

DIRECTOR'S REPORT

January 2006

Director's Report and Highlights

January 17, 2006

Submitted by Pamela Kiesner

2005 Budget

Included in your meeting packet are two budget documents that have been submitted to the City Budget office, and are included for your information:

- **"Departmental Objectives for 2005"**

An update on 2005 library objectives to meet the City Council's 2005 goals.

- **"Performance and Activity Tables"**

How did we do with our numbers? You'll note that in many cases our goals were a bit ambitious – yet, we surpassed the 2004 numbers in key measurements such as circulation, meeting room usage, and programs.

Staff news

Recruitment will begin for two vacancies created by retirements. Both positions have been revised somewhat, and include:

- **Assistant Director:** with specific responsibilities for program development, public relations/marketing/merchandising, and communications.

- **Head of Information and Reader Services:** with oversight of Collection Development, reference, and reader's advisory services.

Lobby

Even with staff shortages, holidays, and many other mitigating factors – many staff members have been involved in what is now termed "the lobby project". Once it is completed in the next couple of weeks, we expect that you will be extremely proud of the results. Most importantly, we think the public will be pleased with the way in which they can quickly help themselves to their holds and check out their materials in our Express Lanes.

The Lobby Project extends to the Children's Department and Fairhaven Branch. All will have Express Checkout and changes to improve ergonomics for the staff who handle nearly 1.2 million items checked out annually.

Our staff deftly took hold of this project, worked with good humor and under interesting conditions, learned a lot, and will be adapting to this newest change. I congratulate them all, and really celebrate their ability to see this as a challenging opportunity to improve customer service and increase their own efficiency.

2005 Successes...2006 Goals

The entire staff helped achieve the successes of 2005. At our December all staff meeting, they helped list those, as well as goals for a bright and challenging 2006. I will share these with you at our meeting.

Happy New Year!