



Oak Brook Public Library Annual Report 2008

January 15, 2009.....Margaret Klinkow Hartmann, Library Director

"We are very fortunate to have an excellent staff. They are intelligent and helpful and friendly. Our library is a welcoming place and the staff goes out of its way to be of service to people. Our director clearly sets the tone for staff and they rise to her high standards. Thank you for your good work!"

- OB resident, **Patron Satisfaction Questionnaire 2008**

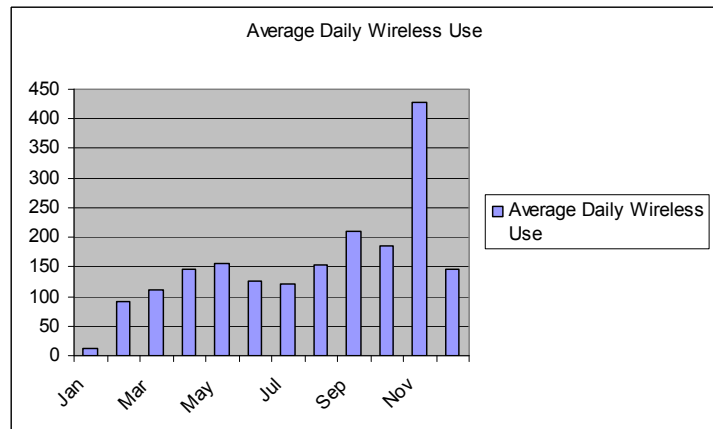


The Library's staff accomplished several long term objectives this year, as we continued to improve the Library's contributions and accountability to Oak Brook. Approximately 52% of Oak Brook residents have library cards: 3,476 adults and 1,070 juveniles.

New Services:

- **Wifi** is available throughout the library and was used by an estimated 8700 unique visitors (about 26/day open) on about 13,500 visits by business people, residents, others.

2008 Wireless Use in OBPL-
57,355 pages in 2008 or 168 pages/day library was open



- **World Languages Collection** expanded and now includes books or audiobooks in Arabic, Farsi, Greek, Gujarati, Hebrew, Hindi, Italian, Japanese, Navajo, Polish, Punjabi, Russian, Spanish, Urdu, among others.
- **On-line catalog** has a new look after migration to Sirsi/Dynix integrated library system.
- **Beacon newsletter**, expanded from 2 to 4 pages, with calendar listings and articles by residents using Friends Meeting Room. It still is published monthly.
- **50 Year Anniversary architectural photo exhibit** of commercial Oak Brook, by local artist C. Truedson.
- **Recycling Center** and other green initiatives.



Recycling Center

“The OB Public Library is a stunning property with superb resources and staff. A definite asset to our community!” - OB resident, Patron Satisfaction Questionnaire 2008



Tapestry Garden



Wild Flower Gardens in Winter

- **Tapestry Garden** is a new bike path entrance and the Library was certified as a **Monarch Butterfly Waystation**.
- **Lladro figurine collection** donated by Richard and Carole Rademacher.
- More **Young Adult outreach**, including gaming nights.

New Materials remain important

Increasing books, DVDs, CDs and other items is naturally important to our patrons since that is what libraries are traditionally known to provide. To make collections grow, staff weeds (according to formulas that count number of circulations and relative strength of items in the collections) and adds shelving (courtesy of the Friends of the Library) to make room and selects new items. The aim is to keep collections current. We do not retain the quantity of older titles that larger libraries have. Interlibrary loan is used to supplement our collections when older or unusual items are requested. We often buy the item when Oak Brook residents request new items. The problems that are already evident are space limitations & the eventual inability to add more shelving, as well as a perception of inadequacy by patrons who expect more depth to the collections. The likely outcome of these concerns will be a needs analysis and a long range plan that may include building expansion.



Lladro Collection



YA Gaming

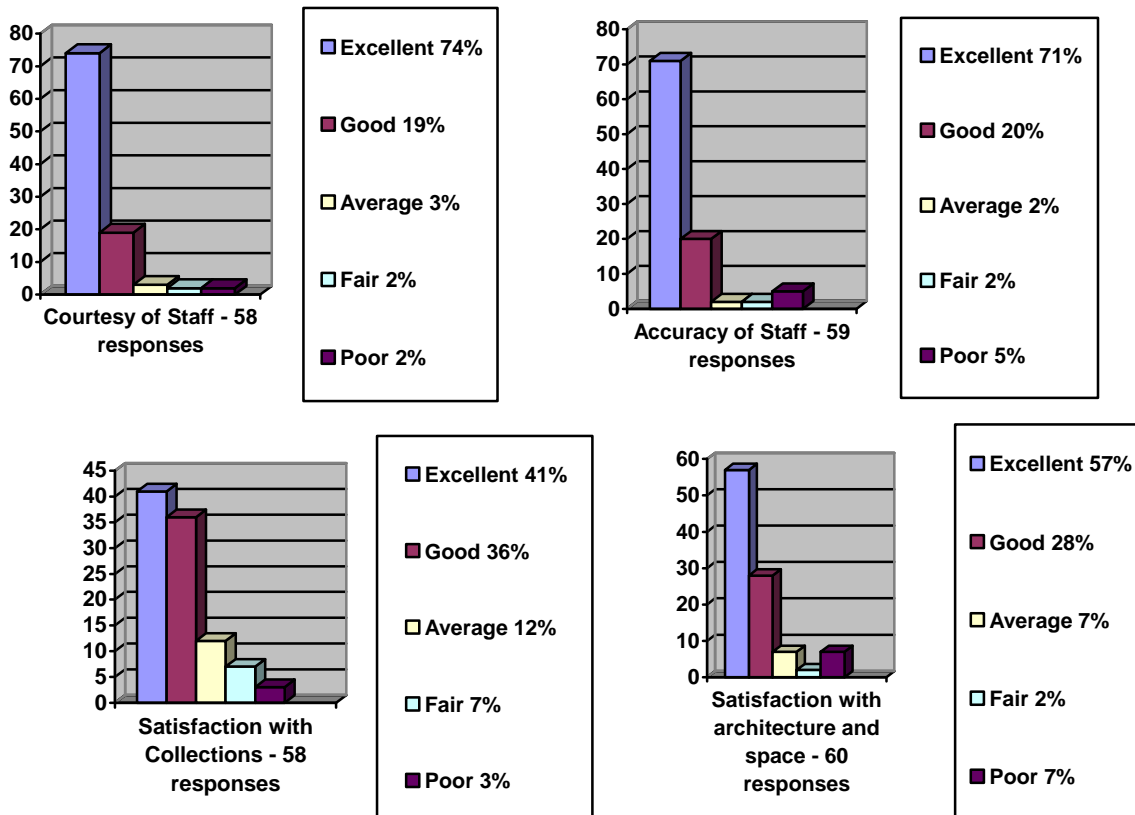
Statistical Summary:

In 2008 the size of the Library's collections, number of visitors and number of registered borrowers were above the average for the last five years. Website visits increased even more and the number of questions asked was up dramatically. The Library was a polling station for the first time, for the November elections. The Meeting Room and other programs and attendance were significantly above the average. This last we believe is due to our advertising and counting community sponsored programs, something we initiated this year. We feel that including these services is an accurate indicator of the usefulness of the library to the Oak Brook community.

Despite all the increased activity, circulation of materials was slightly below the five year average and also below last year's statistic. This may be due to the difficult transition in late spring to the new integrated library system, UNICORN, that affected the accuracy of our on-line catalog and the circulation process and required learning new systems by both staff and patrons. Although we have made it through, we now are preparing for a significant upgrade in early 2009 that also may be disruptive.

Income from all sources is below the five year average and significantly below that of last year. On the good side, this means patrons are returning their borrowed items in a timely fashion, rather than paying fines. Fees are also lower but we have added new circulating item types this year that we hope will bring in more income. Memorial Fund donations are down, perhaps because donors are giving to the Friends for recognition on the Donor Tree.

In 2008, patrons highly rated OBPL services, collections and building...



Departmental Doings

In 2008 the senior library staff attended either the American Library Association (ALA) or Illinois Library Association (ILA) annual conferences and brought back ideas for collection development, programming and other services. Many staff attended DuPage Library System roundtables and all senior staff completed mandatory on-line Incident Command System courses given by FEMA's Emergency Management Institute to prepare for a potential crisis. Mary Williamson and Sue Madorin represented the Library at the Employee Benefit Fair sponsored by the Village Administration. Mary also attended the Electronic Resources Expo. Director Meg Klinkow Hartmann joined ILA's *Best Practices Committee*.

Adult Services

- Program offerings and attendance statistics and questions fluctuated widely during the year, being very successful in the spring and less so in the fall. Mary Williamson and her staff often were very busy with programs, including Chinese Face Reading (sponsored by the Feng Shui Society); Presidents and their first ladies; knitting nights; film showings with free popcorn; digital photography; Hinsdale Madrigals; musical programs, including the Friend's Evergreen Concerts; and voter registration (Elmhurst League of Women Voters). Citizen sponsored programs are now counted in our statistics and are advertised in the library's *Beacon* newsletter & calendar.
- The Spring (The White Elephant) and Summer (It's Easy Being Green) Reading Rewards programs were successful. One brought in 50 and the other 74 participants.
- After weeding the collections, new shelving was put up (courtesy of the Friends of the Library) allowing staff to move and expand the area for biographies and open up much needed room for non-fiction collection development.
- Mary Williamson organized and helped coordinate our consortium's transition to the new UNICORN system by working on the MAGIC committee OPAC/Federated Searching Work Group that issued a brochure on how to use our new on-line catalog. She also reached out to Hinsdale Public in her capacity as a member of the Inside Writing & Publishing programming group, to broaden this popular series of programs to other public libraries.



Youth Services

- Sue Madorin and her staff sponsored many popular programs this year, including: Summer Reading (227 participants) with a kick off co-sponsored with Hinsdale & Clarendon Hills Public Libraries with a production of *Charlotte's Web*; ACT and PSAT testing preparation; Delta Read Dogs; Gooney Bird Green; Field Museum Green car; biker Matt Wilhelm who thrilled over 200 people with his competitive bike performance – climbing the library like Spiderman and jumping his bike over staff member, Amanda Stewart! – with a message of perseverance, bike safety and education. Sue started a new type of program on November 6th entitled “Stories of the Season.” Sue is targeting grade school readers. She featured humorous stories for this program with attention to old classic juvenile titles. We hope to fill a void in our offerings with this type of program and draw attention to our collections.

- With the purchase of numerous games for several gaming systems, the YS department is expanding its outreach to teens and others. On Monday through Thursday evenings teens meet in the activity room to socialize, study, or play games. Carolyn Collins is revivifying our teen program by providing DDR and Wii gaming for young adults.



Read to a Dog



Field Museum Green car

- Heather Vitell, who is the Kinder Plus teacher at the Oak Brook Park District, was kind enough to give seven Painted Lady butterflies to the Library after having noticed that we were having a butterfly program. Because of this butterfly program, Sue added numerous and various milkweed plants to the wildflower garden and had the library certified as a Monarch Waystation.
- Sue and Carolyn continue to make visits to local schools.
- The whole department set up new shelving (given by the Friends), .shifted over 10,000 books, cleaned them and updating their cataloging.
- Displays on China, Kenya, Israel, Greece, Pakistan and other countries were mounted as part of a year-long series celebrating the various ethnicities of Oak Brook residents. Gifts from the 21st Century Club helped enliven the Chinese exhibit.
- Sue Madorin hosted a DLS/NSLS meeting of the Macy's Museum Pass steering committee with the hopes Oak Brook can get this program that is so popular in Chicago.

Technical Services

- On April 17th we went "live" with our new integrated library system, UNICORN, that provides for cataloging, circulation, on-line patron access (OPAC), acquisitions, interlibrary loan and serials. Oak Brook participates in this integrated library system through the DuPage Library System's (DLS) consortium, MAGIC. Migration to UNICORN is the culmination of several years of work and provides a new look to the Library's on-line catalog, among other innovations. Not yet acclimated to the new system, an update is coming early in 2009 called SYMPHONY that we hope will rectify some of the problems staff and patrons



have been experiencing.

- Though problems and oddities with the new integrated system continue to occur, day-to-day procedures for the routine work in acquisitions, cataloging and serials are now established. New statistical reports became available in September.
- Technical Services is focusing on increasing productivity in the coming year.
- Margaret Price, Technical Processing Clerk, retired and was replaced by Anita Morris.

Circulation

- Vernetta Richmond continued serving as Chair of the Circulation Standards/Best Practices work group of MAGIC for migration and she was the Library liaison for training staff, formulating rules and testing the UNICORN system. She helped Messenger PL with questions about how to handle stolen cards and our photo ID system. Vernetta kept our patron database regularly updated.
- Mary Duncan taught knitting on Tuesday evenings. The knitting group made lap robes for the patients at Hines VA Hospital. Some of the ladies also made dog sweaters to raise money for rescue dogs.
- The new UNICORN system made creating reports time consuming and the time generally to provide most services greater. This added work and the serious illnesses of several staff stretched the staff and resources of the Circulation department, especially in the fall.
- Circulation staff helped supply names and labels for the Patron Satisfaction Questionnaire.

Information Technology Services

- In 2008 Julie Adamski worked with Village IT, DLS & Lighthouse staff on several initiatives and problems: trouble shot MAGIC conversion; updated firmware; assigned DHCP addresses to staff & switched printers; installed wifi and registered OBPL as free hotspot on internet sites; updated the Library website with programs, access to new databases, Friends auction info. & book club titles; installed updated Workflows software on all PCs. Also worked through decision to remain with XP over Vista.
- She also taught computer classes and substituted at the Reference Desk.

"I can't judge how much staff you require but service is outstanding."
- OB resident, **Patron Satisfaction Questionnaire 2008**

Staff dressed for Halloween



Oak Brook Public Library Quarterly Statistics □□□ 2008 □□□ ANNUAL REPORT								
	2004	2005	2006	2007	2008	5yr aver.	% change	2008
	Total	Total	Total	Total	Total	2004-2008	2008/average	4th quarter
Circulation								
Total Circulation	96,024	98,754	96,414	99,009	96,631	97366	-0.8%	23,608
Av. Dly. Circulation	280.8	289.6	286.1	292.1	282.5	286	-1.3%	268.3
Patron visits								
Gate count (in library)	90609	93,721	94,462	95,756	94,890	93888	1.1%	22505
Website visits	715	15,413	20,056	24,716	27,310	17642	54.8%	6888
total visits	91324	109,134	114,518	120472	122,200	111530	9.6%	29393
Borrowers' Cards								
# Registered borrowers	6270	6196	6181	6201	6272	6224	0.8%	6272
Total Collections								
Titles	72854	79169	85590	87440	90280	83067	8.7%	90280
Holdings (counts indiv.)	89292	96721	103951	106181	105493	100328	5.1%	105493
Questions								
Total Questions	30336	31565	33589	34,626	52,042	36432	42.8%	1,461
Aver. Daily Ques.	88.7	92.6	99.7	102.1	152.2	107.06	42.2%	166
Library Sponsored Programs & Patron Sponsored Programs								
Offered	397	319	332	327	550	385.00	42.9%	133
Attendees	5923	3800	4608	3,904	7,413	5129.60	44.5%	1529
Average attendance	14.9	11.9	13.9	11.9	13	13.12	-0.9%	11
Meeting Room Usage								
Library offerings	128	77	94	90	82	94	-13.0%	21
Outside offerings	99	125	174	234	231	173	33.8%	63
Total Use	227	202	268	324	313	267	17.3%	84
Volunteer hrs worked	349	418.5	234.5	504.25	684.25	438.10	56%	154.5
REVENUE								
Memorial fund	1717	4385	6633	3289	2900	3785	-23.4%	703
Fees	14909	15448	15051	13877	12226	14302	-14.5%	2876
Fines	11156	12427	12530	14446	11466	12405	-7.6%	2612
Café	551	2085	2153	1293	206.2	1258	-83.6%	N/A
subtotal	28333	34345	36367	32905	26798	31750	-15.6%	6192
OBPL Foundation	0	15366	14193	3105	Defunct			
Friends of Library	42584	15210	14792	29742	31701	26805.80	18%	11850
subtotal	42584	30576	28985	32847	31701	33338.60	-4.9%	11850
INCOME TOTAL	70917	64921	65352	65752	58499	65088.20	-10.1%	18042