



LIBRARY BOARD DIRECTOR'S REPORT March 15, 2005

Division Highlights of Key Activities (programs, projects, operations)

- The Friends of the Library will be placing ads in the Spring Training Programs printed this year to raise money.
- The Annual Volunteer Recognition Luncheon will be held on April 9th at the Mesa Country Club.
- 530 books and 171 audiovisual items were donated to the collection with a total value of \$9,839.

Major Accomplishments (organizational and professional)

- Implementation of the Management Development Opportunity Program (MDO) was completed. In all, 19 employees will be working in an MDO assignment during the 2-year program. The MDO assignments are scheduled to end in January of 2007.
- We held our first quarterly all supervisors meeting on February 8th. Human Resources gave training on mentoring and coaching as part of the performance appraisal process. The next meeting will focus on change and stress management.
- The City Attorney's Office provided feedback on the draft Enforcement of Library Code of conduct and Internet Use Policy. (Attached)

Strategic Planning Activities

- The citizen survey was distributed the first week in March. The final report is expected by the end of March.
- The Library's strategic planning team held its first meeting March 9th. The team drafted a new mission statement:
"By providing access and guidance to information and collections, the COM Library expands minds, empowers individuals, and enriches our diverse community"
The team also identified sections of the new Organizational Strategic Plan, the Community Services Strategic Plan, and other plans that serve as guidance for the library strategic plan. Four sub-teams were formed to research and identify our organizational description, organizational relationships, competitive environment, and performance improvement system. Sub-team reports will be reviewed at the March 23rd meeting.
- The Organizational Structure Team is meeting on March 14th to discuss reallocation of resources to handle the anticipated workload increases associated with the Summer Reading Program and reduced staffing because of summer vacations.
- A Volunteer Services Report was completed outlining usage of the program and target objectives for the future.
- A partnering meeting with the Maricopa County Library District was held on March 8th. We discussed opportunities to save money, streamline operations, and improve systems and processes.

Budget/Finance Related Issues

- We have filled two part-time Equipment Assistant positions.
- Kathy Smith left the Purchasing Liaison position for a promotion in the Fire Department. Fernando Solano was transferred into the Purchasing Liaison position (both are the same range), and his previous position, as Receiving Specialist will be left vacant. Other Collection Support Services staff members will assume the Receiving Specialist duties.
- 74% of the materials budget is expended/encumbered. We remain on track to be fully expended by the end of the fiscal year.
- Because of reduced staffing levels, and projected additional shortages to accommodate summer vacations and the increased workload associated with the Summer Reading Program, Library Administration notified all reference staff (adult and youth) of the following decisions on March 8th. Effective June 1st:
 - They will no longer be able to start work before 8:00 a.m. This will result in reference staff being on duty more hours when the library is open.
 - They will work at least 2 evenings a week on a regular basis and may be required to work a third evening in emergency situations.
 - Split shifts may be required.
- The following revenues were collected:

TYPE OF FEE	AMOUNT COLLECTED			
	October	November	December	January 2005
Library Fines	\$30,084	\$31,863	\$30,698	\$32,759
Library Copies	\$2,565	\$2,425	\$2,365	\$1,853
Lost Card Replacement	\$621	\$611	\$510	\$695
Out of County Fee	\$340.00	\$280	\$180	\$260

Service Level Trends

- Circulation increased slightly from January and is at about the same level as in 2004.
- Electronic resource transactions continue to steadily increase.
- In-library patrons, reference transactions, and new library cards issued decreased from January levels.
- Reference transactions and new library cards issued are significantly lower than at this same time last year.

Problem Issues (personnel, citizen feedback, political)

- Council member Walters expressed some concern with the \$1.00/day late fees for audiovisual items. We have requested data from Dynix on what percentage AV fines are of our total fines, and what the average fine is for AV. This information will be forwarded to the Department Manager, Deputy City Manager and Council member Walters.

Target Goals for the Next Reporting Period

- Complete citizen survey.
- Make progress on the Library Strategic Plan.