

Westlake Porter Public Library

Annual Report for 2004:

120 Years and Growing

Westlake Porter Public Library was founded over 120 years ago (1884) in a tradition of literary appreciation and community service. As the community has grown and changed, so has the library. The library's Board of Trustees and staff work hard to keep this library vibrant, and to be responsive to the community. User surveys, strategic planning, trendwatching, and analysis of usage statistics help us keep abreast of your library needs. With that information, we make changes to library collections and services to better serve this growing city. Attention to user needs of today and tomorrow have culminated in WPPL's ranking as #2 in the country for libraries serving populations of 25,000-50,000. The ranking is indicative of the efficient and effective service that WPPL is proud to offer Westlake's residents.

Growing recognition (We're #2!)

In 2004, Westlake Porter Public Library rose in the annual Hennen's American Public Library Rankings (HAPLR), from #6 in our population category to #2 in the nation. The rankings are based on 2002 usage and service data, including circulation, materials, reference service, number of visitors, staffing levels, and funding. Since they are reflective of not just the efficiency of the library, but the heavy usage by the community, the #2 ranking is as much a tribute to users as it is to the staff, Board, and Friends. Congratulations!

New growth

- **"Picc-a-Deli at Porter" Cafe** — The cafe opened in November, and was an immediate hit. The cafe started with breakfast items, but, due to popular demand, quickly began serving soups, salads, and sandwiches.
- **H2C (Homework Help Center)** — The Homework Help Center debuted in October, as a true community partnership. It was created with donations from Celebrate Westlake, the Friends of Porter Public

Library, Citizens for Westlake Schools (Taste of Westlake) and the State Library of Ohio (Homework Now), and logistical assistance from the Westlake City Schools. At H2C, students can get help from student mentors, do online research, and use textbooks they may have left at home. This new service will be featured in a statewide publication this spring.

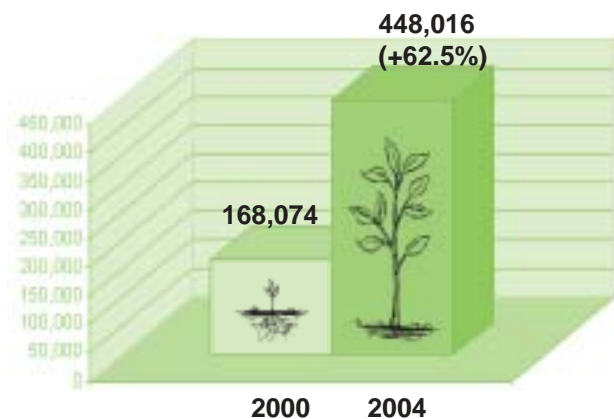
- **KnowItNow 24x7 Reference** - This statewide online reference, homework, and readers advisory program became available to Westlake residents in September. Staffed 24 hours a day, 7 days a week, this service allows users to log on from the library, home, work, or school and get answers to their reference and homework questions, or help picking out their next book. Several of WPPL's knowledgeable reference librarians are part of the statewide team that provides this premier service.

- **WiFi** - Wireless internet access became available at the library in 2004 as well. Users may access the internet from almost anywhere in the library (including the cafe) with

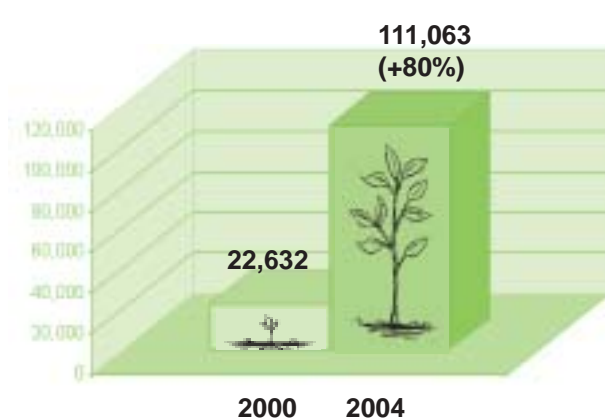
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2004 Growth: By the Numbers

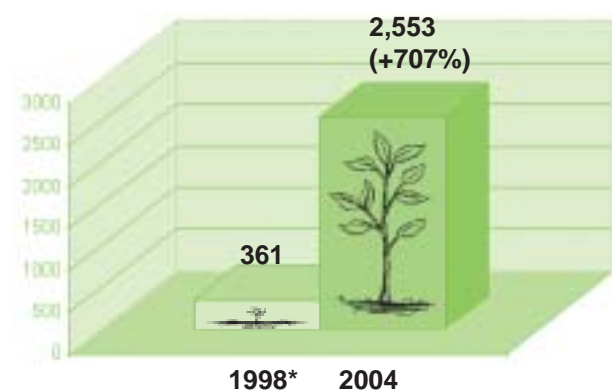
Visitors (door count)



Web site visitors

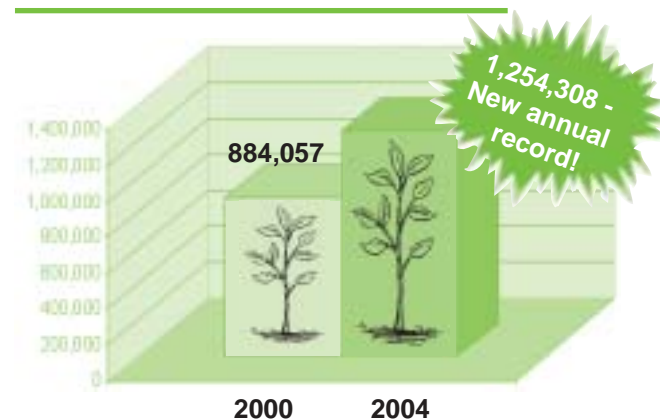


Number of meetings by community organizations and individuals:



* Meeting rooms were not available in the temporary facility (1999-2001)

Number of items checked out:



Other services and activities at WPPL:

- **Lifelong learning:** Over 20,000 individuals attended 553 library-sponsored programs, including storytimes, book discussions, computer classes, and educational programs.
- **Ultimate search engines:** Library staff answered 28,977 reference questions, both in house and remotely (via phone, fax and e-mail).
- **A library without walls:** Senior residential facilities, nursing homes, hospitals, and homebound patrons received 432 deliveries of library materials from library Outreach staff and volunteers
- **The library as a "Village Green":**
 - 1,378 individuals registered to vote
 - 20,000 tax forms were distributed
 - 92 individuals filled out Golden Buckeye card registration forms
 - 22 individuals registered for the Ohio Kids card

Top 10 months with the most check-outs:

In addition to annual circulation, the library keeps monthly circulation records. Following are the 10 months with highest number of check-outs ever. Note that half of them occurred in 2004. In 2000 your average borrowing per month totalled 73,599. Now it is 104,526 items per month!

1. March 2004118,040
2. July 2004116,334
3. March 2003115,619
4. July 2003114,122
5. June 2004111,091
6. January 2003110,825
7. August 2004107,936
8. January 2004107,824
9. February 2003106,898
10. February 2004105,536

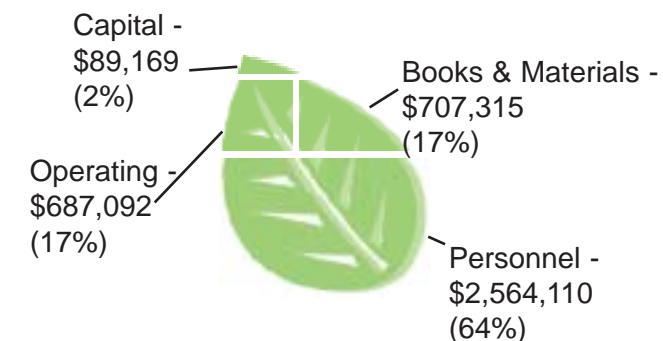
2004 Financial Statement

Revenue:



Total Revenue: \$4,393,206

Expenditures:



Total Expenditures: \$4,129,886

How Your Library is Funded:

Westlake Porter Public Library receives 31% of its funding from the State of Ohio's Library and Local Government Support Fund (LLGSF), and 66% from local property taxes. The other 3% is from fines and fees.

Through the LLGSF a 5.7% allocation of state personal income tax dollars is invested in libraries. These dollars are divided among Ohio's 88 counties by a formula, based on previous funding and population, and are adjusted by an 'equalization' factor each year. In Cuyahoga County, the allocation is divided between WPPL, the Cleveland Public Library, the Cuyahoga County Public Library, Cleveland Heights-University Heights Public Library, East Cleveland

Public Library, Euclid Public Library, Lakewood Public Library, Rocky River Public Library, and Shaker Heights Public Library.

Funding of the LLGSF is a part of the state's budget process. Current budget talks in the state legislature are very important to WPPL, and therefore to you. The library's administration and Board of Trustees are working with the Ohio Library Council and other libraries to let our legislators know how important state funding for libraries is. Please remember to support your library as we strive to continue to meet the information, materials and meeting space needs in our community.

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out the hassle of plugging into the library's data ports, giving them greater flexibility in study and research.

Strategic Service Growth

User focus groups, public and staff surveys, and other evaluations in 2003 and 2004 revealed service changes that would serve you better. Those changes were initiated in 2004 and include:

- **Popular Materials** — Because of the overwhelming usage of popular materials — novels,

VHS and DVD films and concerts, books on tape and CD, and music CDs — Popular Materials has become an independent department. Clearly, popular reading materials and audiovisual items are of major interest to our users, so creating this independent department better meets your needs.

- **Group Services** — Since this building opened in 2002, meeting room usage has been at an all-time high. To specifically facilitate your use of the meeting rooms, the Group Services Office was created.

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● **Electronic Services** — Electronic Services and capabilities are growing rapidly. A focus in this area will result in some changes later in 2005.

Internal Growth

● **The “Living Room”** — “Foot traffic” and collection usage surveys completed in 2004 resulted in some facility changes. The Community Services area wasn’t used nearly as much as anticipated. The space is being converted to a “Living Room” service area. Comfy furniture groupings, new books and magazines and newspapers are located there, creating a relaxing, cozy area to read and browse.

● **Information Desk** — Both public and staff focus groups indicated that the library needed an information desk nearer to the front of the building. An Information Desk is being moved and installed at the main apex of the facility, where the new books were located. Users will be able to stop there and get gen-

eral reference and directional help.

● **EXPRESS Magazines** — The *EXPRESS* magazine collection was a bit hidden from users, so it has been moved to a much more visible area, near the check-out line. Circulation of the *EXPRESS* magazines has already increased, proving that the new location is much more appropriate.

Future growth — The Reading Garden

In 2004, the library received a bequest from a former reader and library supporter. Those bequest funds, in conjunction with additional donations from community groups and individuals, will be used for the Bernice Yates Community Reading Garden. The Reading Garden will be a place where users can simultaneously enjoy reading and nature. The area will include landscaping, water features, and tables and chairs. A wall will surround the area to ensure the security of the library’s collections and grounds. The Reading Garden will open late this summer.



The Board of Trustees

Back row, left to right:

Tom Fox
John Weedon
Dave Berns - President
Bob Plantz - Secretary

Seated, left to right:

Karen Alfred
Laurie Forbush
Sharon Didion - Vice President

The Board, the policy-making body of the library, is composed of seven members who serve overlapping seven-year terms, without remuneration. Trustees are appointed, one each year, by the Westlake Board of Education.

**Library
Director**
Paula Miller

**Library
Clerk-Treasurer**
Judy Dobbs

NOTE: State standards for public libraries require that libraries print and distribute an Annual Report to the community.