

LIBRARY DIRECTOR'S REPORT December 2010

Friends of the Library Fall Book Sale

The Friends of the Library grossed over \$27,000 in the fall book sale, the most ever generated from the fall sale. Congratulations and thank you for a very worthy effort. During the November 17 Friends board meeting, members approved donating \$62,000 for library requests including an author/speaker series, First Thursday programming, summer reading programs, a mobile laptop lab, and continuation of the Spanish storytime program. Thank you Friends for the continued generous support of library initiatives.

Customer Satisfaction Surveys

Results from the City's Customer Service Survey show that the Library's customer satisfaction improved over Fiscal Year 2009 from 3.8 to 4.33 (on a scale of 1-5, with 5 being extremely satisfied). The Library posted one of the largest gains in satisfaction ratings among city departments and was ranked second to the Fire department in customer satisfaction.

The Library's semiannual customer satisfaction survey results are available in the Library Board of Trustees meeting packet this month. Once again, the Library continues to receive high marks for library atmosphere, employees, experience, and ability to find information and materials. This survey contains feedback from each library location as well as an overall picture of customer satisfaction. Four hundred ninety-eight customers responded to the "in-house" survey conducted on October 26. Overall, 95% of the respondents liked the Library's atmosphere, 95% agreed that employees seemed interested in helping them, and 97% agreed that they had a good experience at the Library that day. Impressive marks for an impressive staff.

Grant Projects

The Library received notification from the Idaho Commission for Libraries that we have been awarded the Music and Early Literacy Grant (\$7,125) to sponsor a music program for children later this fiscal year. Pending Library Services and Technology Act grants include a Youth Services Roving Reference project (\$5,000) and the Customer Service Survey project (\$42,000). Staff continues to pursue grants per the Library's business plan.

Main Library Vision

During the November Library Foundation Board of Directors meeting, members continued discussion on a public relations campaign plan for the Main Library capital campaign and raised questions regarding the current Main Library building program. The Library's business plan for Fiscal Year 2011 does call for a discussion regarding the existing program and perhaps a revision of the program plus planning for a new design charrette. I plan to bring the topic to the Board of Trustees for discussion in January as a starting point for renewing the Main Library Vision project. Included in this month's meeting packet is the executive summary of the Main Library Vision Building Program for review in preparation of discussions.

Main Library's First Floor

New carpet and hard surface flooring has been installed in several areas of the first floor. Replacement of carpet in Youth Services is planned next and should commence after the first of the year.

Several changes to shelving on the first floor occurred during the carpet project, and included installation of new shelving in the Everything Entertainment area. The new shelving was funded by the Friends of the Library as part of a "first floor display project." Many thanks go to the Friends. The new layout of shelving along the north east wall of the fiction section opens up that area making it brighter and more user-friendly.

ADMINISTRATION AND MANAGEMENT:

Idaho Family Reading Week

The Library invited local families to celebrate Idaho Family Reading Week, November 14-20, by attending events that encourage parents to have fun while reading aloud with their children every day. This year's theme was "Join the Curious Crowd, Read Aloud (with Curious George)." The Main Library and the Cole & Ustick branch repeated their popular Dinner and a Book events on November 17 and 18, respectively, serving pizza, salad and dessert, spiced with lots of great stories. Ninety adults and children attended the Main Library event, featuring guest reader Carole Whiteleather, and 57 attended the Cole & Ustick event. Cole & Ustick attendees enjoyed meeting another big celebrity, Curious George. The famous monkey also visited events at the Collister branch on November 16 and the Hillcrest branch on November 17, attended by 50 and 60 people, respectively. At both locations, families enjoyed guest readers, games and activities, and lots of bananas and snacks. All four events were sponsored by the Friends of the Library; Flying Pie Pizzeria marked its eighth year of sponsoring Dinner and a Book.

A Dragon in Youth Services

Readworthy, the big, blue dragon in Youth Services has undergone some recent wardrobe changes. He now sports all sorts of outfits depending on the season and/or upcoming events. He wore a swimsuit and goggles during summer reading, was "the Man with the Yellow Hat" (from Curious George) during Idaho Family Reading Week, and will soon be sporting Pilgrim gear. Youth Services staff has done a great job making him even more of a focal point than he has been in the past. We are getting great comments from the kids and they are always anxious to see what he'll be wearing next. Be sure to stop by and take a look.

Programs at the Library! at Cole & Ustick

Over the last month, the Cole & Ustick branch has offered several events for children beyond the branch's usual programs. They had a Harvest Party where over 60 children painted pumpkins, played games, and participated in a cupcake walk. They celebrated Family Reading Week with Dinner and a Book and had 51 very satisfied customers... Curious George even made an appearance! The Break Dancing program TrICA

(Treasure Valley Institute for Children's Arts) brought to all Boise Public locations entertained and educated 55 people.

Construction at the Hillcrest Shopping Center

The "tunnel" that had obscured the entrance to the Library! at Hillcrest has been removed.