
Troy Public Library Annual Report

July 1, 2008 – June 30, 2009



Cathleen Russ, Director
248.524.3544 • c.russ@troymi.gov

This page intentionally left blank.

Troy Public Library Annual Report

July 1, 2008 – June 30, 2009

The fiscal year that began July 1, 2008, and ended June 30, 2009, was not an easy one for residents of Southeast Michigan.

Despite these challenging economic times, the Troy Public Library reduced costs, expanded services and collections, and met the increasing needs of Troy residents who turned to the Library for help, information, or recreation during the economic downturn.

Staffing Reductions and Cost Savings

The Troy Public Library staff decreased from 107 positions to 102. There are currently 14 full-time staff members and 88 part-time staff members.

The full-time Head of Youth Services position will not be filled; those responsibilities are being handled by the Library Director. Other positions left vacant through attrition have not been filled.

The staff works hard to keep service at a high level so that these changes have been invisible to the public.

Volunteers Help Improve Public Service with RFID

A major project this year was installing Radio Frequency Identification tags in the 300,000 items in the Library's collection. RFID is both an inventory and security system, which also results in the speedier "check in" and "check out" of Library materials.

This project, which was funded by the Suburban Library Cooperative, was completed by the April 30 deadline with the help of 129 volunteers – including many from Troy and Troy Athens High Schools, Wayne State University's Library Science program, and Oakland Community College's Library Technology program, as well as many interested Troy residents.

Collectively, these dedicated volunteers donated a total of 1,803 hours to complete this project successfully and on time.

Polaris: The New Library Catalog

Another major project was the change in the Library's automation system. While still a part of the Suburban Library Cooperative, the Library left the SLC's shared catalog and moved to a standalone system, Polaris.

City Council approved this change in January 2009, and Library and Information Technology staff followed an aggressive timeline for implementation in order to realize cost savings in the 2009-2010 fiscal year. Preparation for this change, including training of staff, took place over the summer. The Library went live with Polaris on September 30.

The change to the Polaris system results in an aggregate savings of \$450,000 over 5 years, and significantly improves the Library user's experience.

Collections and Services Evaluated and Expanded

While undertaking these major projects, staff continued to evaluate the Library's collections to ensure that they are up-to-date, and meeting the needs of the Troy resident.

The Library's print reference material was evaluated and cross-referenced with electronic resources, resulting in a consolidation of resources, reducing duplication and saving costs. A new rental collection of television series on DVD has been added. There are plans underway to expand the special needs collection for adults.

The Library also evaluated its services, expanding several fee-based ones. The Library now offers examination proctoring service for students, both online and in print, at a cost of \$20 for Troy residents and \$30 for non-residents. In the first quarter of fiscal year 2009-10, \$860 in revenue has been generated.

The Library also began charging non-residents a fee for Internet use, beginning in April 2009. This change freed up public computer access to Troy residents, and generated \$1,600 in the first quarter of fiscal year 2009-10.

Exhibits and Programs Gain in Popularity

The Library's galleries are popular places for local artists to display their work. Over the last year, 47 exhibits were held, displaying 1,742 pieces of art, photography, or other types of artifacts. In the first quarter of fiscal year 2009-10, \$225 in fees was generated from artists as an exhibit fee.

The Library offers programs on a variety of topics, to inform, entertain, educate and enrich the community. Topics for adults range from travel to poetry to concerts to explorations of different cultures. For teens, gaming programs, college funding workshops and writing programs, continue to grow in popularity. Children's programs include story times, crafts, holiday celebrations and much more.

In 2008-2009, The Library offered 1,138 programs, with a total attendance of 27,963:

- 455 adult programs, 11,045 total attendance
- 57 teen programs, 840 total attendance
- 626 children's programs, 16,078 total attendance

Again this year, the Library offered its popular Summer Reading Programs for adults, children, and teens. One-hundred forty-five adults participated in the Adult Program; 146 teens participated in the Teen Program; and 1,331 children participated in the Children's Program. A separate program for City of Troy Employees was introduced this year, which attracted 46 employees.

Attendance at the public computer classes offered by the Library's Technology Department boomed, as residents sought out assistance in job searching, learning new Internet skills, communicating with family and friends, and using the Library's electronic resources.

The Department taught 14 computer classes each month, ranging from basic computer skills to more advanced computer concepts, including Microsoft Office. The number of classes offered increased 78% to meet the public demand, and attendance grew by 68%, to over 1,350 attendees during the year.

The latest program to be added to the full roster of offerings at the Library is "As A Matter of Fact..." the new non-fiction book group, which the Friends of the Library are subsidizing. This brings the total of

book discussion groups offered to five, and was added in response to public requests.

Grants, Awards, and Professional Achievements

The Library was honored to receive the World Book/American Library Association Information Literacy Grant of \$5,000 for the program, “Information Literacy for the Job Seeker.” Library Director Cathleen Russ accepted the award on behalf of the Library at the ALA conference in July. This grant is awarded to only one public library in the nation each year. The Job Seeker Program, which is funded by the grant, will begin in January 2010.

Technology librarian John Robertson received the Walter H. Kaiser Award from the Michigan Library Association at the annual conference in November. The Walter H. Kaiser Award is given to one librarian per year. John received it for his work on the improving the Library’s electronic resources, website, and computer classes.

Library Director Cathleen Russ was asked by Michigan Library Association President Larry Neal to chair the 2009 Michigan Library Association Annual Conference, held in Lansing November 4-6. This annual conference attracts librarians across the state to participate in professional development.

Friends of the Library and Other Volunteers

The Friends of the Library continue to support the Troy Public Library by funding the library’s programs. In addition, the Friends funded the annual Summer Reading programs, the five book discussion groups, and the very popular Spice of Life Humanities Discussion group.

The new Friends Shop opened in September. The new look of the shop has brought renewed interest to this area of the Library.

In addition to the volunteer hours noted above in the RFID project 321 other volunteers contributed 14,572 hours of service time to the Library, an average of 45 hours per volunteer. A celebration to honor all of the library’s volunteers was held in the library in March 2009.

Partnerships with the Troy Museum

To build on the close partnership between the Troy Public Library and the Troy Historical Museum, the Library Director and Museum Manager have been working on coordinating program offerings. Several joint programs were offered this year, the bicentennial of President Abraham Lincoln's birthday.

The two organizations are also working together to promote each other's genealogy and local history resources, as genealogy is the nation's second most popular hobby.

Physical Maintenance and Building

The Cup & Chaucer, the Library's vending café, re-opened to the public following renovations on June 1. The name of the café was chosen by patron Alanda Slusser in a library-sponsored contest. The library's fire alarm panel was replaced, as the existing panel was well over 20 years old.

Troy Public Library by the Numbers

The Library's annual statistics for the Fiscal Year, July 1, 2008 through June 30, 2009, are:

Total Circulation	1,532,610
Number of Card Holders	50,062
Number of Items in Collection	319,357
Number of Programs	1,138
Total Program Attendance	27,963
Number of Public Visits	655,266
Number of Website Hits	629,927
Total Number of Computer Users	108,941

Library use increases in a depressed economy, as people turn to their public library for low or no cost entertainment for all ages; for Internet access; and as a place to search for jobs, or to network with others about job possibilities. A popular saying these days is, "Libraries will get you through times with no money better than money will get you through times with no libraries." The truth of this statement is in evidence every day at the Troy Public Library.

Although visits to the Library and the public's computer use decreased slightly this year, program attendance, materials circulation, and new library card applications have increased.

People are visiting the library less frequently but are doing more things on their visits. Part of this can be attributed to the high prices of gasoline, and the current trend of "one stop shopping" that many have embraced.

The number of visitors to the Library's website is approaching that of people who visited the Library in person, which demonstrates the popularity of electronic services, and the "do it yourself" nature of Internet Age in which we live.

The Future of the Library and Goals for 2009-2010

In order to meet the challenges of the current economy while continuing to provide exceptional service to Troy residents, the Library's goals for 2009-2010 include:

- evaluate services, programs, and collections and make necessary changes to put Library resources to the best possible use;
- continue to think critically regarding creating usable space;
- use the new Polaris system to its fullest potential, so the public can derive maximum benefit; and
- evaluate staffing levels and reassign responsibilities as needed.

The Troy Public Library continues to be a very busy, very popular, and well-used community resource. Open seven days and 65 hours per week, the Library truly offers something for everyone.

Troy Public Library

Cathleen Russ, Director

510 W. Big Beaver Road • Troy, MI 48084

248.524.3538 • troylibrary.info • [facebook.com/troylib](https://www.facebook.com/troylib)