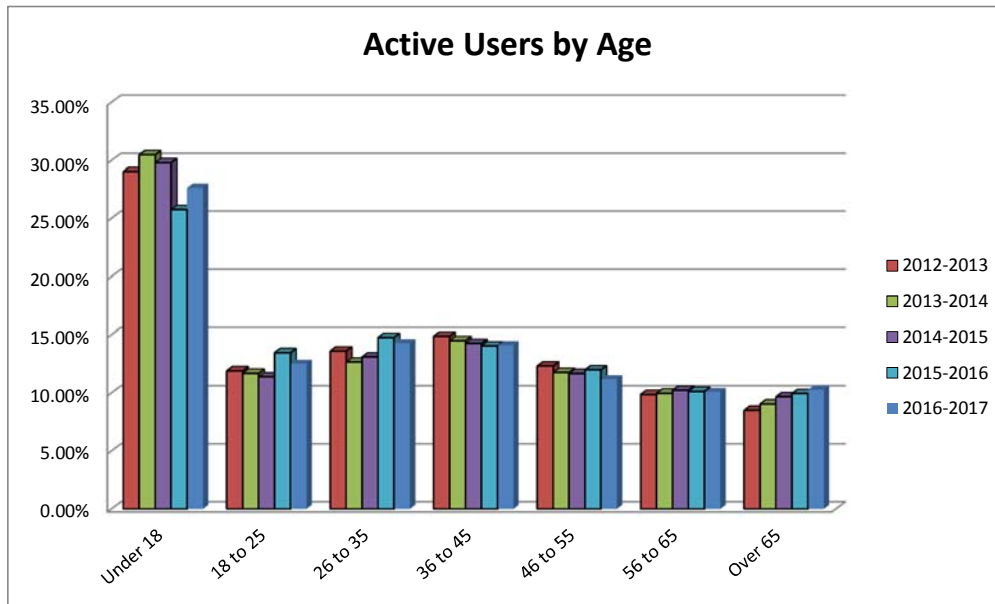
Active Users by Age and Gender*

By age:

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Under 18	29.05%	30.48%	29.80%	25.75%	27.65%
18 to 25	11.87%	11.65%	11.34%	13.44%	12.49%
26 to 35	13.59%	12.62%	13.07%	14.76%	14.28%
36 to 45	14.87%	14.49%	14.25%	14.03%	14.09%
46 to 55	12.28%	11.72%	11.64%	11.95%	11.14%
56 to 65	9.86%	9.97%	10.23%	10.13%	10.08%
Over 65	8.48%	9.03%	9.66%	9.94%	10.27%

By gender:

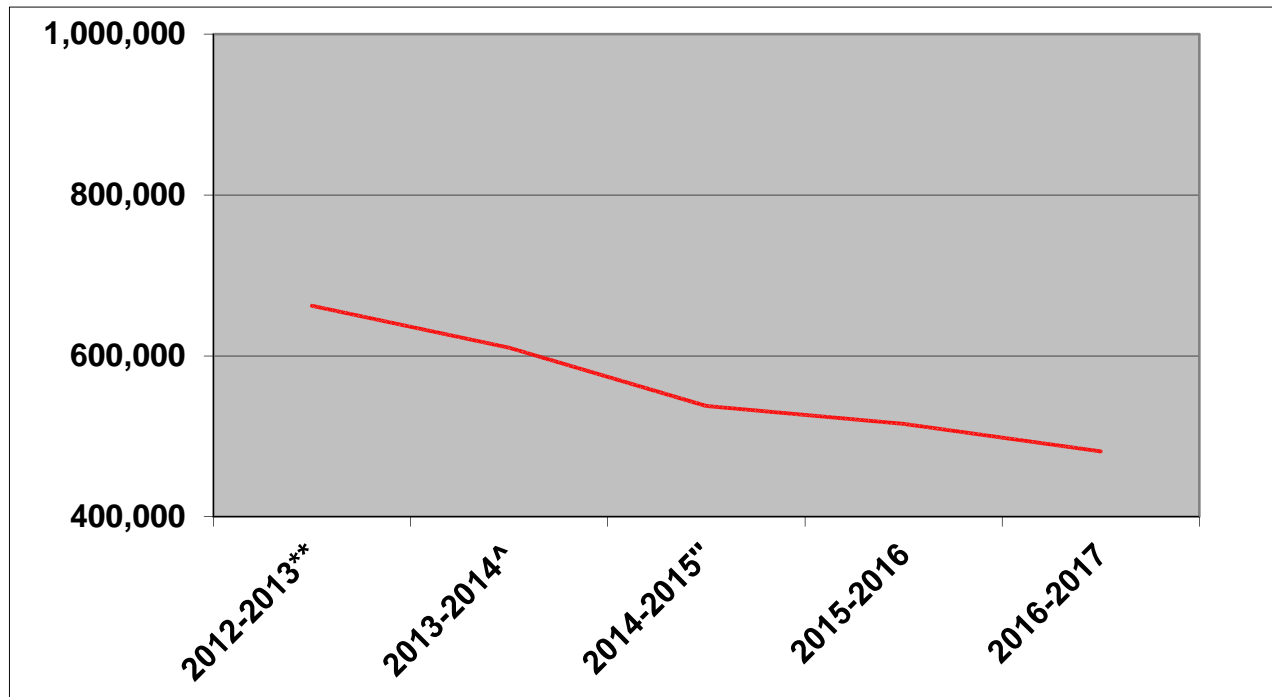
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Female	61.00%	61.00%	62.14%	59.76%	60.58%
Male	39.00%	39.00%	37.86%	40.24%	39.42%



*Beginning FY2015-2016: Active User is someone who, during the last 365 days, has either checked out material or authenticated using their library card / PIN for one of our digital services

Total Circulation

	2012-2013**	2013-2014^	2014-2015"	2015-2016	2016-2017
Total Circulation	662,312	610,229	537,739	515,544	481,356



** Beginning February 2013 Includes MeLCat checkouts to patrons and to other libraries

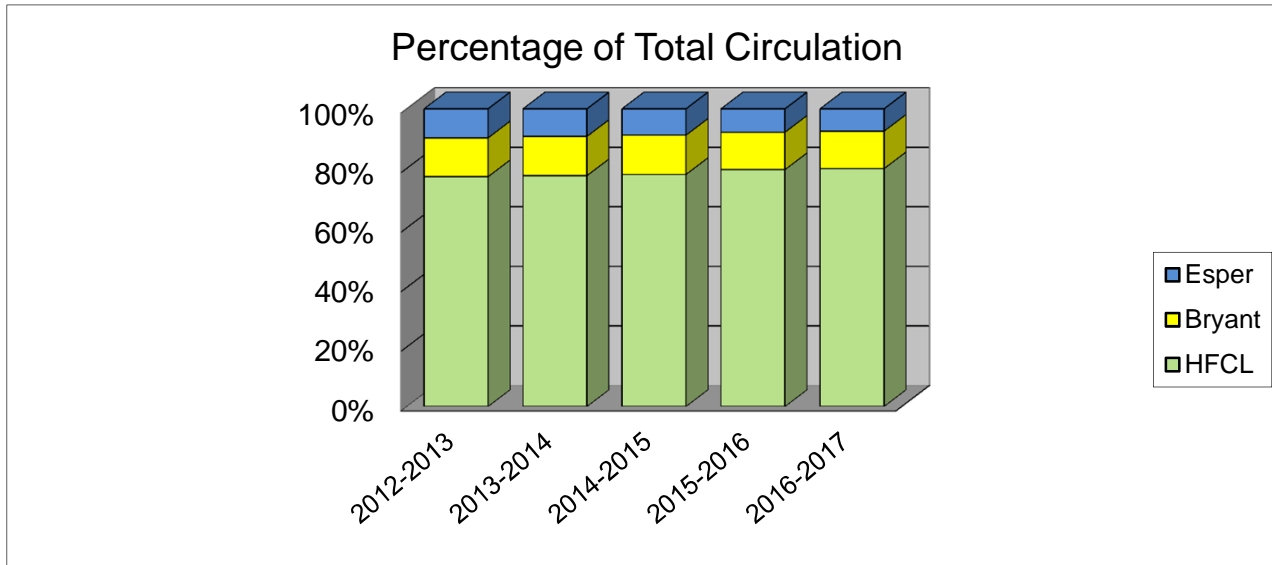
^ Beginning February 2014 Includes Zinio™ online magazine service

" Beginning May 2015 Includes hoopla™ streaming music and video service

Branch Percentage of Circulation

Checkouts	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
HFCL	486,383	443,595	381,445	361,934	329,262
Bryant	82,162	75,381	64,533	57,133	51,726
Esper	61,296	52,739	43,181	35,550	30,854
TOTAL HORIZON CIRCULATION	629,841	571,715	489,159	454,617	411,842

Percentage of Total	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
HFCL	77.22%	77.59%	77.98%	79.61%	79.95%
Bryant	13.04%	13.19%	13.19%	12.57%	12.56%
Esper	9.73%	9.22%	8.83%	7.82%	7.49%



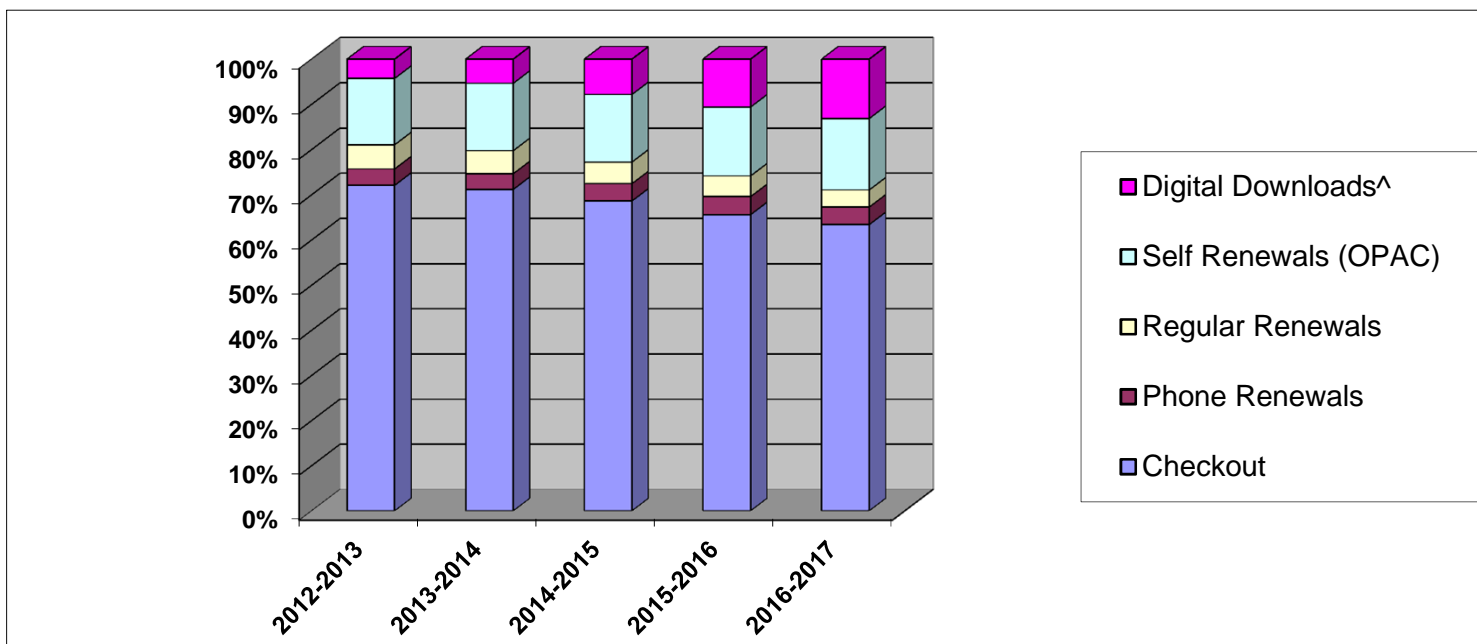
Does not include circulation of book club kits, downloadables or MeLCat

Type of Circulation Checkout / Renewal / Download

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Checkout	474,323	430,035	364,166	333,599	300,608
Phone Renewals	23,846	20,961	20,350	20,309	18,437
Regular Renewals	35,147	30,766	25,312	23,274	17,935
Self Renewals (OPAC)	96,525	89,961	79,331	77,435	74,862
Digital Downloads^	27,923	32,144	41,386	53,810	62,198

Does not include miscellaneous circulation such as book club kits, shut-in deliveries, MeLCat, etc.

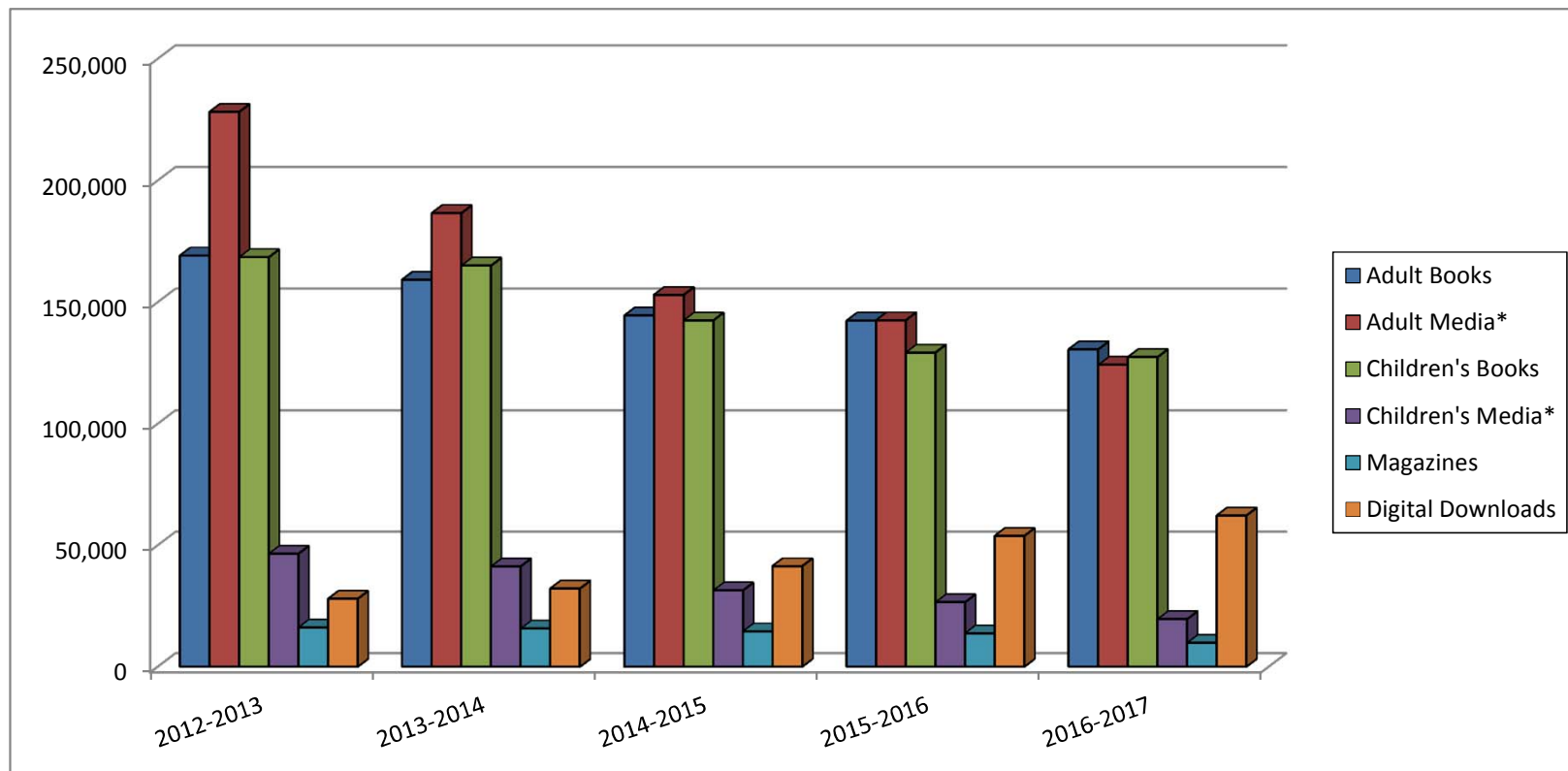
^Zinio™ online magazines added February 2014, hoopla™ added May 2015



Circulation by Format

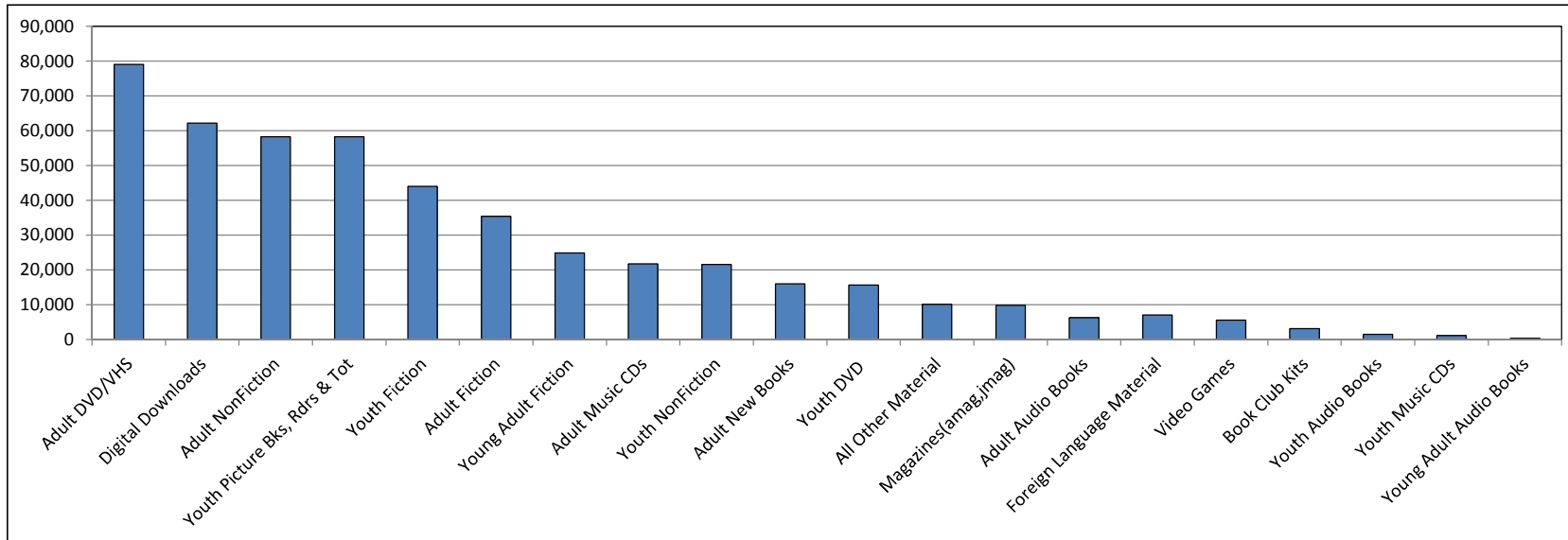
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Adult Books	169,111	159,222	144,469	142,329	130,592
Adult Media*	228,150	186,564	152,960	142,568	124,213
Children's Books	168,446	164,994	142,479	129,295	127,402
Children's Media*	46,497	41,277	31,366	26,504	19,558
Magazines	16,183	15,643	14,529	13,789	9,798
Digital Downloads	27,923	32,144	41,386	53,810	62,198

* Media = DVD and Audio CD (books and music)



Circulation by Collection 2016-2017 Fiscal Year

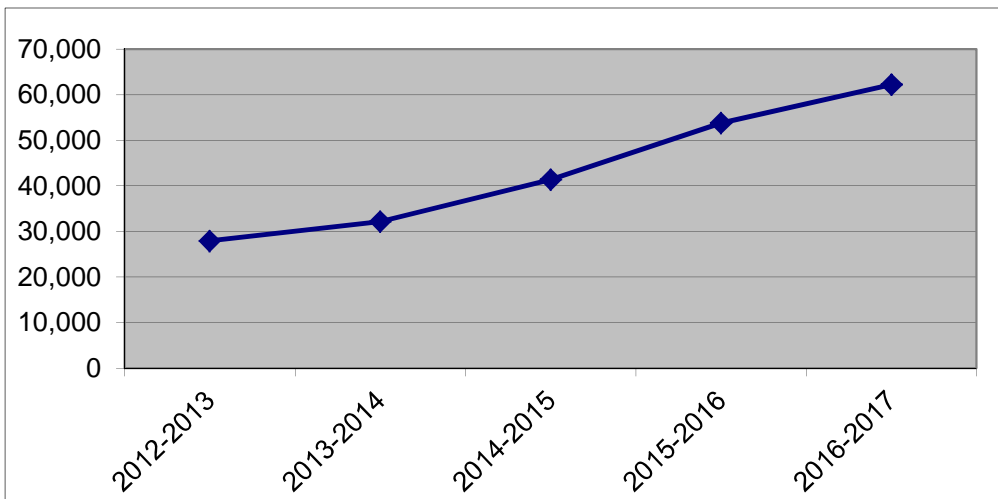
COLLECTION	Circulation	% of Total	
Adult DVD/VHS	79,003	16.41%	Entertainment and International DVDs and VHS
Digital Downloads	62,198	12.92%	E-books, E-audiobooks, E-magazines, streaming music, streaming video
Adult NonFiction	58,261	12.10%	Biography, LP Biography, Regular NonFiction, LP NonFiction, Office, Oversize
Youth Picture Bks, Rdrs & Tot	58,231	12.10%	Picture Books, Readers and Tot Books
Youth Fiction	44,005	9.14%	Regular Fiction, Paperbacks, *j Fiction, includes Holiday books, Newberry/Caldecott, Graphic Novels
Adult Fiction	35,338	7.34%	General Fiction, Adult New Reader, Large Print, Mysteries, Paperback-Fiction, Science Fiction, Short Story, Westerns
Young Adult Fiction	24,827	5.16%	YA fiction, YA paperback fiction, YA graphic novels
Adult Music CDs	21,684	4.50%	
Youth NonFiction	21,552	4.48%	Biography, Regular NonFiction, Professional and Parent/Teacher, Office
Adult New Books	15,936	3.31%	Fiction and NonFiction
Youth DVD	15,644	3.25%	Entertainment and International DVDS
All Other Material	10,071	2.09%	
Magazines(amag,jmag)	9,798	2.04%	Adult and Youth
Adult Audio Books	6,252	1.30%	Compact Disc
Foreign Language Material	7,035	1.46%	Adult and Youth
Video Games	5,577	1.16%	Youth
Book Club Kits	3,140	0.65%	
Youth Audio Books	1,412	0.29%	Compact Disc
Youth Music CDs	1,106	0.23%	
Young Adult Audio Books	286	0.06%	Compact Disc
TOTAL	481,356	100.00%	



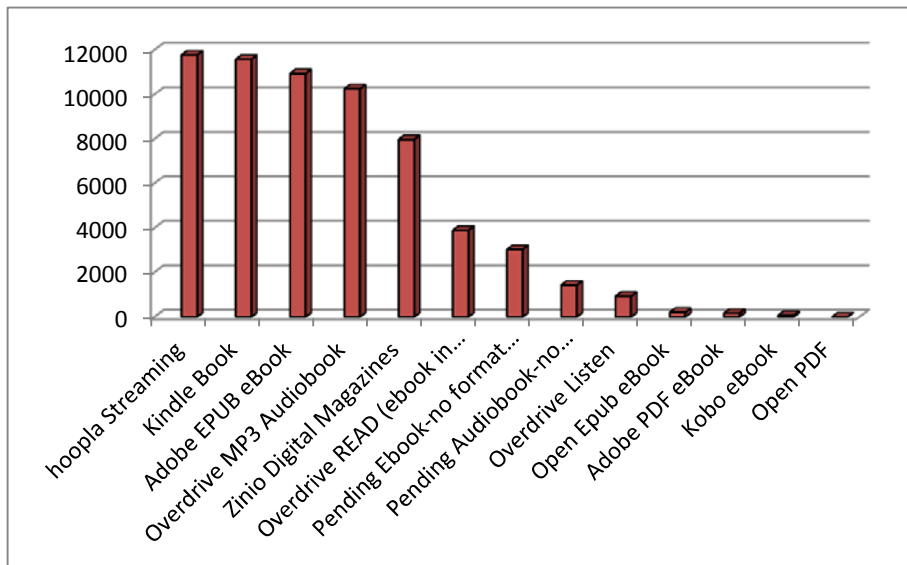
Circulation Digital Download

2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
27,923	32,144	41,386	53,810	62,198

Digital Download Service begins September 2007
 Zinio™ - digital magazines begins Feb. 2014
 hoopla™ streaming begins May 2015



Digital By Format	2016-2017
hoopla Streaming	11,771
Kindle Book	11,579
Adobe EPUB eBook	10,937
Overdrive MP3 Audiobook	10,245
Zinio Digital Magazines	7,973
browser)	3,895
assigned	3,029
assigned	1,422
Overdrive Listen	923
Open Epub eBook	199
Adobe PDF eBook	158
Kobo eBook	64
Open PDF	1

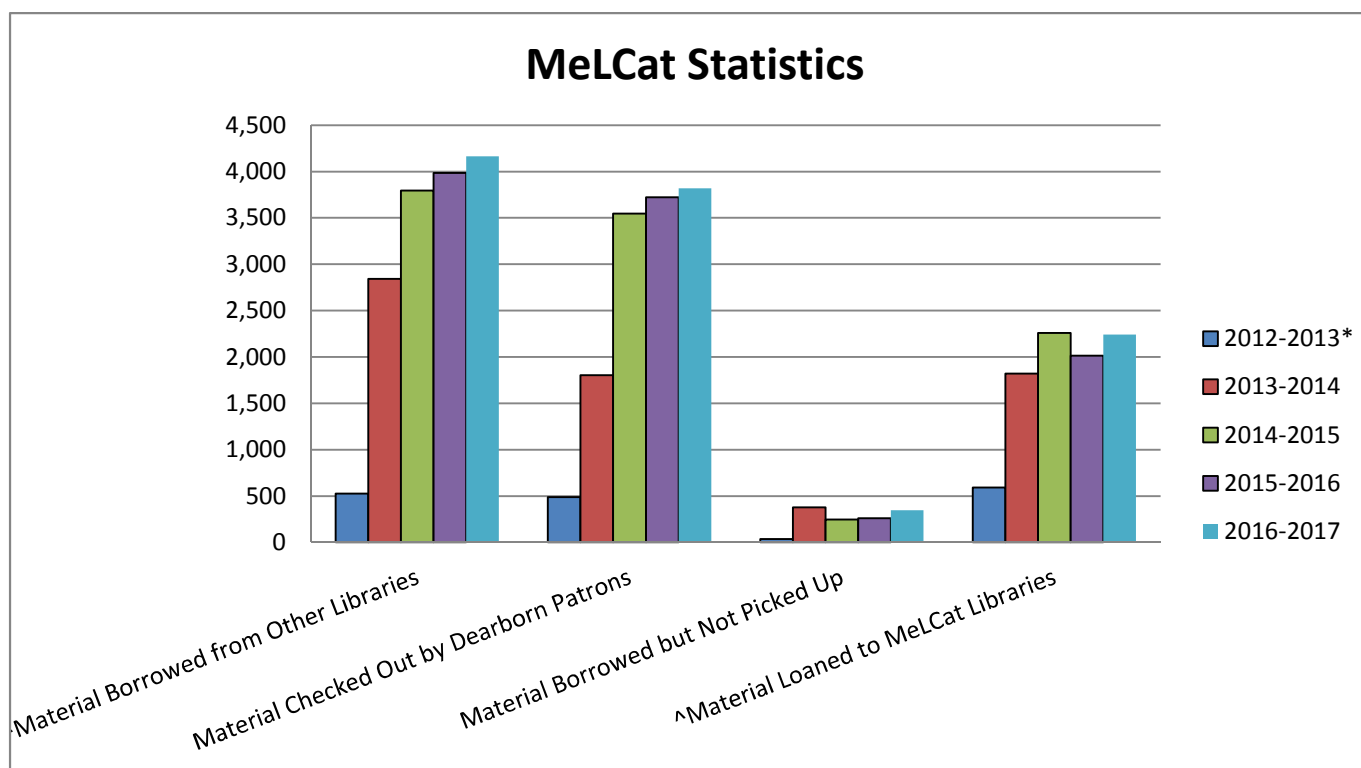


MeLCat Circulation

	2012-2013*	2013-2014	2014-2015	2015-2016	2016-2017
^Material Borrowed from Other Libraries	527	2,842	3,794	3,983	4,164
Material Checked Out by Dearborn Patrons	490	1,803	3,546	3,723	3,818
Material Borrowed but Not Picked Up	37	378	248	260	346
^Material Loaned to MeLCat Libraries	591	1,820	2,258	2,014	2,242

*MeLCat Interlibrary Loan service began February 21, 2013

^ From MeLCat online statistics

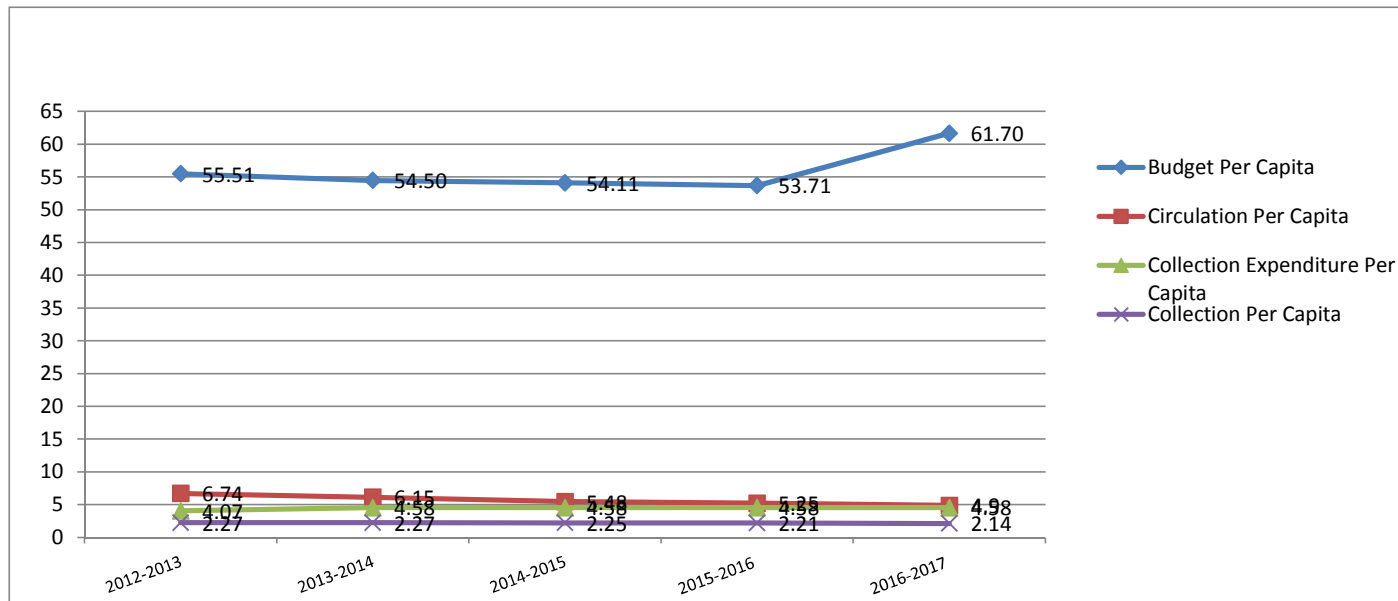


Per Capita Data

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Budget Per Capita	55.51	54.50	54.11	53.71	61.70
Circulation Per Capita	6.74	6.15	5.48	5.25	4.9
Collection Expenditure Per Capita	4.07	4.58	4.58	4.58	4.58
Collection Per Capita	2.27	2.27	2.25	2.21	2.14

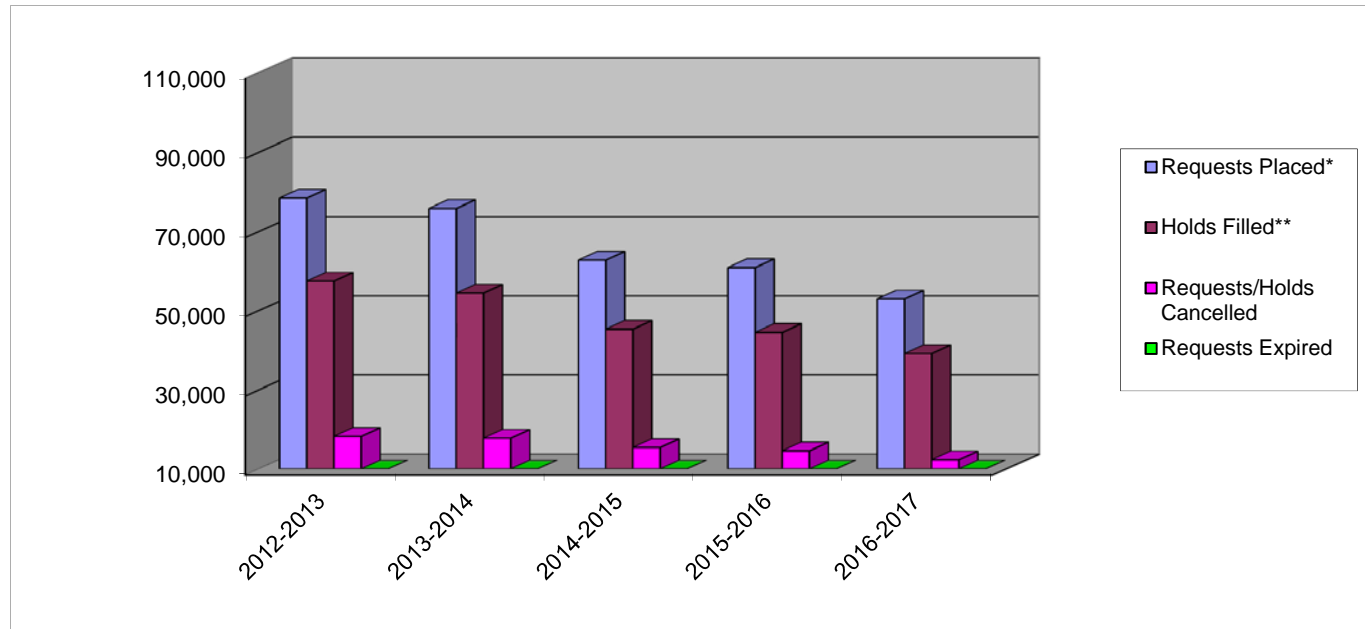
Based on population of 98,153 (2010 census)

Snow Branch Library closed to the public September 2, 2011



Requests and Holds

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	
Requests Placed*	78,354	75,774	62,703	60,866	52,953	Patron requests an item
Holds Filled**	57,519	54,430	45,287	44,509	39,142	Patron picks up item
Requests/Holds Cancelled	18,143	17,687	15,348	14,525	12,309	Patron cancels or does not pick up
Requests Expired	7	13	23	31	13	Library unable to find item
% Library Could Not Fill	0.01%	0.02%	0.04%	0.05%	0.02%	
% Patron-Did Not Pick Up	23.16%	23.34%	24.48%	23.86%	23.25%	



**"Requests Placed" are patron request to be notified when a checked-out item is returned.

***"Holds Filled" are held items that have been picked up by the patron.

Computers

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Public Internet PCs*	93	93	94	96	96
Public PCs**	58	58	54	46	47
Service Desk PCs	17	17	17	17	17
Staff PCs	54	55	55	53	58
Servers/Imagers	16	16	12***	14	17

Public Internet PCs by Location

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
HFCL	60	60	60	60	60
Bryant	7	7	8	10	10
Esper	26	26	26	26	26

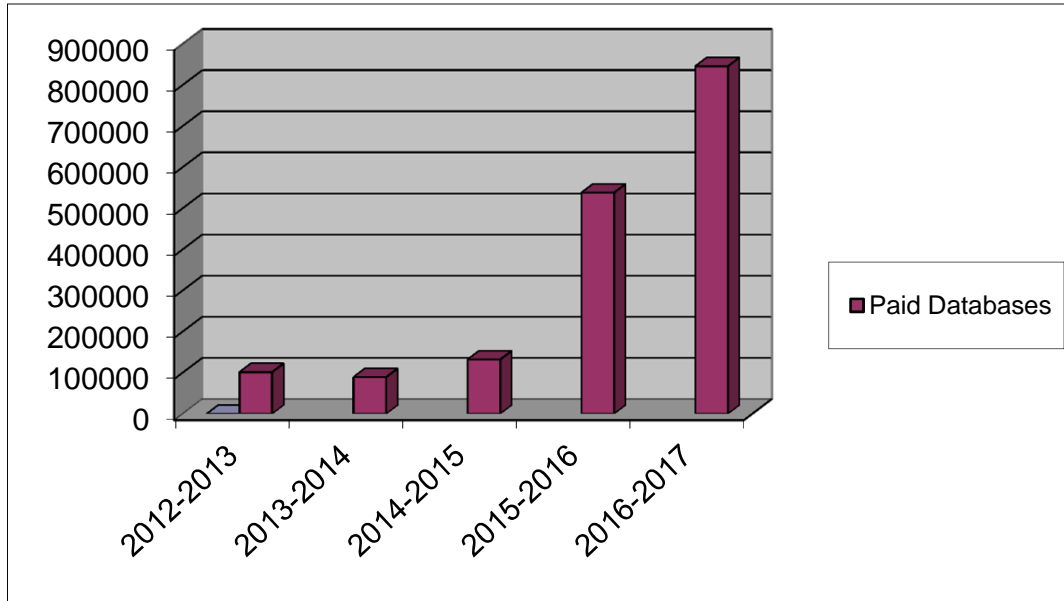
*Public Internet PCs are able to access the internet, the library catalog, and library databases

**Public PCs do not access the Internet; These include library catalog PCs, AWE PCs, Self-Check, Printer Stations, Laptops and Training PCs

*** July 2014 we migrated Horizon to a hosted solution, eliminating need for some physical servers

Online Database Usage

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Paid Databases	101,414	89,305	132,061	538,051	845,575



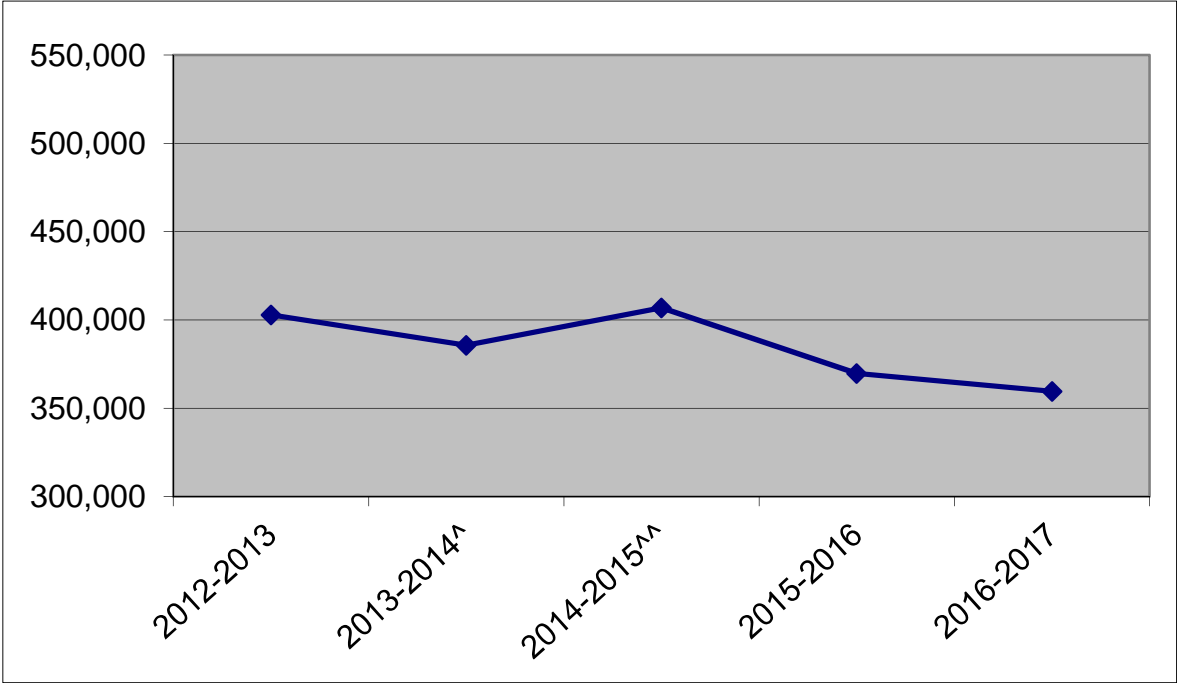
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Number of Paid Databases	9	16	20	20	20

Library Visits

	2012-2013	2013-2014 [^]	2014-2015 ^{^^}	2015-2016	2016-2017
Library Visits	402,934	385,723	406,885	369,763	359,571

[^]March 2014 - Thermal Counters installed on 1st floor, north and south entrances (HFCL)

^{^^} First full year of traffic count using thermal counters positioned on 1st floor (HFCL)

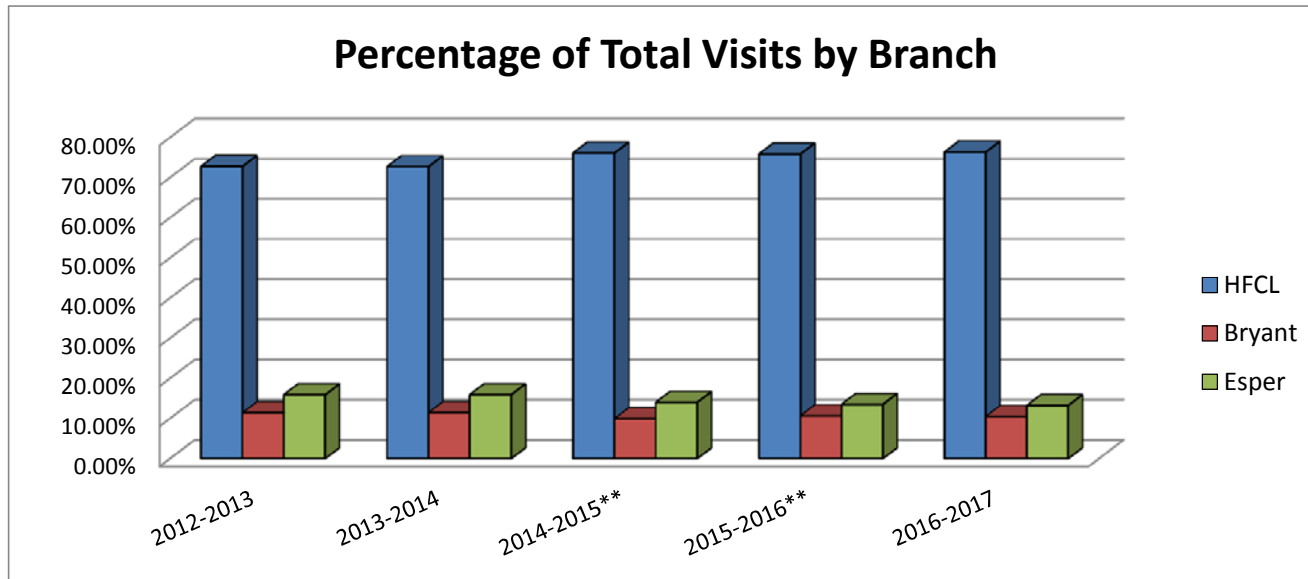


Library Visits by Branch

	2012-2013	2013-2014	2014-2015**	2015-2016**	2016-2017
HFCL	293,101	280,334	309,646	280,542	274,511
Bryant	45,883	44,069	40,410	39,406	37,635
Esper	63,950	61,320	56,829	49,815	47,425
TOTAL	402,934	385,723	406,885	369,763	359,571

	2012-2013	2013-2014	2014-2015**	2015-2016**	2016-2017
HFCL	72.74%	72.68%	76.10%	75.87%	76.34%
Bryant	11.39%	11.43%	9.93%	10.66%	10.47%
Esper	15.87%	15.90%	13.97%	13.47%	13.19%

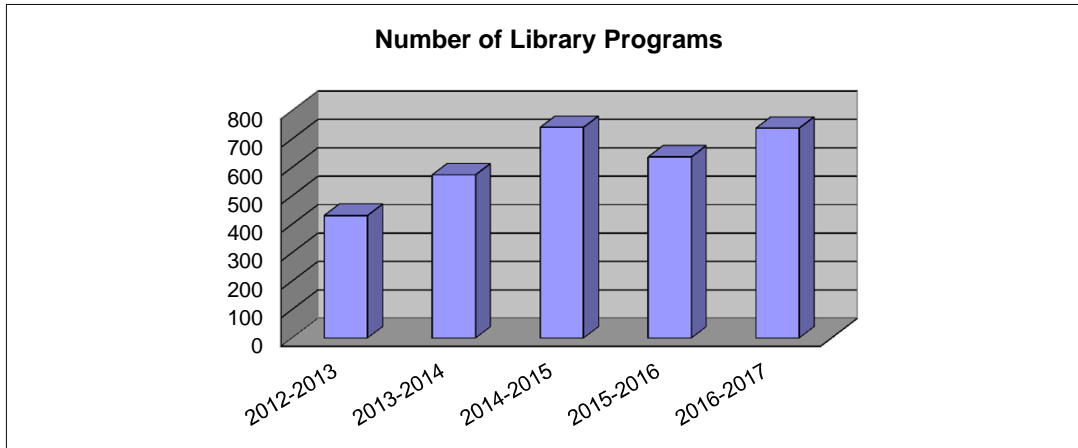
** Statistics from HFCL 1st floor thermal counters



Library Programs

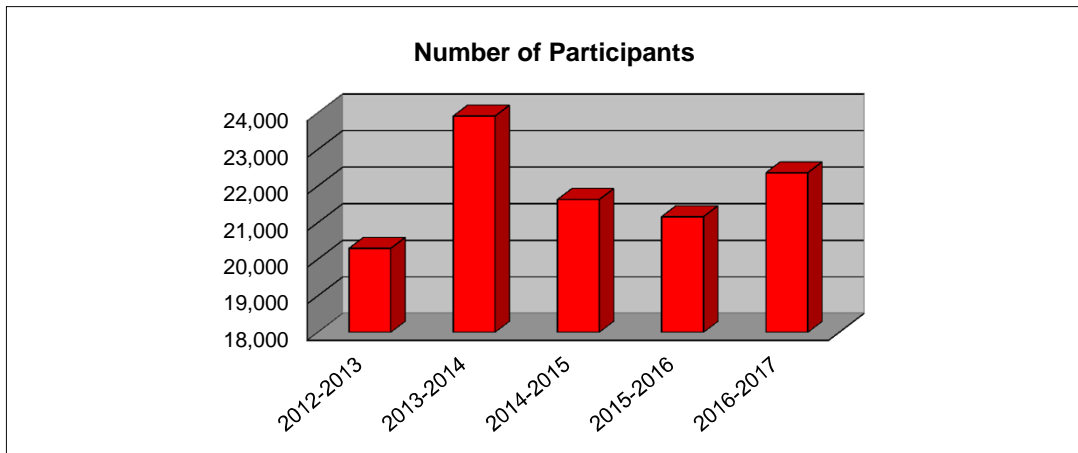
Number of Library Programs

2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
431	574	741	637	738



Number of Participants

2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
20,295	23,910	21,628	21,163	22,363



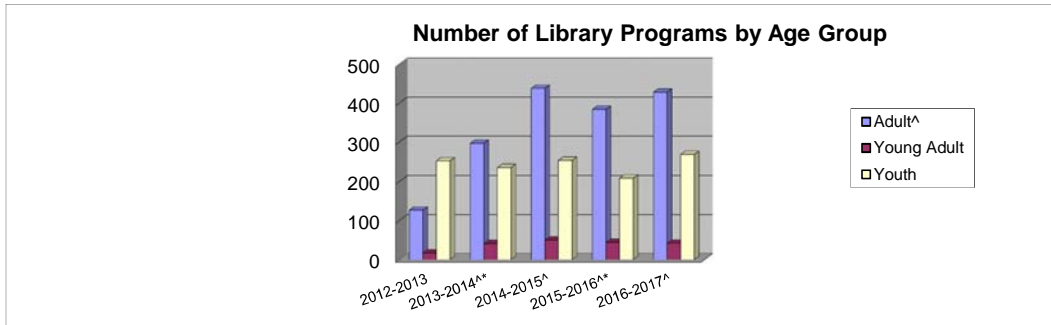
Library Programs by Age Group

Number of Programs

	2012-2013	2013-2014 ^{^*}	2014-2015 [^]	2015-2016 ^{^*}	2016-2017 [^]
Adult [^]	127	297	438	384	428
Young Adult	17	41	50	44	42
Youth	252	236	253	209	268

[^]Includes non-library sponsored programs in HFCL auditorium (e.g. Michigan Railroad Club)

*Big Read

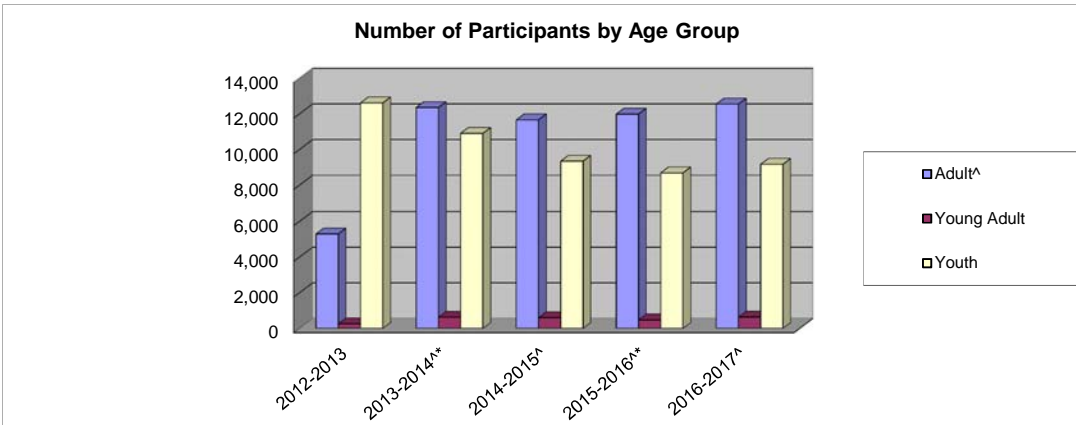


Number of Participants

	2012-2013	2013-2014 ^{^*}	2014-2015 [^]	2015-2016 ^{^*}	2016-2017 [^]
Adult [^]	5,301	12,360	11,669	11,992	12,551
Young Adult	262	631	607	479	639
Youth	12,617	10,910	9,352	8,692	9,173

[^]Includes attendance at non-library sponsored programs in HFCL auditorium

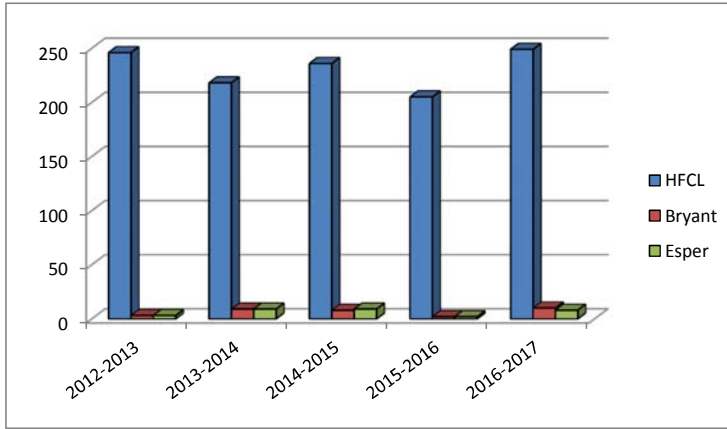
*Big Read



Youth Programs by Branch

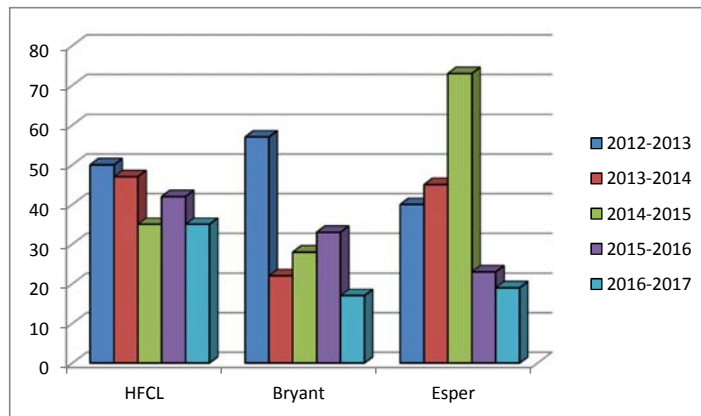
Youth Services Programs by Branch

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
HFCL	246	218	236	205	249
Bryant	3	9	8	2	10
Esper	3	9	9	2	8



Average Participation

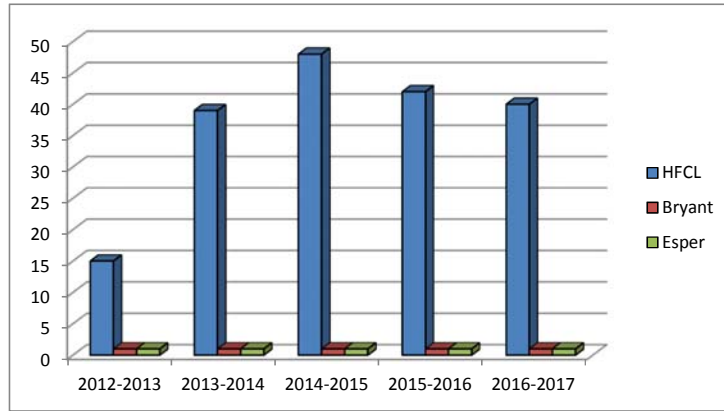
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
HFCL	50	47	35	42	35
Bryant	57	22	28	33	17
Esper	40	45	73	23	19



Young Adult Programs by Branch

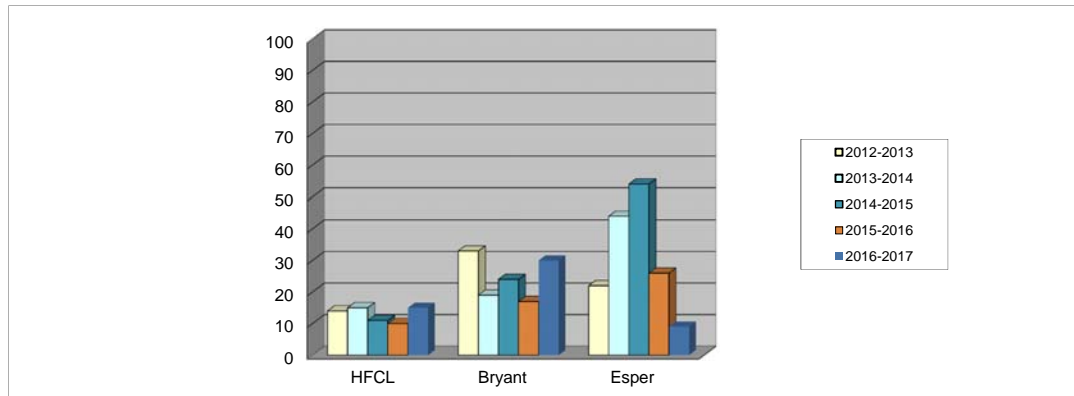
Young Adult Programs by Branch

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
HFCL	15	39	48	42	40
Bryant	1	1	1	1	1
Esper	1	1	1	1	1



Average Participation

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
HFCL	14	15	11	10	15
Bryant	33	19	24	17	30
Esper	22	44	54	26	9

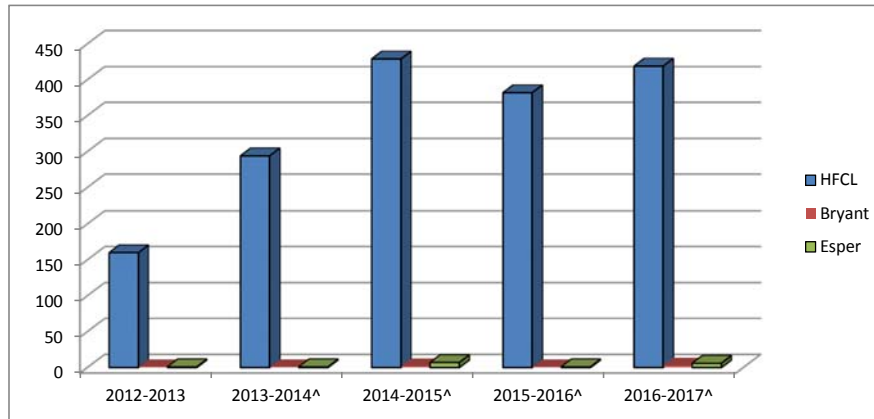


Adult Programs by Branch

Adult Programs by Branch

	2012-2013	2013-2014^	2014-2015^	2015-2016^	2016-2017^
HFCL	160	294	429	382	419
Bryant	1	1	2	1	3
Esper	1	1	7	1	6

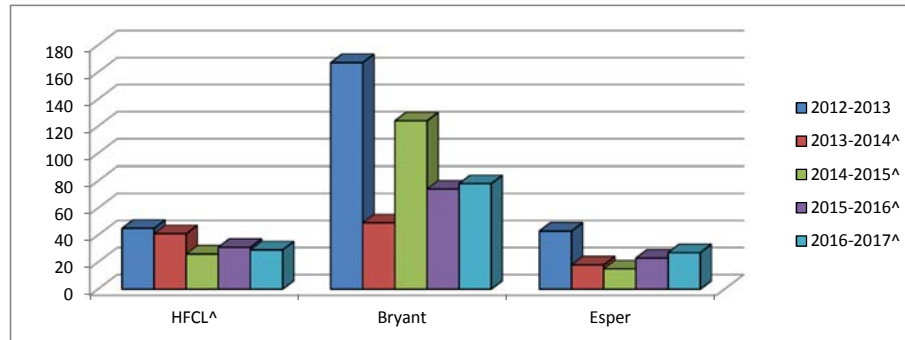
^Includes non-library sponsored programs in HFCL auditorium



Average Participation

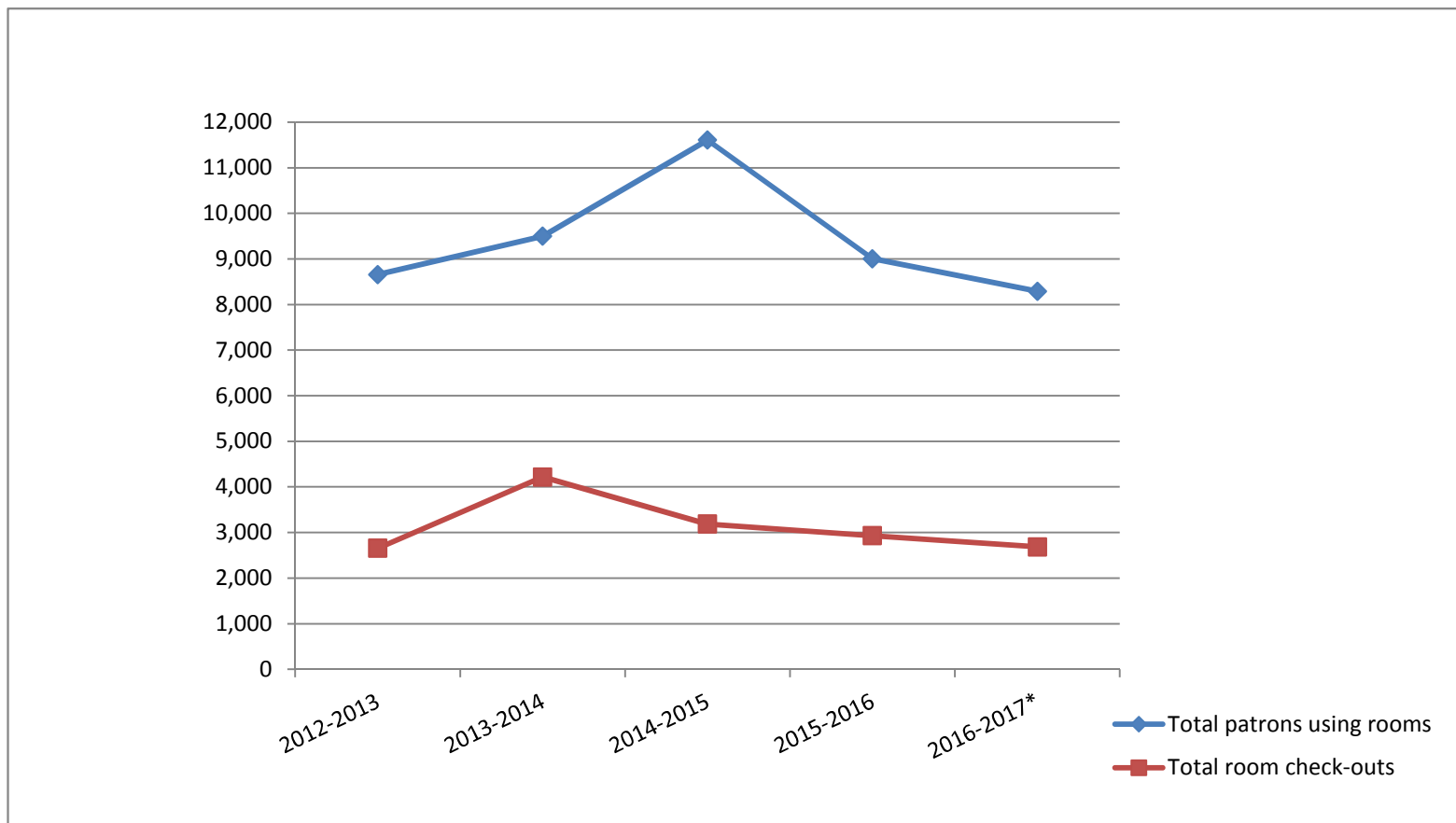
	2012-2013	2013-2014^	2014-2015^	2015-2016^	2016-2017^
HFCL^	45	41	26	31	29
Bryant	167	49	124	74	78
Esper	43	18	15	23	27

^Includes attendance at non-library sponsored programs in HFCL auditorium



HFCL Group Meeting Room Use Rooms 33, 34, 35 and Ford Room

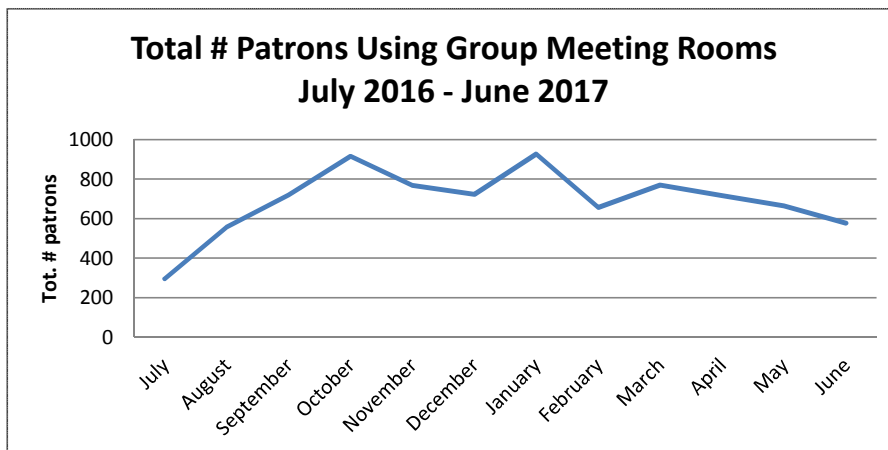
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017*
Total patrons using rooms	8,658	9,499	11,609	9,005	8,292
Total room check-outs	2,654	4,217	3,186	2,931	2,685



*In February 2017, library requires at least one person using the group meeting room to be 18 years of age or older.

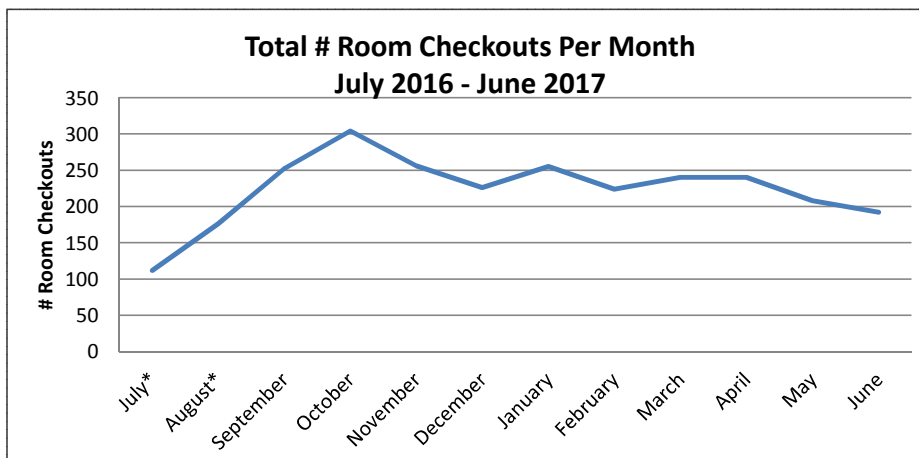
HFCL Group Meeting Room Use by Month FY2016-2017 Rooms 33, 34, 35 and Ford Room only

	Month												TOTAL	AVG / MONTH
	July*	August*	September	October	November	December	January	February	March	April	May	June*		
Tot. # patrons using rooms	296	558	719	916	768	723	927	656	770	717	665	577	8,292	691.00



* June-August monthly figures do not include weekends (Library closed)

	Month												TOTAL	AVG / MONTH
	July*	August*	September	October	November	December	January	February	March	April	May	June*		
Tot. # room checkouts	112	176	252	304	256	226	255	224	240	240	208	192	2685	223.8



* June-August monthly figures do not include weekends (Library closed)

HFCL Mezzanine Conference Room Use

	2013-2014	2014-2015	2015-2016	2016-2017
Total Accepted Requests	82	84	77	132
Total Estimated Attendance	1,273	1,365	1,344	2,386

FY2016-2017	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	Year Total
Total Accepted Requests	0	7	14	18	13	12	4	14	12	13	15	10	132

